Your Ultimate Solution for Seamless Telephony
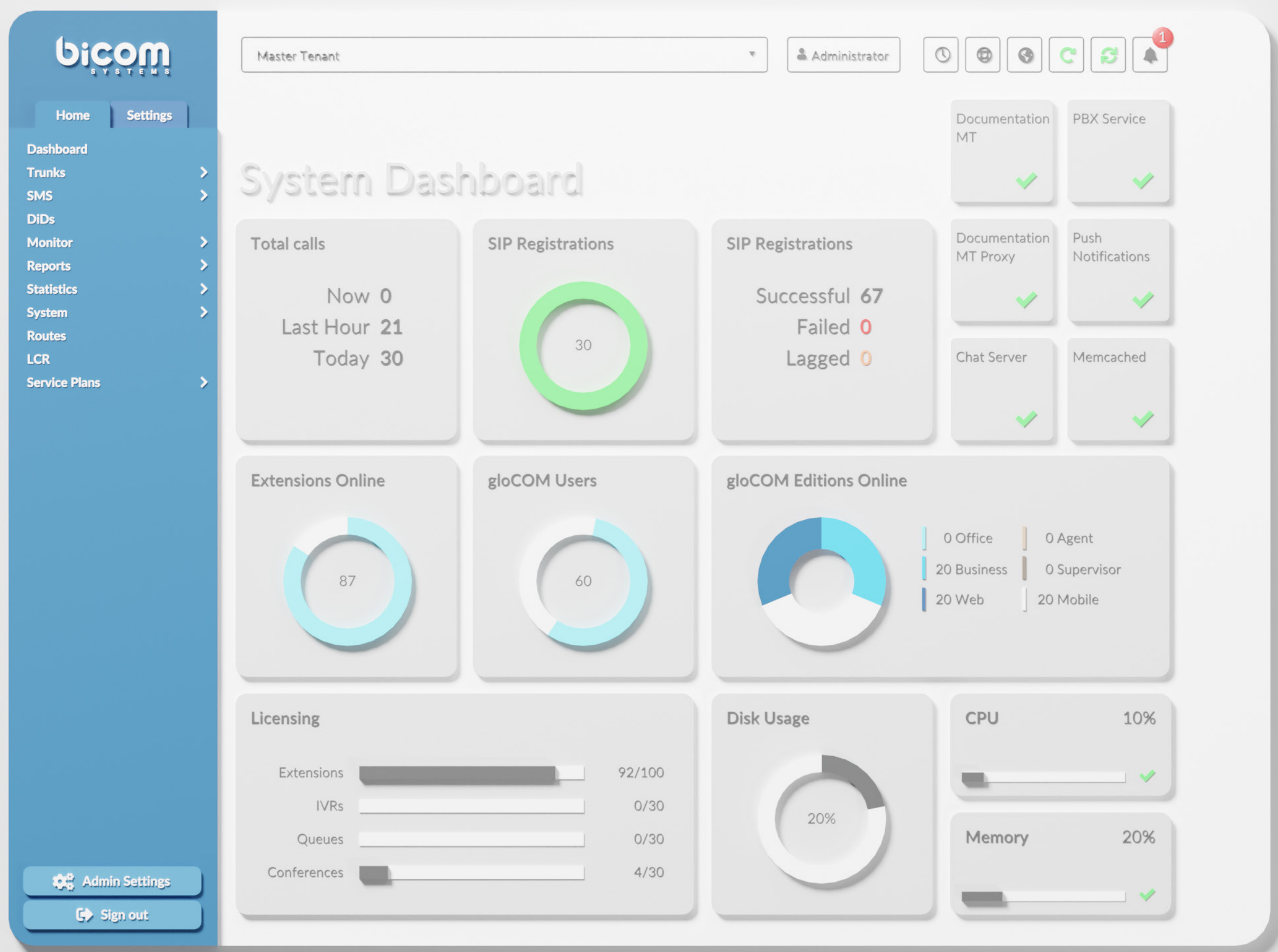

PRODUCT OVERVIEW
PBXware

What is PBXware?

Welcome to one of the most economic workflow improvements in communication technology.

PBXware, one of the world's most advanced IP PBX Professional Telephony Platforms, stands as a mighty and innovative tool that has been empowering businesses and governments for over two decades.

This mature and well-established solution has consistently elevated operational efficiency and communication dynamics.

PBXware

Tailored Editions for Enhanced Performance

Embark on a journey of tailored excellence with PBXware's specialized editions.

Each edition resonates with PBXware's commitment to performance, reliability, and growth, catering to diverse business landscapes with enviable efficiency.

Business Edition

Tailored for the needs of small to medium sized businesses, the PBXware Business Edition offers unique deployment options, be they hosted or on-premise softswitch deployments while still containing some essential features for a modern business like hotdesking and data archival.

Contact Center Edition

The Contact Center edition focuses on improving workflow in call and contact centers, both for agents and supervisors, which, in turn, will improve customer experience.

All of the important information is laid out neatly and made easy to understand, and the improved management options allow supervisors to better manage call volumes for each individual agent, minimizing customer wait time.

Multi-Tenant Edition

Streamline communication for multiple customers on a single instance. Greatly improve operations and resource utilization while maintaining distinct communication channels for each tenant, enhancing efficiency and reducing costs.

SP Edition

Crafted with service providers in mind, the SP Edition simplifies administration and configuration management. Navigate through configurations with ease, ensuring efficient

service delivery and swift adjustments to meet dynamic customer requirements.
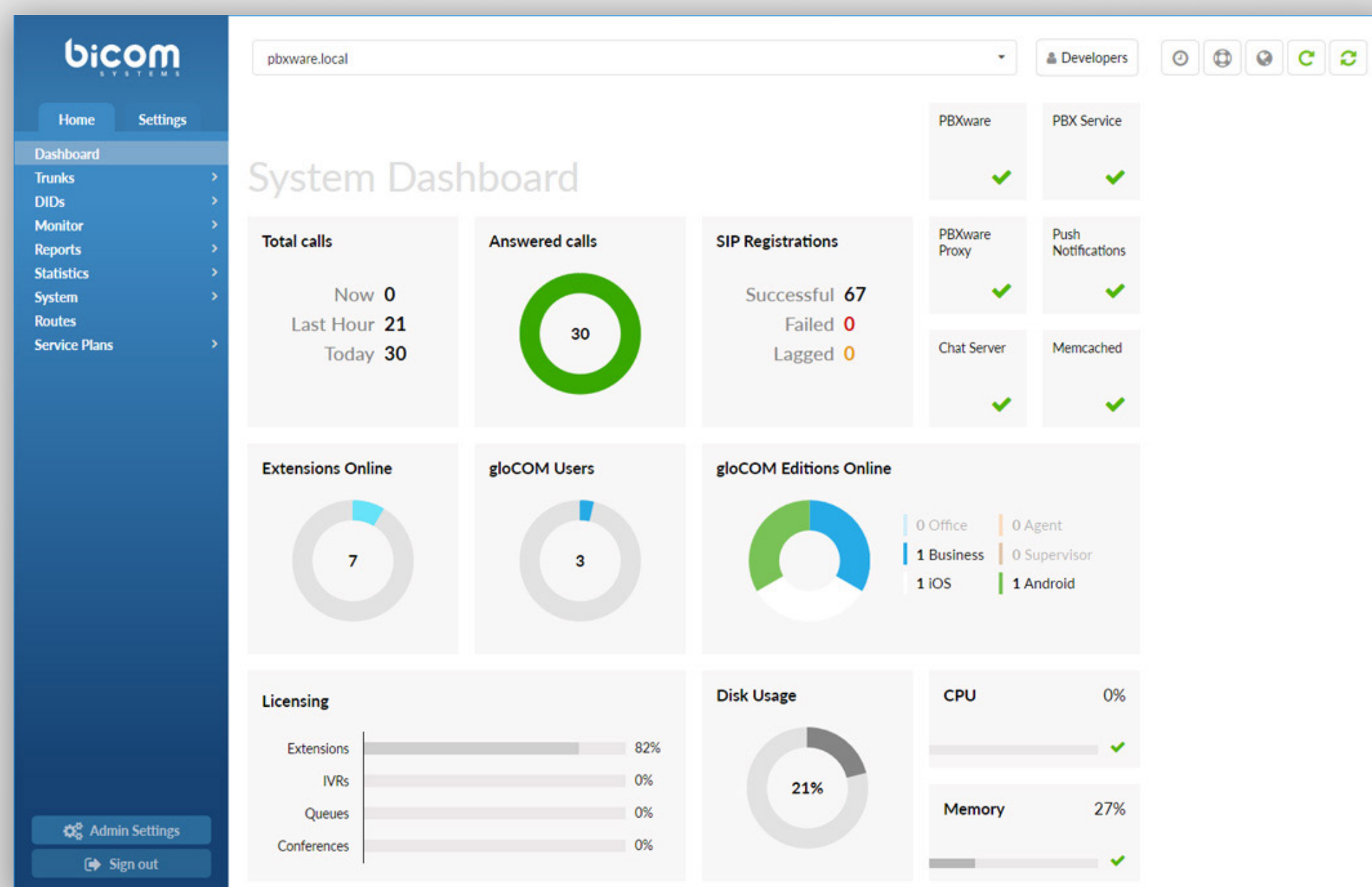
Essential PBXware Features & Benefits

⚙ EFFORTLESS SETUP WITH GUIDED PRECISION

Experience a fast and easy system setup with PBXware's streamlined process. Our step-by-step setup wizard ensures a hassle-free installation journey, guiding users with precision and simplicity.

▥ INSIGHTFUL DASHBOARD FOR SEAMLESS NAVIGATION

Navigate effortlessly through a user-centric dashboard that consolidates crucial data. Gain insights into your system's functions, hardware utilization, core service status, call statistics, SIP registrations, and more, all presented intuitively for informed decision-making.

⬒ BRANDING: A PERSONAL TOUCH

Empower your brand with PBXware's thoughtfully curated branding package. Every facet, from software to technical documentation, reflects your brand identity, including your logo, company colors, and brand name.

📞 UNIFIED COMMUNICATIONS FOR ENHANCED PRODUCTIVITY

Unify communication features under one interface, eradicating the need for constant tab-switching. By seamlessly integrating functionalities, gloCOM elevates productivity and user experience.

📈 ENHANCED SECURITY AND MANAGEMENT WITH ACTIVITY LOGS

Track user activities through comprehensive activity logs. By monitoring access, changes, and file interactions, PBXware optimizes time management, bolsters security, and provides deeper insights into your business operations.

📘 SEAMLESS CALL RECORDINGS PLAYBACK

Access call recordings directly from your browser with PBXware's integrated playback interface. Effortlessly navigate recordings and gain valuable insights with a simple click.

EFFICIENT ONBOARDING WITH EMBEDDED DOCUMENTATION

Accelerate onboarding with concise, feature-specific documentation available within PBXware's interface. Users can swiftly familiarize themselves with the software's functionalities, greatly reducing learning curves.

STIR/SHAKEN CALL SIGNING

PBXware makes sure that all calls are made securely by implementing the STIR/SHAKEN protocol suite which allows signing and validating calls with certified signatures that customers own, ensuring the utmost authenticity in communication.
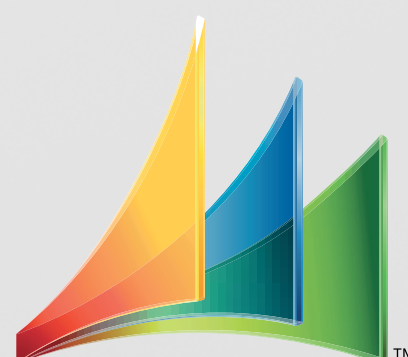
ENHANCED DEVICE CERTIFICATE VALIDATION

Elevate security measures with PBXware's mTLS implementation. Trust client certificates through manufacturer root CA validation, fortifying server-side authentication.

CRM Integrations

PBXware seamlessly integrates with a great number of vital business applications like Salesforce, SugarCRM, Zendesk, ZOHO, MS Dynamics, and more. Bridge communication gaps with ease and streamline operations.

24/7 Expert Support at Your Fingertips

Rest assured with round-the-clock support. Our highly trained experts are always available to address any PBX system-related queries, ensuring seamless operations and peace of mind.

Scalability for Evolving Demands

Align your PBXware edition with your company's growth trajectory. While scalability has its limits, PBXware keeps pace to accommodate the ever-evolving demands of SMBs.

Versatile Branding Options

Elevate your market presence with PBXware's versatile branding options. Stand out from the competition, bolster brand recognition, and attract new customers effortlessly.
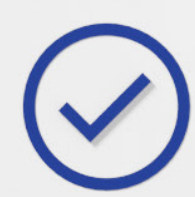
Hosted Solution: Simplify, Expand, Thrive

Opt for the hosted deployment and unburden yourself from hardware worries. We handle the infrastructure, allowing you to focus on growth. Adding users becomes a breeze, and all at cost-effective rates. Embrace simplicity without compromise.

On-Premise Empowerment: Total Control, Strong Security

Choose the on-premise solution and retain complete control over your servers and data. Enjoy enhanced security, bespoke customer templates, and the confidence of managing your communication ecosystem in-house. It's data management at its finest.

Whichever path you choose, our expertise is at your service, ensuring seamless implementation and continuous support throughout your journey.

- ✓ UC Software on Desktop and Mobile

- ✓ Enhanced Functionality

- ✓ Improved Productivity

- ✓ Branding Options

- ✓ Hosted or On-Premise

CONTACT BICOM SYSTEMS TODAY
to find out more about our services

Bicom Systems (USA)
2719 Hollywood Blvd
B-128
Hollywood, Florida
33020-4821
United States

Tel: +1 (954) 278 8470
Tel: +1 (619) 760 7777
Fax: +1 (954) 278 8471

Bicom Systems (CAN)
Hilyard Place
B-125
Saint John, New Brunswick
E2K 1J5
Canada

Tel: +1 (647) 313 1515
Tel: +1 (506) 635 1135

Bicom Systems (UK)
Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom

Tel: +44 (0) 20 33 99 88 00

Bicom Systems (FRA) c/o FONIA
Zac du Golf
15 Impasse Oihana
64200 BASSUSSARRY

Tel: +33 (0)5 64 115 115
Email: contact@fonia.fr

Bicom Systems (ITA)
Via Marie Curie 3
50051 Castelfiorentino
Firenze
Italy

Tel: +39 0571 1661119
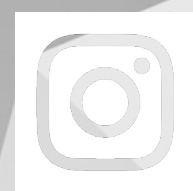Email: sales@bicomsystems.it

Bicom Systems (RSA)
12 Houtkapper Street
Magaliessig
2067
South Africa

Tel: +27 (10) 0011390

email: sales@bicomsystems.com

Follow us

bicom
SYSTEMS