

SANDSTORM^{IT} VOIP SYSTEM

Switch to a SandStorm IT VoIP system to lower your phone bill, reduce your frustration, and eliminate downtime.

MAIN FEATURES



Conferencing

Built-in conferencing allows all of your employees to manage their own conference rooms on demand using the SSER control panel. See who is in the conference call and who is speaking, with the ability to mute or dismiss participants. In addition, easily invite customers to conferences using a PIN number.



Collaboration

You can easily collaborate over long distances with integrated video calling, screen-sharing, and group chat. Features are built into the desktop Softphone that allows employees to stay connected while on the go.



Interactive Voice Response (IVR)

The extensive built-in IVR allows you to provide information to callers, collect information about the customer's needs, and transfer callers to the appropriate person or department. Multi-language options, custom music-on-hold for special announcements and callback make the IVR even better.



Recording and Monitoring

You'll find this feature ideal for training and auditing calls. Managers can easily monitor, whisper, barge, and record calls from the UCP Wallboard dashboard. You can also record calls directly from an S-Series phone.



Contact Center/Call Queues

Whether you operate a small or large help desk, sales team or contact center, PBXact offers big customer service and call processing features to help you boost revenue.



Employee Monitoring

You can monitor who is in the office, on a call, or away from their desk, using the desktop Softphone, mobile client or S-Series IP phones. Call rules update automatically based on an employee's presence.

OUR FULL LIST OF FEATURES

Business Features

- Flexible Time-Based Call Routing
- Built-In Conference Bridge
- Fax to E-mail
- Hunt/Ring Groups
- Music on Hold
- Voicemail Blasting
- Find Me / Follow Me Calling
- Personal IVRs
- Wake-Up Calls
- Support for Video Calling
- Secure Communications (SRTP/TLS)
- Announcements
- Text to Speech
- Calling Queues (ACD)
- Interactive Voice Response (IVR)

Administration

- Upgrade System with Granular Control
- Bulk Import Utilities (Trunks, Extensions, Users, DIDs)
- Multi-Language GUI and Sound Files for Localization
- Backup and Restore Utilities
- Custom Destination Administration
- Web-Based Config File Management When Needed
- System Recording Management
- GUI Controls for DNS, Network Settings, and More

Calling Features

- Outlook, Browser and Softphone Integration
- Three-Way Calling Support
- Voicemail
- Voicemail to E-mail
- Caller ID Support
- Call Transfer
- Call Recording
- Do Not Disturb
- Call Waiting
- Call History / Call Detail Records
- Call Event Logging
- Speed Dials
- Caller Blacklisting
- Call Screening

User Control Panel

- Responsive GUI (Desktop, Tablet, and Mobile Device)
- WebRTC Softphone
- Call History (Details and Recording Playback / Download)
- Contact Management
- Presence Management
- Conference Room Management
- Find Me / Follow Me
- Call Forwarding
- Call Waiting
- Do Not Disturb
- Call Confirmation
- Visual Voicemail – Playback and Management
- Notification Options
- Greetings Management

Telephony Support

- Open Standards Support for Multiple Protocols
SIP, IAX2
- PRI, T1, E1, J1, R2, POTS/Analog, ISDN, GSM
- WebRTC
- Softphone Support
- Specialty Device Support
- Door Phones
- Overhead Paging
- Strobe Alerts
- Paging Gateways
- Voice Gateways
- Failover Devices
- Desktop/Mobile Phone Support

Add-Ons

- Advanced Recovery
- Enhanced Call Center Functionality/Features
- Operator Panel / Wall Boards
- Third-Party Phone Support (for Non-Sangoma IP Phones)