

PBXact Key Selling Features

Wide-Range of Simultaneous Calls

PBXact is offered in a wide-range of call support, from 30-1500 simultaneous calls. Calls are treated as inbound/outbound calls to/from the PBXact system.

Built-In DID Trunk Failover

DIDs can be assigned to any trunk which is useful for failover routing. So if a trunk goes down, phones call can still be processed if that DID is also assigned to another active trunk

Easy Auto-Provisioning

PBXact's auto-provisioning tool, End-Point-Manager (EPM), automatically maps phones with extensions upon new installation, sending full configuration to the phone. Since EPM supports over 300 IP-Phone and device vendors, there is no need to worry about buying new hardware.

Also, when combining PBXact with Sangoma IP Phones, Sangoma's redirection service will automatically pair and autoprovision your phones simply by plugging them into the internet

Phone Apps

A Suite of applications designed for most IP Phone vendors allowing users to control complex features using the phone's display and programmable buttons, eliminating the need to remember feature codes. These features can be fully customized from the user's own User Control Panel (UCP) or from End Point Manager (EPM) by the IT admin. PhoneApps are pre-built into Sangoma IP Phones and offered as an add-on for non-sangoma phones.

Advanced Call-Center Features

PBXact is designed with built-in advanced Call-Center features. Call Queuing is intelligent with priority weighting within the queue making it simple to Escalate waiting customers through the queues and bring in more agents, automatically. VIP calling is also another feature included, which uses priority weighting within the same queue, getting special callers answered first.

Certified Hardware Solutions

Sangoma offers a complete line of PBXact appliances, certified from 40-5000 users, removing the burden of building the solution yourself and risking performance issues.

3CX Key Selling Features

Limited Simultaneous Calls

Limited to 1024 calls. This is a license limit and cannot be increased. 3CX also consumes 'call' licenses for every call path, including internal call paths, for example an extension calling its voicemail, so these 1024 calls will be used up quickly.

No DID Trunk Failover

3CX DIDs can only be bound to 1 trunk. So, cannot failover since the DID is only available for 1 trunk and if that trunk goes down the DID is no longer available for failover scenario

Not So Easy Auto-Provisioning

3CX requires the IT admin to manually map new phones with PBX extensions before configuration can be pushed to phones. Also 3CX supports a limited set of IP Phones, which may require customer to purchase new hardware.

3CX does not have a redirection service, requiring more software and configuration attention for provisioning, especially remote users (i.e. 3CX SBC software installation at remote user site and IT admin configuration in PBX)

No Phone Apps

3CX does not have advanced phone apps that can be pushed, configured, and controlled from their PBX. Users must remember feature codes to access features and some features are not even accessible from the user's phone.

Call-Center Features

3CX Pro/Enterprise has call-center features, but requires you to build multiple queues to achieve priority weighting and VIP caller experience. Creating more queues, rather than priority weighting within an individual queue, creates more complex routing configuration and processing.

Certified Hardware Solutions

3CX recommends only one third party hardware platform, requiring customer to install software on. If customer requires a more robust hardware solution they must source, install software and test themselves.

Other PBXact Benefits



Add-on Feature Capabilities

PBXact is designed to be modular so that individual features can always be added to the same solution, without changing out any software/hardware.

PBXact systems are connected to the Sangoma Store Portal, which has dozens of add-on features, also known as *Commercial Modules*. There are over 25 features to select from. For more information please go to <https://www.sangoma.com/products/free-pbx/>.

Simply select the feature you need, sit back and watch the feature automatically install itself on your system. And as Sangoma continues to build more features and adds them to the Store Portal, your system will always have access to the latest and greatest features.



Built-In VoIP Aware Firewall

PBXact comes with an advanced firewall that not only helps protect your data network, but also your voice network.

It can predict imminent VoIP threats, and work around and block an imminent attack, saving your business a lot of money from toll fraud and stolen corporate information.



Total Telecom Solution Company

Sangoma is a total solution company, which means if you need to scale your business, you can trust that Sangoma will not only have the solution available, but that it also works with your current setup. Not only that, if you ever have an issue, you don't have to waste time sourcing different vendors for support and dealing with the 'blame game'.

Aside from Phone Systems, Sangoma offers the following solutions:

- » Cloud-based SIP Trunks and Phone services
- » VoIP Media Gateways
- » Session Border Controllers
- » SS7 appliances
- » Telecom interface Cards



Possible Landmines

3CX Pro/Enterprise has call-center features, but requires you to build multiple queues to achieve priority weighting and VIP caller experience. Create more queues, rather than priority weighting within an individual queue creates more complex routing configuration and processing.

Notes:
