

The Wanatel CloudPBX (also known as a Hosted/Virtual PBX) is a leading edge phone system utilising the latest in VoIP technology. The Wanatel CloudPBX takes the traditional PBX functionality adds more flexibility and delivers it via the internet – no more clunky and expensive PBX, just connect your phone to the cloud.

The Wanatel CloudPBX is your connection to the future. New features no longer mean massive capital outlays on new equipment and upgrades. Wanatel customers can benefit from new features as soon as we implement them.

The Wanatel CloudPBX solution helps you remove a number of time and financial telephony concerns off your check list, ensuring that you have more time and money to focus on your business.

WHY CHANGE YOUR PBX SYSTEM ?

FUTURE PROOF TECHNOLOGY

Have State of the Art Digital PBX technology that evolves and never becomes obsolete.
Have all the current PBX features plus tomorrows as they become available - add or remove features to suit your business needs

NO TRADITIONAL PBX REQUIRED

No onsite PBX needed, only telephones.
Have big company telephony at small business costs.

GROWTH

Your growth is not limited - Infinite scalability
As your company grows your PBX can grow with you
Pay As You Grow - Only pay for what you use

CALL SAVINGS

Massive savings on outgoing calls - pure per second billing.

KEEP YOUR NUMBER

Unlike traditional numbers, you can take your number with you to another suburb, city or country. Remember no more copper wires tying your number down.

CONTRACTS

No long term contracts – You can terminate the relationship at any time.

ONE PBX - CENTRALIZATION

A single Cloud PBX system for all your branches
One PBX means that you can Centralise your reception
PBX Centralization means that all internal company calls are like calls to another extension and that means FREE

REDUNDANCY - NO CALLS LOST

If there is a power failure, or your broadband connection goes down, the Wanatel PBX simply forwards all your calls to a number predetermined by you.

ADDITIONAL SAVINGS – SAVE BETWEEN 30% AND 50%

No hardware PBX onsite means no PBX CAPEX and no more PBX insurance
No more additional costs for additional standard features

ADDITIONAL BENEFITS

No finance or finance approval needed
You have a single point of contact for all your telecoms requirements





WANATEL HOSTED PBX FEATURES:

CALLING FEATURES

- **Caller ID/On Call Waiting:** Know who's calling before you answer
- **Call Forwarding:** Redirect calls to your mobile or other phone so you don't miss any calls
- **Follow Me:** Have one of your numbers/extensions ring for a period of time and if unanswered forward to a second number and then third and so forth OR all ring them all concurrently
- **Caller ID Based Forwarding :** Follow Me Based on number called
- **Inbound Number Tagging:** Tag an inbound caller ID for easy reception management for multiple companies
- **Call Hold:** Easily put a call on hold while you answer another call
- **Call Transfer:** Attended Transfer (alert forwarding party before transfer) & Blind Transfer (transfer the call directly)
- **Call Conferencing:** Join a conference room by dialing a feature code or get transferred in
- **Call Waiting:** Be notified when someone else is trying to call if you are already on a call
- **Do Not Disturb:** Callers go directly to voicemail or call fwd when you don't want to be disturbed
- **Call Logs:** Access detailed call records by extension or account

VOICEMAIL FEATURES

- **Password Protected Voicemail:** Prevent unauthorized access to voicemail
- **Voicemail Greeting Options:** Unavailable / Personal Message
- **Voicemail to Email:** Receive voice messages as a .wav file (or  audio file ) attached to an email

DIGITAL RECEPTIONIST (IVR)

- Multilevel **IVR** menu management
- Manage multiple **IVR** menus for different Inbound DIDs
- **Day and Night Mode Schedule:** Create different greetings according to time of day and day of week
- **Custom Greetings:** Upload third-party professional greetings to use as Digital Receptionist greetings

HUNT LISTS / RING GROUPS

- **Ring groups:** Simultaneously ring a set of phones based on a DID
- **Hunt lists:** Set a linear line of ring groups (1 extension or many) for a period of time, before transferring to a second and third ring group etc.

CALL RESTRICTIONS

- **Block** outgoing calls to specified numbers

CALL CENTER FEATURES

- **Queue Handling**
- **Periodic announcements**
- **Round robin, extension with least calls,** ring all and more

MEDIA MANAGEMENT

- Custom **Music-on-Hold**
- Custom **Digital Receptionist Recordings**
- Custom **voicemail messages**

CALL RECORDING (EXTRA FEES APPLY)

- **Blanket or adhoc** call recording
- **Secure** call recording storage
- **Archiving call recordings**

REPORT MANAGEMENT SYSTEM (EXTRA FEES APPLY)

- **Real time** inbound and outbound call details records
- **Outbound call source** listed by extension
- **Outbound call source** lists for virtual extensions

EXTENSION MANAGER

- **Access, search** and download call recordings
- Personal **profile** editing
- **Detailed call analytics**

