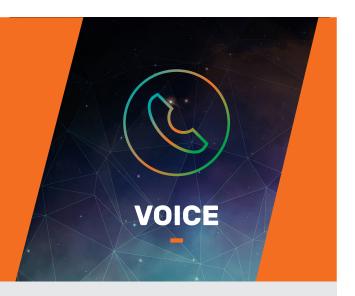# FEATURE RICH CUSTOM VOICE SOLUTIONS

VOICE

Talking the talk and walking the walk are two very different things.

CHALLENGES

Today, many voice solutions can be one dimensional. By design they are one size fits all products. Reality is, this approach will deliver on some aspects and features a user wants, but not all. Encoo understands that one size fits all approaches like these don't work for those seeking voice solutions to deliver a highly valuable solution. That's why we go to market with a system that is easily configurable on a per tenant basis. Building the system from the ground up allows us to design and configure a system that is 100% fit for purpose. Our custom-built phone systems have more than 700 features available - ensuring requirements are met and the solution is not just close enough, but perfectly tailored for the user.

EDGE PBX

Popular features

The Encoo Edge PBX simply works. Whether there are 5 or 500 end users, the deployment method remains the same and our platform can meet the most complex client's requirements. With more than 700 features out of the box, and new features being enabled every month there isn't much the system can't do. The licencing model is simple, and all features are enabled by default without any additional costs, no surprises!

The Edge PBX is accessed via a self-service portable and is completely customisable, partners can log into their own virtual PBX and setup clients within a matter of minutes. Zero touch handset provisioning makes the Edge PBX quick to deploy, cost effective & easy to manage.

Voicemail to Email

Listen to office voicemail on the go. Have your voicemails automatically emailed to you as audio files.

Hunt Group

Eliminate missed calls. Designate numbers into groups that ring together, in sequence or simultaneously, until picked up.

Operator Panel

Give power users complete visibility of the entire organisation from their desktop, the ability to transfer/intercept and retrieve calls with the click of a button.

Time & Location Call Routing

Create 'rules' to auto-direct calls based on time / date / caller location. E.g. Calls from NSW or Calls before 7am.

Direct & Manage Calls

Handle calls at the press of a button. Hold and transfer or park a call and pick it up on a different phone.

Auto Attendant (IVR)

Call greeting with a customisable voice menu to direct calls. Eg. Press 1 for Sales, Press 2 for Accounts.

Call Forwarding

Pass calls to another person. Choose to send incoming calls to a different landline or mobile number.

Conference Calling

Internal or external conference calls can be initiated from the online self-service portal, with the number of external parties only limited by the number of SIP channels allocated to that system.

encoo

COMMUNICATIONS

ENCOO SIP
—

Customised Voice that's compatible with any SIP PBX

The Encoo softswitch has been engineered with multi-tenancy and fault-tolerance top of mind, voice downtime is simply no longer an option. This has resulted in a platform that is scalable, flexible and highly resilient. Encoo SIP gives Encoo Edge partners control by providing an easy to use interface that lets you manage all aspects of your SIP account including, adding or changing your service and reviewing or exporting real-time call data records.

The Encoo SIP platform only uses Tier 1 upstream carriers to route our SIP traffic. We do this to ensure that you get the highest quality voice experience and a redundant network for outstanding reliability and performance.

Encoo can port your telephone numbers from your existing carrier, allowing you to migrate to SIP and keep your existing phone numbers. We can port single analogue-line numbers, ISDN single numbers or blocks of 100.
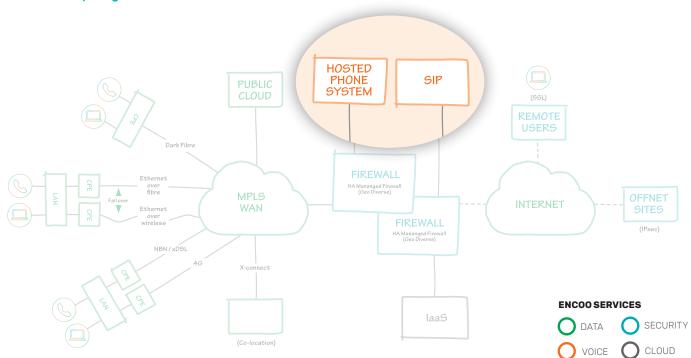
THE ENCOO EDGE

With VoIP, international toll fraud can be a significant problem.

We protect our VoIP SIP trunks from fraudulent activity by using automated systems that help detect fraud and protect your |account even if your on-premises systems are compromised.

NETWORK TOPOLOGY
—

Voice seamlessly integrates into the Encoo Network

ENCOO SERVICES

- DATA
- SECURITY
- VOICE
- CLOUD

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GET THE COMMUNICATIONS EDGE

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