trixbox Pro

trixbox
The Open Platform for Business Telephony

Need a new phone system but don't want to break the bank? *You don't have to!*

Let's be honest.

Small and medium-sized businesses (SMBs) looking for telephony solutions have never had a lot of options. Phone systems from larger manufacturers are simply too expensive, and key systems are feature-lean, low technology solutions that don't scale as your business grows. Well, thanks to Fonality, times have changed.

trixbox® Pro is the next evolutionary step in business communications. Built on market-proven commercial technologies, trixbox Pro is an affordable communication solution that is easy to use, easy to manage, scalable, reliable, and delivers enterprise-class features. trixbox Pro supports branch locations, home workers, and even workers on the road. trixbox Pro also gives SMBs the ability to save money by utilizing VoIP service providers, and conducting conference calls in-house instead of using expensive third party providers.

trixbox Pro Highlights

- Low monthly license fee
- Hybrid-Hosted
- Telecommuter Capable
- Branch Office Capable
- Advanced Call Center Features
- Multiple Automated Attendants
- Use VoIP, PSTN, or Both
- Web-Based Configuration
- Conference Bridges
- Graphical Call Reporting
- Call Recording Tools
- Free worldwide calling via trixNet

trix b◆x
Standard Edition + **HUDlite**

trixbox Pro Standard Edition (SE) is our base hybrid-hosted telephony solution for small businesses that need enterprise-class features. trixbox Pro SE includes features such as: a powerful and intuitive web interface for both administrators and users, auto-attendant, voicemail-to-email, Outlook integration, music on hold, a spell-by-name directory, simplified co-branding, and more. trixbox Pro also comes with HUDlite.

trix b◆x
Enterprise Edition + **HUD Pro**

A step up from trixbox Pro SE, trixbox Pro Enterprise Edition (EE) contains all of the features of Standard Edition, but adds a conference bridge, multiple auto-attendants, paging, intercom (group + individual), group permissions, full reseller re-branding capabilities, and more. trixbox Pro EE also comes standard with HUD Pro which adds presence management, drag and drop call control, private enterprise chat, interactive desktop alerts, and more.

trix b◆x
Call Center Edition + **HUD Pro**

trixbox Pro Call Center Edition (CCE) builds on the powerful features of both SE and EE by adding advanced call center capabilities at an unbelievably low price. Designed for companies with 2 - 200 agents, CCE adds robust ACD and IVR capabilities with unlimited queues, skills-based routing, real-time queue statistics, graphical reports, web-based recording access, and more. trixbox Pro CCE comes with HUD Pro and adds advanced agent capabilities such as on-the-fly recording, call barge, call monitor, CRM integration, and one-touch agent login.

trixbox Pro is:

Affordable for the SMB
With three trixbox Pro editions available at a low monthly license fee, even the smallest business can afford an enterprise-class phone system.

Easy to Use and Manage
trixbox Pro's user-friendly web-based control panel allows businesses to customize their phone system on the fly including adding, moving, and changing extensions as well as how your incoming phone calls are routed.
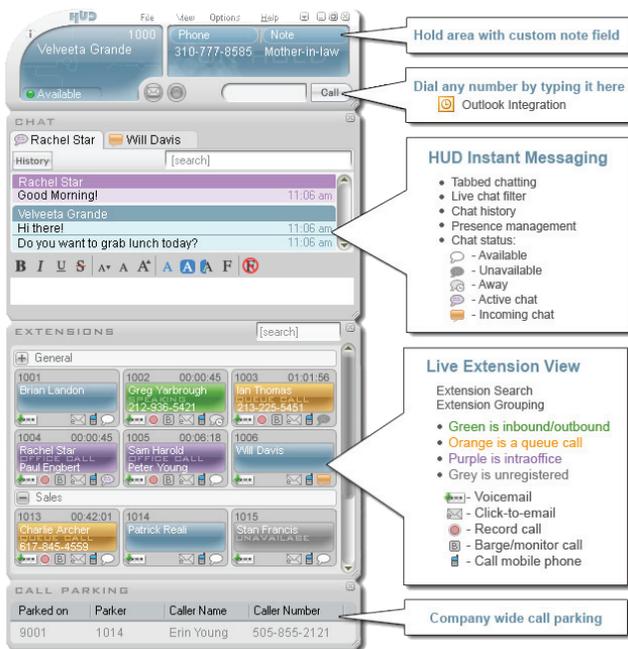
Reliable
trixbox Pro is based on a highly stabilized version of Asterisk® with modifications that add reliability and increased performance. Our hybrid-hosted architecture proactively monitors and maintains your system to ensure that your system is always humming.

Scales As You Grow
trixbox Pro has been designed, and thoroughly tested, for both single-site businesses with basic telephony needs to national corporations with distributed call centers that need advanced presence management and communication tools.

Market-Proven
trixbox Pro is derived from our time-tested PBXtra product that is currently deployed in thousands of businesses around the world. This software has received unparalleled industry recognition including: 2006 Product of the Year by Communications Solutions, 2005 Product of the Year and 2006 Editor's Choice from *Internet Telephony Magazine*, and 2005 Editor's Choice and Best IP-PBX for SMBs from *Network Computing*.

trixbox Pro

Hold area with custom note field

Dial any number by typing it here
- Outlook Integration

HUD Instant Messaging
- Tabbed chatting
- Live chat filter
- Chat history
- Presence management
- Chat status:
  - 💬 - Available
  - 💬 - Unavailable
  - 💬 - Away
  - 💬 - Active chat
  - 💬 - Incoming chat

Live Extension View
Extension Search
Extension Grouping
- Green is inbound/outbound
- Orange is a queue call
- Purple is intraoffice
- Grey is unregistered
- 🔊 - Voicemail
- ✉ - Click-to-email
- 🔴 - Record call
- 🔳 - Barge/monitor call
- 🔳 - Call mobile phone

Company wide call parking

Heads-up! Your operator has gone electronic.

All trixbox Pro editions come standard with a version of HUD – the all-in-one presence management tool that allows employees to control business communications from their desktops. Like a Head's Up Display, HUD empowers its users with company-wide visibility and information on the "presence" of every colleague, making it easy to interact with one another via a single, simple interface. trixbox Pro SE includes HUDlite while trixbox Pro EE and trixbox Pro CCE include HUD Pro.

> "HUD helps us to enhance communication within the office, since we know whether someone is on the phone or not. We also like HUD's drag and drop call transferring capabilities and its integration with caller ID on the PC desktop."
> *– SunPorch, Westport, CT*

trixbox Pro in a box! Get the trixbox Appliance.

Get a trixbox Pro phone system preinstalled and fully tested with the box that it was made to run on. trixbox Appliance is the only complete solution designed for trixbox by trixbox. The hand-selected hardware gives you the highest quality phone calls with VoIP, digital, and analog connectivity options.

trixbox Pro Control Panel

trixbox Appliance

trixbox Pro Features

trixbox Pro SE
with HUDlite

Auto-Attendant (IVR)

Outlook Integration

Unlimited Extensions

CRM Integration

Voicemail

Voicemail-to-Email

Hot Desk

Music-on-Hold

Scheduler

Custom CTI (AGI)

Analog & IP Phones

Ring-All (Blast Group)

Call Forwarding

Name Directory

DIDs

VoIP-Ready (1 account)

PSTN Fallback

Telecommuters

Branch Office Support

Web Control Panel

Powerful Reporting

Operator Panel (w/BLF)

Call Parking

Drag-and-drop Call Control

Enterprise Instant Messaging

Presence Management

Color-Coded Call Status

trixbox Pro EE
with HUD Pro

All Standard Edition Features

Conference Bridge

Extension Groups

Routing by DIDs

Paging

Zone Paging

Intercom

Zone Intercom

Voicemail Groups

Advanced Call Forwarding

Call Return

Call Out

Report Exporting (.csv)

Custom Caller IDs

IVR Authentication

VoIP-Ready (2 accounts)

SMS/Pager Voicemail Notify

Upload Voice Prompts

Alerts & Notifications

Trunks Status Pages

Real-Time System Graphs

Historical System Graphs

Interactive Desktop Alerts

On-the-Fly Recording

Group and User Permissions

Extension Grouping

Extension Search

trixbox Pro CCE
with HUD Pro

All Standard Edition Features

All Enterprise Edition Features

Unlimited Call Queues

Full Featured A.C.D.

Skills-Based Routing

Graphical Queue Reports

Agent Call Recording

Agent Variable Log-off

Agents on Cell Phones

Agents Shared Across Sites

Real-time Queue Stats

VoIP-Ready (unlimited accounts)

Agent Login/Logout

Call Monitoring

Call Barging

On-the-Fly Recording

Advanced CRM Integration