



PBXact Software

Host your Own Fully-Featured UC Platform Based on Open-Source Technology

Datasheet

PBXact Software is a unified communication platform designed to be installed on your own hardware or virtualized environment. It offers the same great features as Sangoma's on-premise PBXact appliances with added deployment flexibility, allowing you to save on hardware costs or create a completely virtualized environment. PBXact Software offers unlimited user and call capacity, only limited by the hardware/ VM you choose.

✓ Quick-Start Installation Wizard

The quick-start Installation Wizard for PBXact makes it incredibly easy to get your PBX set up with basic configuration in just a few minutes!

✓ Integrated SIPStation™ SIP Trunking

Sign-up with the award winning SIPStation service directly from the administration GUI and automatically configure within seconds. Look no further for VoIP Service without needing technical knowledge for setup.

✓ Zero-Touch Provisioning

Out-of-box automatic configuration with Sangoma's IP Desk phones, from anywhere in the world. The EndPoint Manager Tool within the administration GUI enables centralized control of every phone's configuration and firmware.

✓ Integration With Your Existing Tools

Built-in click-to-dial and screen-pop for web-based Customer Relationship Management (CRM) tools.

✓ Mobility & Remote Worker Friendly

Desktop and mobile apps deliver HD voice calling, parking conferencing, SMS/MMS*, and group chat, ideal for sales, support or contact center staff.

* SIPStation service subscription required

Quick Facts

- Start with as many users as you need and grow to virtually unlimited user licenses
- Includes softphone clients for desktop and mobile
- Integration to CRM and other 3rd-party Apps
- Compatible on most commercially available hardware
- Virtual Machine compatible
- Support for virtually unlimited calls and users (limited by your hardware / VM)
- Maintenance Plans available

✓ Powerful Features From Your Desk Phone

Users can now control complicated features directly from their Sangoma IP Desk Phones right out-of-the-box. There's no need to memorize hard to remember feature codes!

✓ Flexible Deployment

PBXact is available on certified Sangoma appliances, as software for your own hardware and virtual machines, as a cloud service, and as a service (SaaS) for partners to offer to their customers.

✓ Web-based User Control Panel

User Control Panel (UCP) lets every user manage their own calls settings, conference call rooms, voicemail, and contact center features via customizable widgets.

✓ Advanced Recovery

Avoid catastrophic failure with the Advanced Recovery module which delivers automatic failover to a secondary PBXact system.

Technical Specifications

General Features

- ⦿ Unlimited auto-attendant / IVR
- ⦿ Flexible time-based call routing
- ⦿ Class of Service
- ⦿ User management and group creation
- ⦿ Fax Pro: unlimited in/outbound fax-to-email
- ⦿ Hunt/Ring groups with pre-call announcement
- ⦿ Music-on-hold
- ⦿ Voicemail-to-email & Voicemail blasting
- ⦿ Directory / Contact management
- ⦿ Customizable announcements
- ⦿ Built-in multi-language IVR, voicemail and announcements
- ⦿ Multi-language admin GUI and end user device support (UCP and IP phones)
- ⦿ Calling queues (ACD/IVR)
- ⦿ Built-in calendar used for call-based routing (Holiday and office hours routing)
- ⦿ Enhanced timezone support
- ⦿ Call Recording Reports
- ⦿ Call logging interface
- ⦿ Multi-Factor Authentication (MFA)
- ⦿ Secure communications (SRTP/TLS/VPN)

Call Features

- ⦿ Unlimited conference bridge & control
- ⦿ Find me/ Follow me calling
- ⦿ Hot Desking
- ⦿ Intercom
- ⦿ Enhanced Paging (Page Pro): Valet style, scheduled with custom recording
- ⦿ Call Parking / Call Pickup
- ⦿ Caller-ID
- ⦿ Do-not-disturb
- ⦿ Call Forward
- ⦿ Call Waiting
- ⦿ Call History and CDR
- ⦿ Speed Dial
- ⦿ Caller ID Blocklist and Allowlist
- ⦿ Multi-parking lot (Park Pro)

Unified Communications

End User Control Panel (Dashboard)

- ⦿ Conference rooms
- ⦿ Voicemail control
- ⦿ WebRTC phone with chat
- ⦿ IP Phone programmable button customization (EPM for UCP)
- ⦿ Fax dashboard
- ⦿ Call forwarding, call-waiting, DND and Follow-me control
- ⦿ Presence

VoIP Protocol Support

- ⦿ SIP / IAX

Softphone Integration

Desktop Softphone (Windows & Mac)

- ⦿ Group chat, file-transfer, fax, SMS, presence

Mobile

- ⦿ Voice calls, voicemail, unattended transfer, push notifications, presence control
- ⦿ iOS/Android Support

CRM Integration

- ⦿ Click-to-Call and Screen-pop and call history for SugarCRM, SuiteCRM, Salesforce, Zoho, ConnectWise, and other apps using custom webhooks

Telephone Features

- ⦿ Built-in Auto-Provisioning with redirect service (included with Sangoma IP Phones)
- ⦿ EndPoint Manager: centralized tool for IP phone provisioning for customization and configuration (Included with Sangoma IP Phones)

Call-Center Features (Built-in)

- ⦿ Call Queuing (ACD)
- ⦿ Advanced Ring Strategies
- ⦿ Caller Announcement
- ⦿ Agent wrap-up time
- ⦿ Max Queue callers
- ⦿ CRM Integration
- ⦿ Call Recording

Licensed Add-ons (Additional Fee)

- ⦿ Advanced Recovery: Automatic failover
- ⦿ Call Accounting for Billing
- ⦿ Queue Wallboard: contact center dashboards
- ⦿ Queue: call center statistics, advanced call-center reporting
- ⦿ EndPoint Manager for non-Sangoma IP Phones
- ⦿ Queue call-back for inbound callers
- ⦿ Web Call-back
- ⦿ Outbound campaign (Call-center feature)
- ⦿ Appointment Reminder
- ⦿ Outbound Call Limiting
- ⦿ Hotel Property Management
- ⦿ Oracle Connector for Hospitality

Codec Support

Software

- ⦿ ulaw, alaw, gsm, g.722, g.726, slin, ilbc, g.729 and opus

Minimum Requirements

1-100 Users

- ⦿ CPU: Intel Celeron Quad-Core
- ⦿ Memory: 2-4 GB RAM
- ⦿ Storage: 120 GB (250 GB above 75 users)

100-500 Users

- ⦿ CPU: Intel Core i5
- ⦿ Memory: 4-8 GB RAM
- ⦿ Storage: 2 x 250 GB

500-1200 Users

- ⦿ CPU: Intel Core i7 Quad-Core
- ⦿ Memory: 16 GB RAM
- ⦿ Storage: 2 x 500 GB

1200 Users and above

- ⦿ CPU: Dual Intel Xeon Six-Core
- ⦿ Memory: 32 GB RAM
- ⦿ Storage: 2 x 1 TB