



Sangoma

Business Voice

Seamless, Ultra-flexible Cloud Communications

Business Voice is the ultimate cloud communications platform for any business in need of seamless, ultra-flexible connectivity. As a pure cloud platform, businesses can leverage the power of a complete communications solution from an intuitive, browser-based interface. No hardware required!

Business Voice Features & Benefits



Pure Cloud Architecture

Business Voice is built on a pure cloud platform. Designed for businesses who want peerless call quality, communications flexibility, and exceptional system support, Business Voice is the perfect, zero-hardware option.



Multi-location Flexibility

Business Voice optimizes your operations from one location to many. All phones are connected and operate as a single system allowing for direct extension dialing, seamless call transfers, ring groups, call queues, and more.



Intuitive Management

Business Voice is a user-friendly platform that prioritizes the user experience with intuitive management controls. Users can navigate to their critical communications tools with ease to stay connected, efficient, and productive.



Proprietary Network Backbone

Business Voice is run on our proprietary private backbone, a redundant, reliable, and secure communications network for your mission-critical communications. We built our architecture with your business in mind to help support you with ultra-reliable, high-quality communications.

Powerful Additions

If you need a seamless solution but want a little more power, Business Voice is compatible with our SD-WAN, 4G LTE Failover, and Contact Center solutions. Leverage the network optimization, failover reliability, and advanced contact center features these additions can provide.



SD-WAN

Sangoma's Software-Defined Wide Area Networking (SD-WAN) technology enhances your communications experience by optimizing your voice, cloud, and data traffic. The power of SD-WAN allows you to improve your network performance with customized traffic routing, network visibility, user-level controls, and more.



4G LTE Failover

Our 4G LTE Failover add-on service provides robust, wireless business continuity allowing you to enhance your network survivability and connectivity. Enjoy added peace of mind knowing that your mission-critical communications can failover automatically to reliable, trusted 4G LTE networks.



Contact Center

Contact Center is a sophisticated contact center solution that delivers advanced agent and supervisory tools, call routing, management, and reporting features inside a simple to use web-based user interface. Contact Center is horizontally scalable to support a few users to hundreds of users, and operates seamlessly across multiple locations.

Advanced Unified Communications Features

Business Voice comes with a complete suite of built-in advanced features that would be charged as add-ons with other systems. Our advanced features suite includes:

Platform

- ⦿ Analog Device Support
- ⦿ ELS, LI, & Toll Free Numbers Compatibility
- ⦿ Extension User Rights
- ⦿ Flexible Call Routing
- ⦿ Flexible Dial Plans

Business Tools

- ⦿ Personal & Mobile Faxing
- ⦿ Instant Messaging
- ⦿ Multi-layer Cloud Auto Attendant
- ⦿ Presence Management
- ⦿ Reporting & Analytics
- ⦿ Softphone & Home Office Extensions
- ⦿ Video Conferencing
- ⦿ Web-based User Administration

Voice

- ⦿ HD Voice Call Clarity
- ⦿ Enhanced CallerID
- ⦿ Unlimited Voicemail
- ⦿ Voicemail Groups
- ⦿ Voicemail-to-Email
- ⦿ Custom Music / Message On Hold (MOH)
- ⦿ Line Pooling & Bursting
- ⦿ Unicast Paging & Group Paging

Call Management

- ⦿ Cloud-based Call Recording & Encryption
- ⦿ Call Transfer, Park, Intercom, & Paging
- ⦿ Find-Me / Follow-Me Call Forwarding
- ⦿ Inbound Intelligent Call Queuing
- ⦿ Time-based Call Routing
- ⦿ Unlimited Conference Calling
- ⦿ Zero Touch Phone Provisioning