
Concordiax PBX

- Convergence now

Concordiax PBX – Personal Branch Exchange is a PC based telephone exchange designed for the small and medium enterprise. Unusually in the PBX market, Concordiax PBX can handle an unlimited number of extensions, which can be hardwired, as per a traditional office telephone system, but Concordiax is primarily, a Voice over IP (VoIP) system, utilising existing Ethernet wiring and wireless connections in the installation, therefore the cost and speed of deployment can be lower and faster.

- You get it all!

Unlike many other telephone exchanges, there are no extra costs for extra features, you pay one price and get it all. Features include:-

- ✓ Simple web based interface for easy re-configuration and remote support.
- ✓ Voice Mail, voice to email, and even access and play your voice mails from a web page.
- ✓ IVR – Interactive voice recordings coupled with a digital receptionist means that you can design and implement advanced interactive menus for disseminating information to your customers, and ensuring that they talk to the right person.
- ✓ Call Conferencing allows many people to talk together. There is a web based interface to control callers, to mute them and even remove them from the conference.
- ✓ ACD functionality – Automatic Call Distribution for call-centres so that customers are placed into queues and can be dealt with by the next available qualified agent.
- ✓ Reporting - full graphical displays and graphs on calls into and out of the PBX, with a live real-time console and historical data, thus staffing levels can be adjusted to suit demand.
- ✓ Offices can be connected together using Voice over IP over existing data connections and the internet, cutting inter-office call costs to nothing!
- ✓ Standards compliant so Concordiax supports a huge choice of phones from multiple vendors, including software phones, video phones, and traditional analogues.
- ✓ ENUM enabled, free calls over the internet to all other ENUM enabled telephony devices, automatically!
- ✓ Supports and geographically remote extensions over the internet or internal data connections for quick deployment of home and branch office extensions.

- Flexible!

It is unusual for a company not to have to re-invent themselves every few years; Concordiax can grow, change and be adapted for little or no extra investment.