

# Switchvox<sup>®</sup>

It's more than a phone system. It's a better way to communicate.

**Switchboard** Options My Presence 1 New / 1 Old

**Current Calls**

Ryan Fergus <601> (active)

hold record

Inactive Line

**Parking Lot**

Parked At	Caller Parked	Parked By	Park Duration
3002	Digium (2564281234)	Jane Doeson	72
3003	Dave Miller (1021)	Jane Doeson	54

**Directory**

Search: Steph

Ext	Name	Type
1036	Stephen Christopher	SIP Extension
1037	Stephanie Adams	SIP Extension
1038	Stephen Rogers	SIP Extension

**Phonebook**

**Extended Entries**

Michael Adkison (604)

Christina Eggert <610>

Michael Adkison <604>

Jared Rheame (603)

Jay Wong (605)

CJ Fiero (607)

**Normal Entries**

Ryan Fergus (601)

Mitch Calderwood (602)

Vanessa Packard (609)

Alicia Raborn (612)

Tina Smith (613)

Eric Babcock (606)

Alan Dornier (600)

**Salesforce**

11:01 AM Office: 2564286273 Flur Trinity  
01/07/2010 The Asterisk Company  
Last Note (01/07/2010 09:24 AM) : Call

11:01 AM Office: 8773444861 Jan Davis  
01/07/2010 Scanland Industries  
Last Note (01/07/2010 09:05 AM) : Call

10:59 AM Numbers: 8773444861 No Contact Information Found

**Profile**

John Smith  
Product Manager  
Extension: 1022  
Email: jsmith@mydigium.com  
Location: San Diego

**Customer Support**

6881 - Today's Call Queue Information

Overview - 3 Callers Waiting, 14 Total Calls (0 Abandon, 3 Complete)

Members / Callers - 3 callers waiting, 3 members on a call, 77 members logged in

Queue Members

Member	Caller	Call Duration	Status
1. Jane Doeson <1020>	Digium <2564286000>	3 mins, 44 secs	✓
2. Dave Miller <1021>	Linux Support <2564286262>	0 secs	✓
3. John Smith <1022>			

**digium**

Switchvox

409 Jan Well, Dec 31

Call Log

Call Via Switchvox

Call Via iPhone

Cancel



# Digium, the Company that's Reinventing the Phone System



## Who is Digium?

Digium's VoIP solutions provide a competitive edge for small, mid-sized and large businesses. Digium's product lines include Asterisk® custom communications, Switchvox® Unified Communications (UC), and a family of HD IP phones that deliver enterprise-class features at a price businesses can afford.

Digium® is the creator, primary developer and sponsor of Asterisk, the world's most widely used open source communications software. Asterisk turns an ordinary computer into a feature-rich voice communications server.

Switchvox is the award-winning, UC solution built on the power of Asterisk with thousands of installations worldwide.

## Switchvox is the Best Communications System for Your Business

The combination of the Switchvox system and Digium phones provides a complete communications solution for small and mid-sized businesses. It's more than a phone system—it's a better way to communicate. This Unified Communications system integrates all of your office communications, including phone, fax, chat and web mashups. Customize your communications experience right down to the phone. Access call queues, your presence, and the applications you need, right on your desk phone.

Do more than just talk—count on Switchvox to help you easily transition from simple telephony to a feature-rich UC solution. Now you can truly communicate the way *you want* to communicate. You can improve productivity by accessing all of your office communications tools no matter where you are—on a mobile phone or at the office. Talk about flexibility!

# Switchvox is the Smarter Choice for Your Next Phone System

## Saves You Money

Out of the box, Switchvox has more features and is more affordable than proprietary systems that have fewer features! Customers can save up 70% on their monthly expenses in telephony costs and service charges. And because we don't lock you in to specific service providers or equipment vendors for your network, you can choose a solution that fits your needs and your budget.

## Many Products in One

Switchvox is more than just a business phone system. When combined with Digium phones, it is a complete Unified Communications solution. The system combines the power of many products into one such as a conference bridge, chat/instant messaging server and fax server. Consolidate some of your office activities and save more money in the process.

## Grows With You

You want a system that will easily accommodate future growth, without unexpected expenses. Scalability and advanced features are just what Switchvox provides. The flexibility of Switchvox allows you to easily add new users, whether in the office or mobile or even remote locations as your business expands, without disrupting your current communications system.

## Easy to Manage

An intuitive point-and-click interface allows you to manage every aspect of Switchvox from anywhere you have Internet access. Empower your employees to manage their own Find-me Follow-me and voicemail boxes. You can easily know the "who, what, when, and where" of your business calls using Switchvox's extensive features. These features can be accessed directly from your desk phone or Switchboard.



With Switchvox, customers can save up 70% on their monthly expenses in telephony costs and service charges.



## Digium Phones allow you to

- Enjoy crystal clear HDVoice
- Easily customize and control your caller's experience with built-in phone apps
- Enhance your communications with a fully-integrated end-to-end solution



Switchvox Provides the Power to Communicate **Where and How You Want**, whether you're at your desk or on the road.



### POWERFULLY INTUITIVE

Let the Switchvox phone systems work for you by easily integrating other business applications with your phone calls. Access real data, trigger events and enable business processes with incoming calls. Automatically access your caller's record with built-in support for Salesforce.com and Sugar CRM. Administrators and Users are able to access real-time call queue information, access detailed reports and logs easily in Switchvox. Monitor calls whether you're remote or in the office. Know everything you need to know about your caller even before you pick up the phone.

### POWERFULLY COLLABORATIVE

Today's conversations involve more than just your voice. With Switchvox, you can click on an extension to initiate high-definition calls with the Digium phones. Switchvox systems also support high-quality video-calling so you feel more connected with remote callers and won't have to miss a facial expression. Think of how much you can save if you don't have to get on an airplane every time you want to get business done.

### POWERFULLY MOBILE

You define where and when you communicate. Imagine being able to receive your office phone calls on any phone. Whether you are at your desk, on your cell phone or using the hotel phone, others in your office will see you are on the phone – your "presence" stays with you. With Fixed Mobile Convergence, easily transfer calls from any phone back to your Digium desk phone or another caller without interrupting the call, allowing you to take your office on the road!

# The Switchvox Switchboard Puts your Entire Communications System Just One-Click Away

The interface includes several key components:

- Phonebook:** A list of contacts with search and filter options.
 

Extended Entries	Normal Entries
Michael Addikson (604)	CJ Fiero (607)
Christina Eggert (610)	Ryan Fergus (601)
Michael Addikson <604>	Mitch Calderwood (602)
Jared Rheame (603)	Eric Babcock (606)
Alia Raborn (612)	Alan Dornier (600)
Tina Smith (613)	
Intercom	
Call Mobile Phone	
- Chat:** A window for instant messaging with a contact named Jane Miller.
 

Jane Doeson: Hello Dave. Can you join me on a call? I'm talking to a customer who needs our Premier package.

Dave Miller: Sure Jane. Bring me on.

Jane Doeson: Calling you now.
- Current Calls:** A list of active and inactive calls.
 

Parked At	Caller	Parked By	Park Duration
Digium (2564281234)	Jane Doeson	1020	72
Dave Miller (1021)	Jane Doeson	1020	54
- Directory:** A list of contacts with search and filter options.
 

Ext	Name	Type
1036	Stephen Christopher	SIP Extension
1037	Stephanie Adams	SIP Extension
1038	Stephen Rogers	SIP Extension
- Map:** A Google Map showing the location of the Switchboard system.
 

\*Google Maps is supported in North America.
- Members:** A list of team members with their status and contact information.
 

Members	Members
3. John Smith <1021>	3. John Smith <1021>
4. Spencer Fierman <1023>	4. Spencer Fierman <1023>
5. Nelson Degehhardt <1024>	5. Nelson Degehhardt <1024>
6. Webster Savage <1025>	6. Webster Savage <1025>
7. Posey Pedolsky <1026>	7. Posey Pedolsky <1026>
- Queue Calls:** A list of calls in the queue with their status and contact information.
 

Queue Calls	Queue Calls
1. Linux Support <2564286262>	1. Linux Support <2564286262>
2. Four Loop <2564286165>	2. Four Loop <2564286165>
3. Spencer Flight <442071837577>	3. Spencer Flight <442071837577>

The Switchboard is available for every user.

Drag-and-drop calls, chat, update your CRM system, and more, all with the unique capabilities of the Switchboard web-interface. Note, Switchvox panels are not limited to the Switchboard. Access key data right from your Digium phone—such as presence, queue details, and more.

Switchvox provides all of these features and more in every system, without any additional licensing or cost!



# The Switchboard Web-Interface Provides Real-Time Call Control and More



## Presence

See who is in the office, and know who is on a call or away from their desk. Call rules update automatically based on an employee's presence.



## Chat (Instant Messaging)

Improve employee communication with integrated chat. Communicate however your workflow demands, without using unsecured public chat servers for corporate communications.



## Traditional and VoIP Calls

By mixing VoIP with traditional calls, your business can optimize communications and save money without sacrificing features.



## Recording and Monitoring

Great for training and auditing calls, managers can easily monitor, whisper, barge and record calls from the Switchboard. You can also record calls directly from your Digium phone.



## Real-Time Interaction

Switchvox's Switchboard has click-to-call, and drag-and-drop transfers, and other features that make it easier than ever to communicate intuitively.



## Switchvox Apps (Mashups)

Easily mashup Switchvox with any web application to give your employees everything they might need for a call, before they answer it!



## Call Queues (Automated Call Distribution)

Not just for the call center, Switchvox and Digium phones bring powerful call queuing functionality to even the smallest business that needs to efficiently handle inbound calls.



## CRM Integration

Switchvox is integrated with Salesforce.com and SugarCRM. Your sales and service organization will have customer information right at their fingertips when they get a phone call. What a productivity boost!



## Microsoft® Integration

Switchvox Notifier fully integrates with Outlook® Calendars, Emails, Tasks and Contacts as well as Word®, PowerPoint® and Excel®.



## Unified Messaging

With voicemail delivered to your inbox or mobile device, you can stay in communication, wherever you are.



## Reporting and Call Logging

See details about all calls in your system. Custom, statistical reports can be scheduled and emailed to you automatically.



## Conferencing

A built-in conference bridge allows all of your employees to manage their own conference rooms on-demand.



## Video Calling

Collaborating over long distances has never been easier or less expensive since video phones are compatible with Switchvox.



## Fax

With Switchvox, fax is integrated. Meaning, one number can be used for your faxes and your calls. Faxes are delivered directly to your inbox!



## Developer Friendly

Switchvox's XML-based Extend API makes it easy for a web application developer to integrate Switchvox with any web tool, without any Switchvox-specific training.



## Interactive Voice Response

The extensive built-in IVR allows you to automatically provide information as well as collect information to the caller, and get the caller where they need to when they first call your office.



## Mobility

(Fixed Mobile Convergence)

Receive, transfer and record calls from any phone and any location through Switchvox. With the mobile apps for the iPhone, BlackBerry and Android, you can easily access your favorite features of Switchvox from your smart phone.

# Switchvox Offers Enterprise-Class Features at a Price You Can Afford

Test drive the Switchboard and Mobile Integration:  
<http://www.digium.com/switchvox-demo>

Visit the full feature list:  
[www.digium.com/switchvox](http://www.digium.com/switchvox)

# Choose the Switchvox System that's Right for You



Switchvox 65



Switchvox 305



Switchvox 355

Ideal For	Offices that don't have a computer rack and need the space-savings of a small platform	Medium-sized businesses with a computer rack or shelf space that want the power of a server-class UC system	Medium to large businesses that want a high-performance, highly redundant, full-featured rackmount UC system
Users & Calls	Supports 1 to 30 users Up to 12 concurrent calls	Supports 1 to 150 users Up to 45 concurrent calls	Supports 1 to 400 users Up to 75 concurrent calls
Expansion Slots	Two	Three	Three
Recording and Conferencing	Up to 5 concurrent recorded calls Up to 5 simultaneous conference users	Up to 10 concurrent recorded calls Up to 15 simultaneous conference users	Up to 20 concurrent recorded calls Up to 30 simultaneous conference users
Redundancy and Failover	Cold Spare Available	Cold Spare Available	RAID Controller with mirrored drives Redundant Power Supplies Cold Spare Available
Warranty	A One Year Warranty is standard for each system. Optional Three and Five Year Warranties are also available.		
Subscriptions	10 Silver Subscriptions are included with each system. Subscriptions are required for each user.		



Digium's business phone system, Switchvox "demonstrates excellence in implementing strategies that proactively create value for its customers with a focus on improving the return on investment that customers make in its products and services." — Frost and Sullivan

## Protect Your Investment

### Stay Up-to-Date with All New Software Releases

Silver, Gold and Platinum subscription plans are available for each of these systems, so you can choose the coverage that is right for your business.

	SILVER	GOLD	PLATINUM
Upgrades and Updates	●	●	●
Unlimited Email Support	●	●	●
Unlimited Phone Support during Business Hours		●	●
Phone Support outside Business Hours (5 Incidents)			●

"Switchvox's built-in call center functionality with call recording closed the deal when we were shopping for a phone system. The total cost for a Switchvox solution with all features included was less than just the end-of-life upgrade cost for our existing system."

Travel Services Customer

# Digium Phones

## Designed Exclusively for Switchvox

The Digium phones are the first phones designed exclusively for Switchvox. Offering the tightest integration possible, these phones incorporate plug-and-play installation saving you time. Extend your Switchvox system to your desk phone, so you can customize your complete communications experience whether you're in the office or on the road.

## Make Your Business More Efficient

### Interactive Voicemail

Play, fast forward, rewind and forward voicemail

### Agent/Manager Queue

Access detailed information from the phone

### Interactive, Real-time Status

See and set status, automatically changing your call rules

### Parked Calls

Park and retrieve parked calls from this app

### Contacts

Easily search, see status information, call, and send calls to voicemail for business and personal contacts

### Record, Conference, and Monitor

Access advanced call features at your fingertips

### Auto Provisioning

Simply plug these phones in, automatically discover your Switchvox server, select the user, and start talking. It is that simple.



D40 / Entry-level



D50 / Mid-level



D70 / Executive-level

	Digium's entry-level phone designed for any employee at your company	Digium's mid-level phone that allows for Busy Lamp Indicators and Rapid Dial Keys for your most important contacts.	Digium's most feature-rich phone, the D70, is the executive-level phone designed for administrators and executives who want to manage up to 100 contacts.
HDVoice	●	●	●
Line Keys	2	4	6
Feature Keys	4	6	10
Rapid Dial/ Busy Lamp Field Keys	0	10 keys	10 keys - 100 contacts
LAN connection	100 Mbps with switch	100 Mbps with switch	1000 Mbps with switch
Main Display	3.5 inch	3.5 inch	4.5 inch
Rapid Dial Panel		Paper	LCD
Power over Ethernet (PoE)	●	●	●
Full Duplex Speaker Phone	●	●	●
Advanced Phone Applications	●	●	●

With all features included,  
Digium is recognized as the **Best Value in UC Phone Systems.**

*"SMBs are expected to continue to retain a cautious approach to spending, and their UC decisions will be shaped not only by business process and communications improvements, but also by hard cost factors (like cost savings). This means some SMBs will take a more evolutionary approach to UC as they leverage existing investments in phones or communications infrastructure instead of migrating to UC suites in a single leap."*

Gartner, Marketscope Report, Magic Quadrant for Corporate Telephony

Written by: Jay Lassman, Steve Blood, Geoff Johnson — 9/15/2011

Digium, ShoreTel and Microsoft are positioned in the Visionaries Quadrant of Gartner, Inc.'s 2011 Magic Quadrant for Corporate Telephony report.



**Want to find out more about Switchvox?** Access product information, videos white papers and interactive demos at [www.digium.com/switchvox](http://www.digium.com/switchvox)



We're changing the way the world communications. **Again.**

Digium®, Inc. provides Asterisk® software, telephony hardware, and Switchvox® business phone systems that deliver enterprise-class Unified Communications at an affordable price. Digium is the creator, primary developer and sponsor of the Asterisk project; the world's most widely used open source communications software. Asterisk turns an ordinary computer into a feature-rich communications server. With a community of more than 80,000 developers and users worldwide, Asterisk has been used to create VoIP communication solutions in more than 170 countries. Since 1999, Digium has empowered developers to create innovative communications solutions based on open standards and open source software, providing an alternative to proprietary phone system vendors. Digium's business communications products are sold through a worldwide network of reseller partners.

**For more information on Switchvox Contact Bits Technology:** (703)831-3777 • [bitsint@bitstechnology.com](mailto:bitsint@bitstechnology.com)

Recognized as the best in the industry.

