

Virtual PBX



We speak the new language  
of business communications

# Virtual PBX

Cloud-based telephony to boost your company



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**We speak the new language of business communications.**

## Telephony and the cloud: the perfect combination

An intelligent and easy-to-manage PBX that leverages all the advantages of the cloud:

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**Speed**

The virtual PBX can be activated in a matter of hours.

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**Savings**

No need to invest in equipment or software, and calls are free between extensions and offices.

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**Flexibility**

Freedom and immediacy to add or reduce fixed and mobile extensions, no matter the location. Full scalability.

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**Usability**

Intuitive and easy-to-use control panel with a wide range of features.

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**Availability**

Online service accessible 24/7/365, always updated to the latest version.

## Making your telephony smarter

### Advanced PBX

A solution that uses the latest innovations in telephony, such as advanced voice-over management and virtual operators.

### Unlimited capacity

Don't put limits on your growth. Add or remove as many fixed and mobile extensions as you need, wherever you are.

### Office and mobility

Always-on philosophy. Let your teams stay connected with PBX extensions for IP phones, computers, tablets or smartphones.

### Costs under control

Analyse calls and control your costs via the statistics module. Internal communications are free.

### Cloud service

All the advantages of the cloud: flexibility, speed and efficiency. The online control panel provides easy management.

# Virtual PBX



Nothing is more effective than one person's voice as they convey an idea to someone else. That is how projects and companies are created. Clients who connect with professionals. Conversations that make a difference. A solution that breaks through the limits of your communications.

Businesses can grow and go global. Professionals can work anytime, anywhere, using any device. Calls, calls and more calls. We need productivity tools in our communications.

That's why our virtual PBX is so important: it's the solution that takes every conversation to the cloud, giving you unlimited possibilities as well as maximum freedom and reliability in your communications.

At masvoz we have developed a virtual PBX for easier, more flexible and faster call management on any device, anywhere. An optimised service for receiving, forwarding and managing fixed and mobile calls with advanced features and no limitations. As easy as talking on the phone, but now with cloud-based technology that enables you to focus on what's really important: speaking with your colleagues. And all while making savings of up to 80% on your calls.

 Add intelligence to your company's voice.

# Everything you could want from a telephone system

Advanced technology tailored to your business, so you can increase the value that voice brings to your project. Digitising your PBX leads to better information, better processes and better services. And that means greater value and greater business.

An intelligent system delivers efficiency and high performance. We're committed to efficiency, which is why we've developed advanced telephony features. We take communications technology to its limits and make it accessible to all companies through the cloud. This is innovation and added value.



An advanced, high-performance platform. At masvoz we offer a suite of advanced telephony features to ensure that your PBX meets your demands. So you can have the efficient, versatile and powerful communication tool that's vital for your business.

## **Flexible configuration**

Personalise calls according to multiple criteria: day of the week, time of day, and even by caller. Includes an interactive voice response menu so that the caller can select the desired department.

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## **Virtual assistant**

Let our virtual assistant answer calls for you. Your clients will be able to contact any of your employees simply by saying their name.

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## **Call forwarding and voicemail**

Redirect calls to your mobile, to another extension or to voicemail to make sure that they never go unanswered. Or activate call pickup so someone else can answer your calls when you're not at your workstation.

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## **Call recording**

Record all inbound and outbound calls or only those in which you have a specific interest. All the recordings are stored in the control panel so you can access them with ease whenever you want.

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## **Secure communications**

Our advanced PBX includes the option of encrypting calls, meaning that we can guarantee the confidentiality of your communications.

 Don't get left behind. Connect your PBX to our SIP Trunk platform and enjoy all the benefits of smart telephony.

# Users connected to productivity

Times change and companies grow, move and evolve. Professionals, directors and employees can work anytime, anywhere. Telephony is mobile too: it's with you, wherever and whenever, enabling dynamism and immediacy.

Today, making and receiving calls anywhere and on any device is crucial for professionals in the digital world. Mobility means freedom, performance and productivity.



The best business tools for communicating, no matter where you are. Masvoz's virtual PBX connects users to your corporate telephone system through easy-to-use fixed and mobile terminals. Whether in the office, on a smartphone or from a computer, they are always ready to take your communications wherever your employees go.

## BizPhone: smart mobility

The days of carrying two mobiles are over. The BizPhone app is another step towards enhancing the telephone's convenience and effectiveness as a business tool. A business mobile extension, with its own number, expenses and features, on the user's personal smartphone.

## Webphone: calls that fit into your work

Transfer the extension from the PBX to your PC or tablet browser with WebRTC technology. With just a headset and a browser, users can make and receive calls using their company phone number, enabling them to focus on their work, and not on the device.

## IP terminals: Phones for office users

Make the most of the opportunities we offer. Buy or rent professional office IP terminals.

! Smart technology that can take you anywhere.

# In the cloud: Hassle-free.



The greatest technological innovations have one thing in common: they focus on people. Sophisticated solutions that are easy to understand and use. Just like the cloud. Services accessible at a click, 24 hours a day, from anywhere and any device. Managing your telephony just became hassle-free.

A control panel accessible on any device, anytime, anywhere. At masvoz we have an easy-to-manage, intelligent platform to keep your PBX monitored at all times, with all the advantages of the cloud.

### **Configure the services yourself.**

Nobody knows what your business needs better than you do. Adapt your PBX to the functionality your business needs at any given moment.

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### **Detailed statistics for your lines.**

Every call is a source of information. Let your PBX do the work for you. Get the reports you need for monitoring and analysing calls through multiple segmentation parameters.

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### **Multi-device access.**

The control panel is available on all devices. Computer, tablet or mobile phone: whichever screen you prefer, whenever you choose.



 Simpler, more intuitive and customisable management so that you can achieve the best results.

# Features

## Automatic Call Distribution (ACD)

- Call distribution according to date, day of the week and time of day
- Call distribution by origin (country, province, landline and mobile phone)
- Call distribution by source number (VIP lists, whitelists and blacklists)
- Call distribution by percentage
- Alternative plans

## Call forwarding

- Call forwarding if busy or unanswered
- Call forwarding upon rejection of call
- Virtual voicemail

## Voice-overs

- Online voice-over management
- Whisper (voice-over with information from received calls)

## Call limits

- Maximum call duration
- Simultaneous call limit
- Restricting calls based on their source (mobile phones, international, etc.)

## Interactive Voice Response (IVR)

- Selection menu
- Selection of recipients based on numbers dialled by users
- Selection of recipients by voice
- Voice recognition with keywords
- Voice recognition with natural language
- Automatic surveys at the end of calls
- Interaction with external systems using web service
- Access restrictions with PIN code

## Call recording

- Call recording (by default and on demand)
- Online call listening

## Call queueing

- Recipients based on exceeding queue size and maximum wait time
- Information on projected wait time
- Wait reminder message
- Customised hold music
- Exiting queue on user request
- Automatic call back

## Virtual fax

- Fax 2 Mail
- Mail 2 Fax

## Transfers

- Direct transfer
- Assisted transfer
- Free internal transfers

## Notifications

- Notifications/alerts via SMS
- Notifications/alerts via email

## Multiconference

- Multiconference with unlimited users

## IP extensions

- Multiple call identifiers
- Three-way conferences
- Extension status indicators
- Call pickup
- "Do not disturb" feature
- WebRTC

## We speak the new language of business communications

Effective communications between companies and people and vice versa. A way to strengthen relationships. At masvoz, we offer communications solutions that strengthen relationships and help businesses to grow.

In a global, digital world, telephony is much more than just communication. It's innovation, flexibility, efficiency and integration. It's added value and a competitive advantage. We help our clients become more flexible and efficient, and communicate more effectively, through our smart communications model.

There's no intelligence without service. At masvoz, we believe in a personal approach to telephony. We listen and adapt our technology to the specific needs of each client. It's the human factor that makes us stand out. Because we are a different kind of telecom operator.



**masvoz**

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