

Your Ultimate Solution for Seamless Telephony



PRODUCT OVERVIEW

PBXware



wiki.bicomsystems.com

WHAT IS PBXware?

Welcome to one of the most economic workflow improvements in communication technology. PBXware, one of the world's most mature 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: Your Ultimate Telephony Solution

Step into a world of unparalleled telephony solutions with PBXware, where seamless communication reigns supreme. PBXware brings two decades of expertise, innovation, and operational efficiency to enhance your communication dynamics.

Tailored Editions for Peak Performance

PBXware provides 3 editions: Business, Multi-Tenant and Contact Center, each catering to specific business and communication requirements.

The diversification ensures that businesses of all sizes can find the package best suited to their needs while leaving room open for future scalability.

Why Opt for PBXware? Key Benefits and Features

Elevate your communication experience with PBXware's user-friendly setup, an intuitive dashboard, unified communications, top-tier security, and seamless integrations. Equip your business for growth with PBXware's all-encompassing features.

Flexible Deployment Options with Our Expertise



Choose between 2 different deployment options:

The Hosted deployment offers a more affordable and flexible deployment that offers better scalability, requires no setup on your part and needs a minimal amount of effort in terms of maintenance, giving you the ultimate worry-free experience.

Additionally, it offers a more secure deployment thanks to an advanced infrastructure, as well as threat detection and recovery tools.

The On-premise deployment, on the other hand, gives you full control over every aspect of your deployment, including the data, as well as lower latency for local markets; ideal for businesses with dedicated teams to manage it, offering greater customizability in the process.

No matter your choice, our expert support guarantees a seamless implementation and continuous assistance, providing you with ultimate peace of mind.



Curated Editions for Enhanced Performance



PBXware's biggest strength is in its ability to provide service to a wide range of customers with different communication needs through its curated editions.

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

Business Edition



Designed to power busy office and corporate settings, PBXware is the perfect business communications solution, offering advanced features like: ERG queueing, advanced operation times, Voicemail2Email, call recording transcription, Email2Fax, CRM integrations, robust API support, and seamless unified communications across mobile, desktop, and web through its UC apps.

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 help streamline administrative workload.

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.

It synergizes omnichannel communications with a united interface, encompassing voice calls, email, SMS, WhatsApp, Facebook Messenger and Live Chat.

With all of the tools needed to manage omnichannel communications, the Contact Center solution improves the customer experience and empowers businesses to take full control of their communications with consistency, flexibility, and accountability.

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 with an efficient management framework.

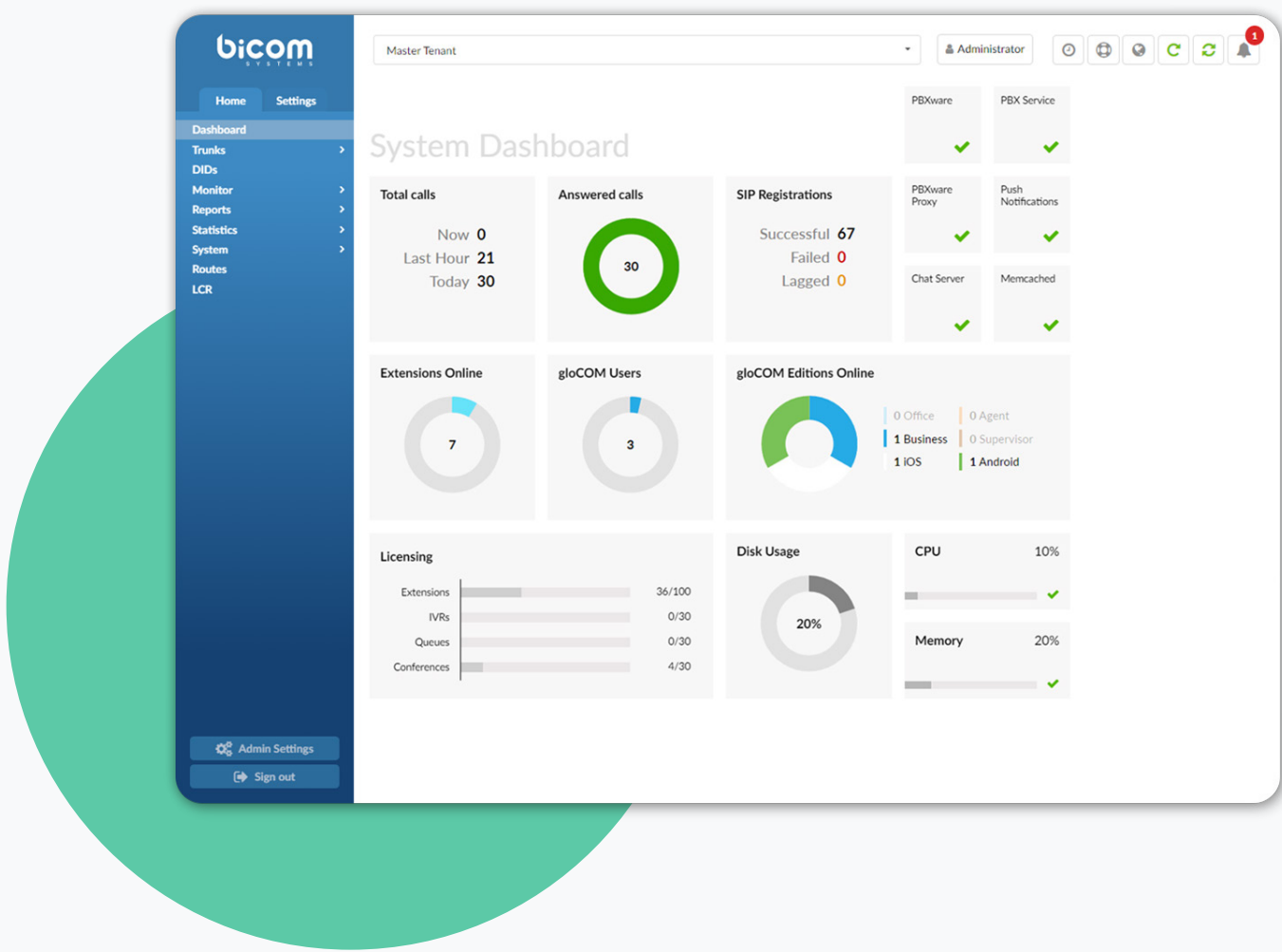
Manage each individual tenant's users, settings and billing, each of them isolated from one another, enhancing efficiency and reducing costs, allowing for greater profits on a larger scale.



Essential Unified Communications Features & Benefits

INSIGHTFUL DASHBOARDS

Utilize the power of our insightful dashboards that present administrators with all relevant information in real time, all in one place, allowing for more efficient management of key telephony functions, and improved decisionmaking.



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.

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.

The screenshot shows the 'Admin Settings' page in PBXware, specifically the 'Action Logs' section. It includes a sidebar with various settings categories like API Key, Asterisk CLI, Branding, Date/Time, Groups, IP Address Restrictions, LDAP, Language, Licensing, SMTP Configuration, Sessions, Site Administrators, Site Users, and Updates. The main area displays a table of activity logs with columns for Tenant, Date, User, IP Address, Page, Event, and Data. The table shows a list of login and logout events for the Administrator user, as well as some IVR and CDR-related events.

Tenant	Date	User	IP Address	Page	Event	Data
1	20 Apr 2018 13:04:22	Administrator (Administrator)	10.1.190.12	Start Page	Login	
1	19 Apr 2018 16:18:13	Administrator (Administrator)	10.1.0.107	Start Page	Login	
1	19 Apr 2018 15:24:50	Administrator (Administrator)	10.1.0.107	Start Page	Logout	
1	19 Apr 2018 14:49:46	Administrator (Administrator)	10.1.0.107	Start Page	Login	
1	16 Apr 2018 11:47:29	Administrator (Administrator)	10.1.190.12	Reports > CDR Settings	Edit	ID 67
201	16 Apr 2018 09:56:23	Administrator (Administrator)	10.1.190.12	IVR	Add	EXT ID 1042
1	16 Apr 2018 09:27:56	Administrator (Administrator)	10.1.190.12	Start Page	Login	
1	09 Apr 2018 14:35:08	Administrator (Administrator)	10.1.0.107	Start Page	Login	
1	06 Apr 2018 13:55:55	Administrator (Administrator)	10.1.0.107	Start Page	Login	
201	06 Apr 2018 11:53:14	Administrator (Administrator)	10.1.0.107	Reports > CDR	Listen	ID 507
201	06 Apr 2018 11:51:43	Administrator (Administrator)	10.1.0.107	Reports > CDR	Listen	ID 505

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.

NEW CONNECTIONS WITH SMS CONNECTORS

Gain the ability to develop custom SMS integrations that can enable compatibility between your PBXware instance and a currently unsupported SMS provider, opening up a whole new avenue of communication for the business.

Campaign 1 > Add Number

General

SMS Number:

+27100011390

✓

Company_Name:

Bicom Systems South Africa

City:

Magaliessig

Country:

ZA

✓ Save

← Go back

[illegible]

ARI APPLICATION REGISTRATION

Create more advanced and customizable call flows than PBXware currently allows by default by registering external ARI applications to PBXware, significantly enhancing its flexibility and call handling capabilities.

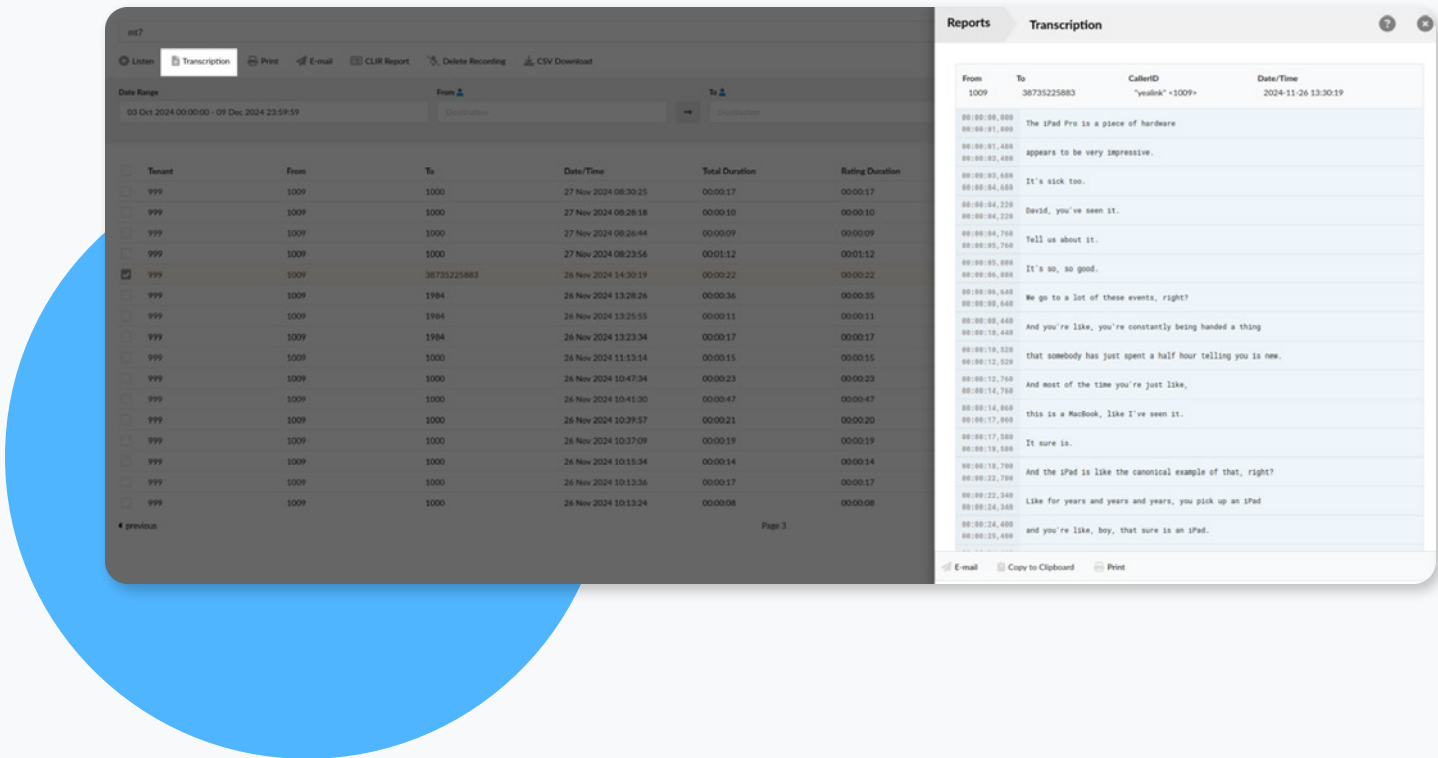
EFFICIENT ONBOARDING WITH EMBEDDED DOCUMENTATION

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.

The screenshot displays the 'Admin Settings' interface for a VoIP system. The left sidebar contains navigation links such as Home, Settings, Dashboard, Extensions, Trunks, Paging Groups, Departments, Hot Desking, PIN Based Devices, Caller ID List, SMS, DID's, Conferences, Ring Groups, IVR, Queues, Voicemail, Monitor, Reports, Statistics, Fax, CRM, System, LCR, and Apps. The main content area is titled '600 - TIGOO' and shows the configuration for 'Extension Number: 111'. The configuration is divided into several sections: General (Name: Reception, E-mail: reception@testing.com, Department: None), PIN Based Devices (PSD PIN: 20733), Call Rating (Call Rating: Not Set, Service Plan: Slave), Master Account Code, Reminder Balance, Credit Limit, Authentication (Username: 600111, Secret: A#,S0,1\$AwF#p31, User Password: %t\$um!NGdWdO-SC, PIN: 2080), Permissions (Destinations, Notes), and Enhanced Services (Editions & Modules). A right-hand panel provides information about the Username, stating it is used by the LDAP/Phone for registration with the TestName-MT By default.

AUTOMATIC CALL RECORDING TRANSCRIPTIONS

Utilize the power of Artificial intelligence, allowing users to either automatically transcribe customer call recordings in order, or do so on-demand from the PBXware GUI should they wish to prioritize a more recent transcription. Accessible from the GUI or by using the API.



Rating

Call Rating:

Yes

No

Not Set

SMS Rating:

Yes

No

Not Set

Service Plan:

Service Plan 1

✓

Slave:

Yes

No

Not Set

✓

Master Account Code:

✓

Reminder Balance:

0.00000

✓

Credit Limit:

0.00000

✓

SMS RATING

Give your clients the option to set custom SMS/MMS charge rates based on phone plan, as well as optionally allow for a certain amount of SMS/MMS messages included into the package.

MEAN OPINION SCORE (MOS)

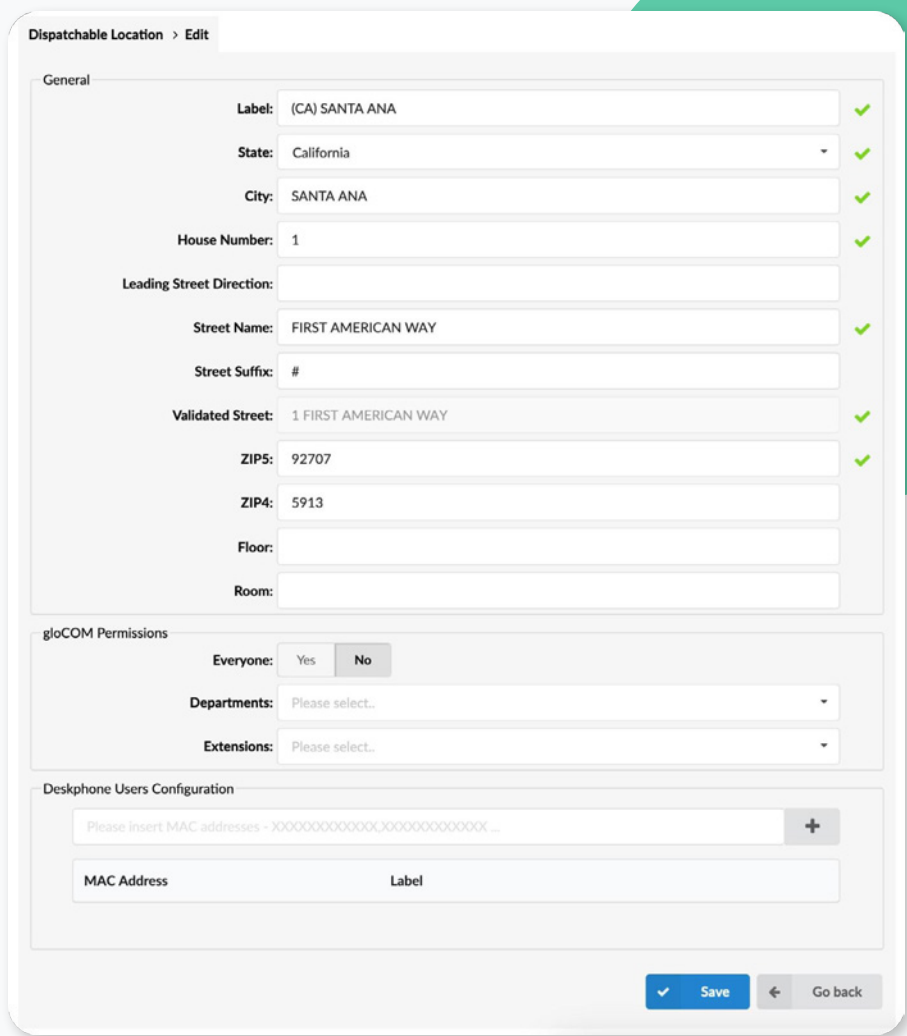
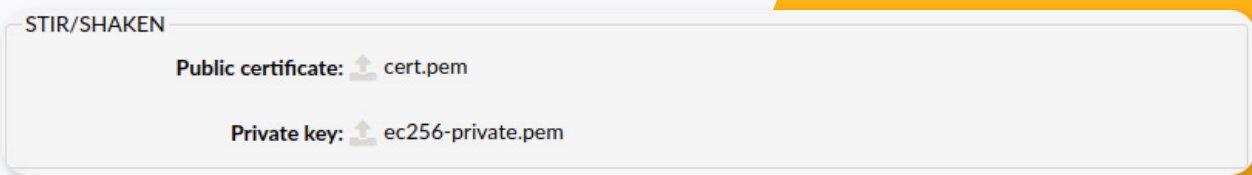
Assign an MOS to every call in order to provide your clients with a method of tracking call quality levels, provide an avenue to more easily identify and resolve potential problems that may arise.

Tenant	From	To	Date/Time	Total Duration	Rating Duration	Rating Cost	Status	Caller ID	MOS
650	652	387651013	23 Jan 2025 10:39:00	00:00:29	00:00:29		Answered	Ext652 +652>	4.1 C 3.8
650	650	387651013	23 Jan 2025 10:38:26	00:00:55	00:00:54		Answered	Ext650 +650>	4.1 C 3.7
650	651	387651013	23 Jan 2025 10:37:04	00:00:28	00:00:27		Answered	Ext651 +651>	4.1 B 3.1
650	651	652	23 Jan 2025 08:43:57	00:00:31	00:00:31		Answered	Ext651 +651>	4.1 A 4.3
650	651	650	23 Jan 2025 08:43:26	00:00:30	00:00:29		Answered	Ext651 +651>	4.1 A 4.3
650	651	652	23 Jan 2025 08:40:39	00:00:25	00:00:25		Answered	Ext651 +651>	4.1 A 4.3
650	651	650	23 Jan 2025 08:40:15	00:00:22	00:00:20		Answered	Ext651 +651>	4.1 A 4.3
650	550550	652	23 Jan 2025 08:32:02	00:01:09	00:01:09		Answered	ext550 +550550>	4.1 A 4.4
650	550	650650	23 Jan 2025 08:30:23	00:02:48	00:02:47		Answered	ext550 +550550>	4.1 A 4.4
650	550550	652	23 Jan 2025 08:30:23	00:01:36	00:01:35		Answered	ext550 +550550>	4.1 A 4.4
650	650	387651000	22 Jan 2025 11:22:51	00:01:11	00:01:06		Answered	Ext650 +650>	4.1 B 3.3
650	650	387651001	22 Jan 2025 10:52:36	00:02:14	00:02:12		Answered	Ext650 +650>	4.1 B 3.7
650	650	387651001	22 Jan 2025 09:32:11	00:00:08	00:00:04		Answered	Ext650 +650>	4.1 B 3.4
650	650	387651001	22 Jan 2025 09:31:52	00:00:12	00:00:10		Answered	Ext650 +650>	4.1 B 3.3
650	650	387651001	22 Jan 2025 09:29:29	00:00:04	00:00:03		Answered	Ext650 +650>	4.1 C 3.8
650	650	387651001	22 Jan 2025 09:29:11	00:00:03	00:00:01		Answered	Ext650 +650>	No Data

STIR/SHAKEN CALL SIGNING

Allow your business to seamlessly sign and verify caller IDs on both inbound and outbound calls with the STIR/SHAKEN implementation.

This built-in capability helps your customers combat spam and robocalls by ensuring call authenticity through encrypted digital signatures and the STIR/SHAKEN set of signing and authentication protocols, strengthening trust in your services and supporting regulatory compliance.

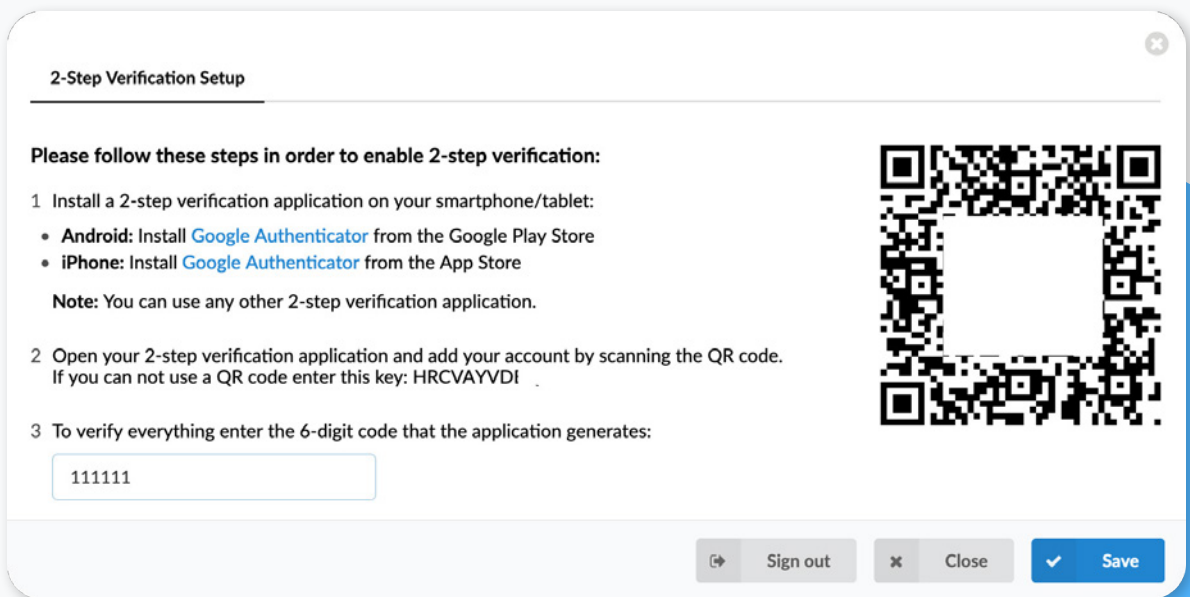


RAY BAUM'S ACT COMPLIANCE IMPLEMENTATION

Ensure your safety with PBXware's Ray Baum's Act compliant feature. Provide admins with the ability to register a list of dispatchable locations they can select from to send to first responders in case of an emergency, minimizing delays caused by miscommunication in a potentially hectic and life-threatening situation. Only available for instances set up in the US.

SAFEGUARDING FROM UNWANTED INTRUSION WITH 2FA

Offer an extra layer of business security with 2-Factor Authentication. Users can set it up with ease and thus further shore up their accounts from potential breaches by adding an Authenticator check as an extra layer of protection.



ENSURING EFFECTIVE CALL ROUTING WITH E.164 FORMAT

Ensure market compliance with the Force E.164 Caller ID regulation in order to make all outbound calls to be delivered in E.164 format.

When Force E.164 CallerID is turned on, PBXware will try to make sure all outgoing calls use a properly formatted Caller ID. If it can't find one in the usual places (like trunk or tenant settings), it will still let the call go through with the original Caller ID, though it risks being dropped by the trunk provider.

Auto Provisioning

LAN Hostname/IP: 10.1.160.11 ✓

WAN Hostname/IP: 10.1.160.11 ✓

Max. Number of requests: 100 ✓

gloCOM LAN server:

gloCOM WAN server:

TLS Client Certificate Validation: Yes No Not Set

Enable TFTP: Yes No Not Set

Use DNS SRV when possible: Yes No Not Set

WAN Host for DNS SRV:

ELEVATING THE SAFETY LEVELS OF PUBLIC FACILITIES WITH ALYSSA'S LAW

Give users a quick and silent method of contacting local law enforcement in case of an emergency for US clients with the CyberData SIP Call Button feature, a device that will silently trigger a pre-configured call and play a recorded message when activated, ensuring immediate alert dissemination.

ENHANCED DEVICE CERTIFICATE VALIDATION

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

OAuth2

Enable customers to add their own OAuth apps that can be used to both create and manage multiple credentials per app which can currently be used for SMTP and Fax2Email functionalities.

OAuth Application

Client

Enable: Yes No

Name: Custom App ✓

Provider: Google ✓

Client ID: ✓

Client Secret: ✓

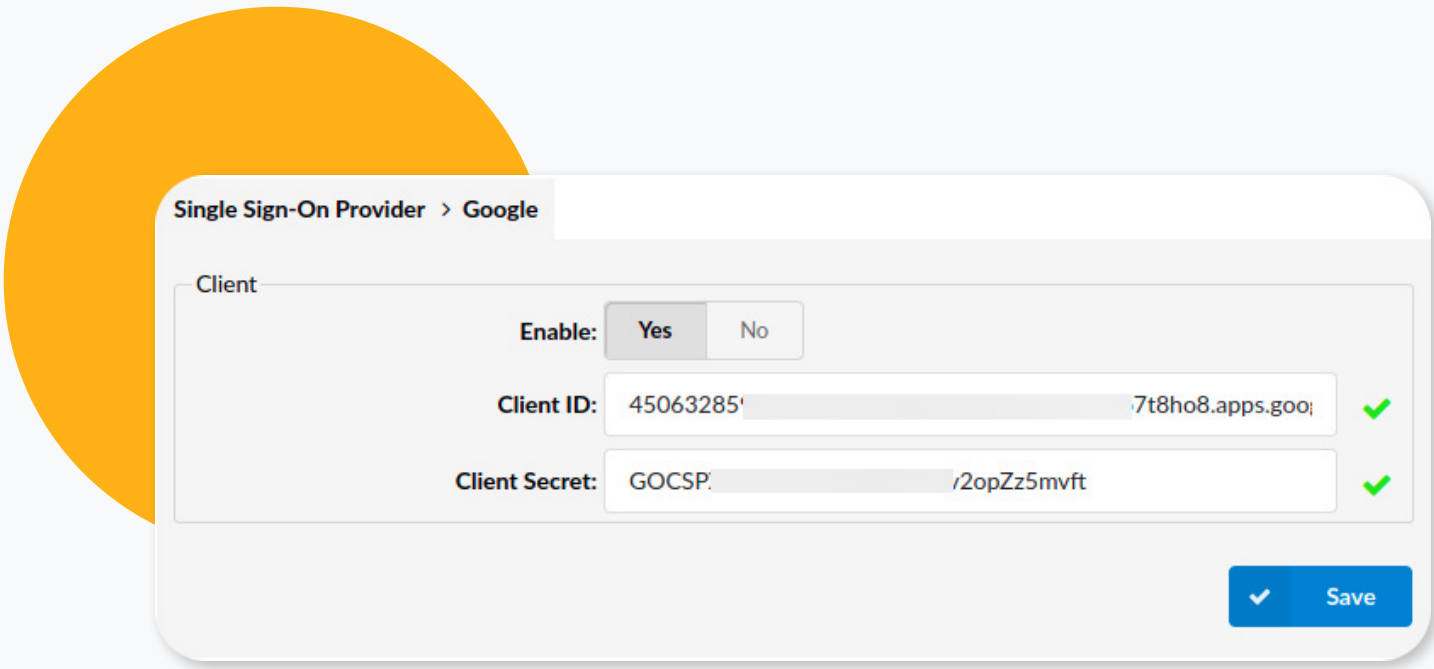
Scopes

Scopes: Mail x Storage x ✓

✓ Save ← Go back

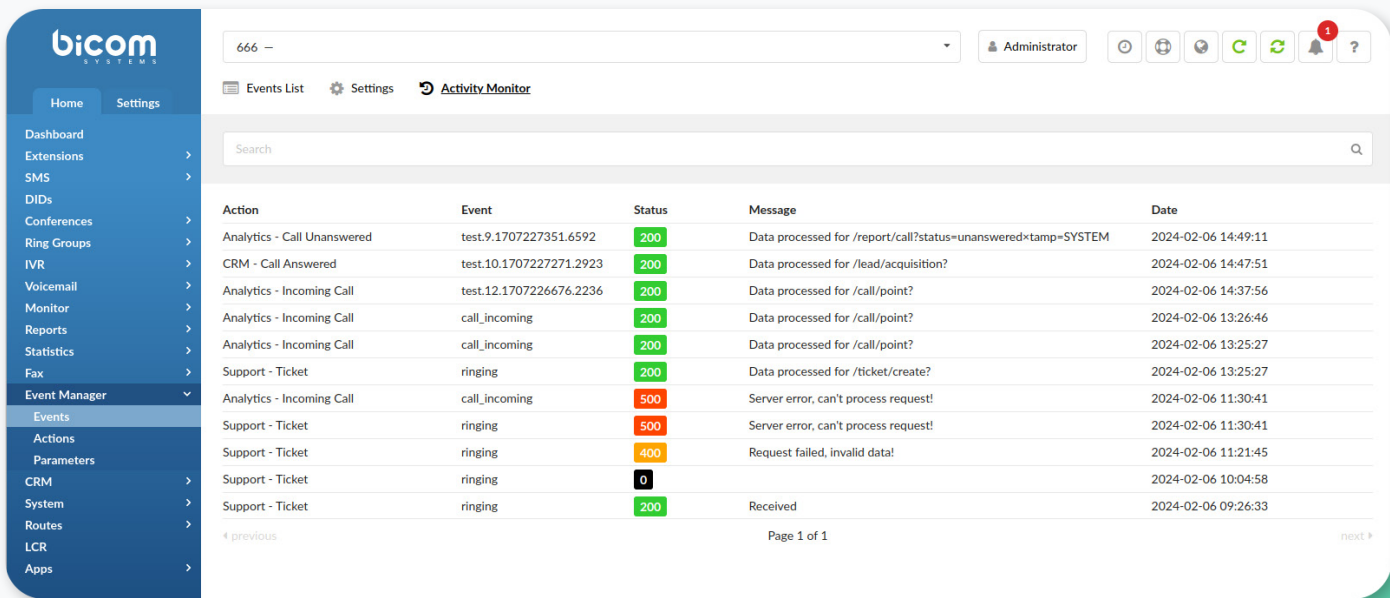
SINGLE SIGN-ON (SSO) AUTHENTICATION

Enhance security and streamline access management for business users by utilizing only one set of login credentials through SSO Authentication.



EVENT MANAGER

Give admins the ability to configure automated webhook calls triggered by predefined call events.



SEAMLESS 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.

Thanks to our proprietary CRM option, customers can also implement any CRM of their choice on their own.



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.

SCALABILITY THAT MATCHES EVOLVING BUSINESS REQUIREMENTS

PBXware is built to grow with your business. From small businesses to large enterprises, it offers you the flexibility to scale as your business, and its needs, expand.

As your company grows, PBXware ensures that your communication infrastructure keeps up alongside it.

Expert Support at Your Fingertips

Our highly trained experts are always available to address any PBX system-related queries, ensuring seamless operations and peace of mind.



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to find out more about our services



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