

Switchvox®

It's more than a phone system.
It's a better way to communicate.



DIGIUM

The Company That's Reinventing the Phone System

Digium® provides the VoIP solutions that small, medium, and large businesses need to make their business communications their competitive edge. The Digium product line includes the easy-to-use, yet intelligent Switchvox® business phone systems with powerful Unified Communications capabilities. In addition, Digium is the innovative force behind Asterisk®, the world's most widely used open source telephony engine, and provides telephony interface cards, Asterisk software and other components needed to create custom telephony solutions.



SWITCHVOX

The Best Communications System for Your Business



Digium's Switchvox system is more than a phone system – it's the Unified Communications system that integrates all office communications, including phone, fax, chat and web mashups. Businesses that want to do more than just talk, can count on Switchvox to help them easily transition from simple telephony to a feature-rich UC solution. Business users can improve productivity no matter where they are – on a mobile phone or at the office. Talk about flexibility!

Switchvox is the Smarter Choice for Your Next Phone System



SAVES YOU MONEY

Switchvox allows your business to place calls using traditional PSTN telephone lines or VoIP, **saving you up to 70% on your monthly phone bill.** Out of the box, Switchvox has more features and is more affordable than proprietary systems that have fewer features! And because we don't lock you in to specific service providers or equipment vendors for your phones, you can choose a solution that fits your needs and your budget.



EASY TO MANAGE

An intuitive point-and-click interface allows you to manage every aspect of Switchvox from anywhere you have Internet access. Empower your employees to manage their own Find-me, Follow-me and voicemail boxes. You can easily know the "who, what, when, and where" of your business calls using Switchvox's extensive features.



MANY PRODUCTS IN ONE

Switchvox is more than just a business phone system, it is a complete Unified Communications solution that combines the power of many products into one. Complete with a conference bridge, chat/instant messaging server and fax server, you can easily consolidate some of your office activities and save more money in the process.



GROWS WITH YOU

You want a system that will easily accommodate future growth, without unexpected expenses. **Scalability and advanced features are just what Switchvox provides.** This family of appliances enables you to easily add new users and office locations as your business expands, without disrupting your current communications system.

"I am really impressed with our Digium Switchvox system. It has performed flawlessly, and administration is straight forward and user friendly."

Dan Ribar, CIO
1st Guard Corp.

"If there's an appliance or SMB IP-PBX to beat, this is the one."

Network World

"Digium Switchvox is a great choice for SMBs' VoIP needs."

CRN Tech



Switchvox Provides the Power to Communicate **Where and How You Want**



POWERFULLY MOBILE

You define where and when you communicate. Imagine being able to receive your office phone calls on any phone. When you are on your cell phone or on the hotel phone, others in your office will see you are on the phone – your “presence” stays with you. With **Fixed Mobile Convergence**, easily transfer calls from any phone back to your desk or another caller without interrupting the call, allowing you to take your office on the road!

POWERFULLY INTUITIVE

Let Switchvox work for you by easily integrating other business applications with your phone system. Access real data, trigger events and enable business processes with incoming calls. Automatically access your caller's record with built-in support for **Salesforce.com** and **Sugar CRM**. Know everything you need to know about your caller even before you pick up the phone.

POWERFULLY COLLABORATIVE

Today's conversations involve more than just your voice. With Switchvox, you can click on an extension to initiate high-definition (HD) quality calls. Switchvox also supports **HD-video calling** so you feel more connected with remote callers and won't have to miss a facial expression. Think of how much you can save if you don't have to get on an airplane every time you want to get business done.

The Switchvox Switchboard Puts Your Entire Communications System just One-Click Away

Phonebook

Extended Entries

Dave Miller (1021)	Morris Madsen (1030)
John Smith (1022)	Netwon Degenhardt (1024)
Jane Doeson <1020>	Scanland Industries <873444861>
Posey Podolsky (1026)	Brooks Bryant (1031)
Ortiz Schuster (1027)	Conway Magee (1032)
Stephen Christopher <1036>	Murphy McCaig (1033)
Harvey Culver (1028)	
Webb Sanderson (1029)	

Normal Entries

Jeff Marx (1034)	Customer Support (6001)
Electrician (91050223333)	Technical Support (6560)

Add Phonebook Entries

Profile

John Smith
Product Manager
Extension: 1022
Email: jsmith@mydomain.com
Location: San Diego

Salesforce

11:01 AM	Office: 2564286273	Flur Trinity The Asterisk Company
11:01 AM	Office: 8773444861	Jan Davis Scanland Industries
10:59 AM	Numbers: 8773444861	No Contact Information Found

Chat

Dave Miller

Jane Doeson: Hello Dave. Can you join me on a call?
I'm talking to a customer who needs our Premier package.

Dave Miller: Sure Jane. Bring me on.

Jane Doeson: Calling you now.

Customer Support '6001' - Today's Call Queue Information

Overview - 3 Callers Waiting, 14 Total Calls (8 Abandon, 3 Complete)

Members / Callers - 3 callers waiting, 3 members on a call, 7/7 members logged in

Position	Caller ID	Call Duration	Status
1	Linux Support <2564286262>	3 mins, 44 secs	
2	Four Loop <2564286165>	47 secs	
3	Spencer Flight <442071837577>	27 secs	

Parking Lot

Parked At	Caller Parked	Parked By	Park Duration
Digium (2564281234)	Jane Doeson 1020	72	
Dave Miller (1021)	Jane Doeson 1020	54	

Current Calls

Digium <2564281234> (holding)

Dave Miller <1021> (active)

Inactive Line

Directory

Search: Steph

Ext	Name	Type
1036	Stephen Christopher	SIP Extension
1037	Stephanie Adams	SIP Extension
1038	Stephen Rogers	SIP Extension

Google Maps

Search: Digium

Results:

- Digium - 2564286262 Zip: 35801
- LSS - 2564281234 Zip: 35801
- Scanland Industries - 4064441234 Zip: 59601
- Davis Inc - 2564285555 Zip: 35801

The Switchboard is available for every user. Drag-and-drop calls, chat, update your CRM system, and so much more, all with the unique power of the Switchboard web-interface.

Switchvox provides all of these features and more in every system, without any additional licensing or cost!

The Switchboard Web-Interface Provides Real-Time Call Control and More



Microsoft Notifier

Free for Microsoft Office 2007 and newer, Switchvox Notifier integrates your Switchvox with Microsoft Office and Windows!



Switchvox Apps (Mashups)

Easily mashup Switchvox with any web application to give your employees everything they might need for a call, before they answer it!



Chat (Instant Messaging)

Improve employee communication with integrated chat. Communicate however your workflow demands, without using unsecured public chat servers for corporate communications.



Real-Time Interaction

Switchvox's Switchboard has click-to-call, and drag-and-drop transfers, and other features that make it easier than ever to communicate intuitively.



Presence

Your employees can work smarter when they have access to all office communications within a single screen. See who is in the office, and know who is on a call or away from their desk.



Traditional & VoIP Calls

By mixing VoIP with traditional calls, your business can optimize communications and save money without sacrificing features.



Recording & Monitoring

Great for training or auditing calls, Switchvox's recording and monitoring features are just one click away.



Call Queues

Not just for the call center, Switchvox brings powerful call queuing functionality to even the smallest business that needs to efficiently handle inbound calls.



CRM Integration

Switchvox is integrated with Salesforce.com and SugarCRM. Your sales and service organization will have customer information right at their fingertips when they get a phone call. What a productivity boost!

Switchvox Offers Enterprise-Class Features at a Price You Can Afford



Microsoft® Integration

Switchvox Notifier fully integrates with Outlook® Calendars, Emails, Tasks and Contacts as well as Word®, PowerPoint® and Excel®.



Mobility

Receive, transfer and record calls from any phone and any location through Switchvox. With the mobile apps for the iPhone and Blackberry, you can easily access your favorite features of Switchvox from your smart phone.



Unified Messaging

With voicemail delivered to your inbox or mobile device, you can stay in communication, wherever you are.



Reporting & Call Logging

See details about all calls in your system. Custom, statistical reports can be scheduled and emailed to you automatically.



Fax

With Switchvox, fax is integrated so you no longer need a separate fax server. All faxes are delivered directly to your inbox! Plus, you can use the same number for calls and faxes.



Conferencing

A built-in conference bridge allows all of your employees to manage their own conference rooms on-demand.



Video Calling

Collaborating over long distances has never been easier or less expensive since video phones are compatible with Switchvox.



Developer Friendly

Switchvox's XML-based Extend API makes it easy for a web application developer to integrate Switchvox with any web tool, without any Switchvox-specific training.

Visit the full feature list:
www.digium.com/switchvox

Test drive the Switchboard and Mobile Integration:
<http://www.digium.com/switchvox-demo>

Switchvox Enables You to Service Your Callers Better

Help Callers Connect on the First Try

Fixed Mobile Convergence (FMC)

Receive your calls no matter where you are – in your office or on the road. Seamlessly transfer calls between your mobile device and your deskphone without interrupting the conversation. Switchvox provides you the flexibility to easily control how your calls are handled.

Interactive Voice Response (IVR) Auto-Attendant

The Switchvox IVR is an automated menu system (also known as an auto-attendant) that you can program to greet and interact with your callers. The IVR allows you to provide information to the caller, collect information from the caller, and send the caller to the right extension.

Improve Your Callers' Experience

Call Queues (*Automatic Call Distribution*)

Efficiently handle all of your inbound calls with call queues. Every member of the queue can see real-time queue statistics and the caller's CRM record directly from the Switchboard.

Detailed Reporting and Logs

Administrators have access to detailed reporting to know how to effectively staff queues. Generate real-time, scheduled or on-demand reports for many events in Switchvox.

Call Queue Management

Ensure the best service for your callers by effectively being able to manage your representatives through built-in call monitoring and recording.



Choose the Switchvox System That's Right for You



Switchvox 65



Switchvox 305



Switchvox 355

Silver, Gold and Platinum subscription plans are available for each of these systems, so you can choose the coverage that is right for your business. See chart below for more details.

Ideal For:	Offices that don't have a computer rack and need the space-savings of a small platform	Medium-sized businesses with a computer rack or shelf space that want the power of a server-class UC system	Medium to large businesses that want a high-performance, highly redundant, full-featured rackmount UC system
Users & Calls:	Supports 1 to 30 users Up to 12 concurrent calls	Supports 1 to 150 users Up to 45 concurrent calls	Supports 1 to 400 users Up to 75 concurrent calls
Expansion Slots:	Two	Three	Three
Recording & Conferencing:	Up to 5 concurrent recorded calls Up to 5 simultaneous conference users	Up to 10 concurrent recorded calls Up to 15 simultaneous conference users	Up to 20 concurrent recorded calls Up to 30 simultaneous conference users
Redundancy & Failover:	Cold Spare Available	Cold Spare Available	RAID Controller with mirrored drives Redundant Power Supplies Cold Spare Available
Warranty:	A One Year Warranty is standard for each system. Optional Three and Five Year Warranties are also available.		
Subscriptions:	10 Silver Subscriptions are included with each system. Subscriptions are required for each user.		

Switchvox SIP Interoperability

It's easier than ever to connect your office phones.

Phone Feature Packs are the easiest way to make the most of your Polycom® and snom® IP telephones. Feature packs automatically find phones on your network, connect them to Switchvox, and provide Unified Communications applications, such as searchable directories, visual voicemail, and call recording from the phone's display.



Protect Your Investment with Subscriptions Stay Up-to-Date With All New Releases

	SILVER	GOLD	PLATINUM
Upgrades and Updates	✓	✓	✓
Unlimited Email Support	✓	✓	✓
Unlimited Phone Support during Business Hours		✓	✓
Phone Support outside Business Hours (5 Incidents)			✓

What our customers are saying about Switchvox...

"The intuitive Switchboard interface in Switchvox was a major deciding factor. What is nice about the Switchvox system is how easy it was for our employees to learn it. With the IVR tree option, our receptionist had no problems learning how to customize individual greetings and she was able to immediately route calls without hassle from the main IP-PBX."

Entertainment Services Customer

"After evaluating several PBX offerings, we chose Switchvox. It gave us a complete in-house solution that was easy to install and configure."

Financial Services Customer

"Switchvox's built-in call center functionality with call recording closed the deal [when shopping around for a phone system]. The total cost for a Switchvox solution with these and other features was less than just the end of life upgrade cost for their existing system."

Travel Services Customer

"The Switchboard's cross-platform functionality is a must. Our environment is 90 percent Mac®, and the competing ShoreTel® application only runs on Windows®. Our users love the Switchvox Switchboard application."

Education Customer

Want to find out more about Switchvox? See more product information, videos white papers and interactive demos at www.digium.com/switchvox



The company behind the next innovation in telecom.



Founded in 1999, Digium is the creator and primary developer of Asterisk, the world's most popular open source telephony platform. More than one million customers in 170 countries have deployed Asterisk-based systems. Digium is committed to ending the days of expensive, proprietary telecom with our award-winning line of Switchvox Unified Communication systems. Switchvox is much more than just an office phone system. It's a revolution in business communications, putting you in control of the most important asset in your business – your voice.

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Recognized as the best in the industry.

