# YipTel Phone Systems (PBX)

Feature-Rich, SIP Standard, Custom Phone Systems

Our roots trace back to 1970 when the company was founded as an Interconnect at the divestiture of the original bell companies. Over the last 45+ years we have successfully installed thou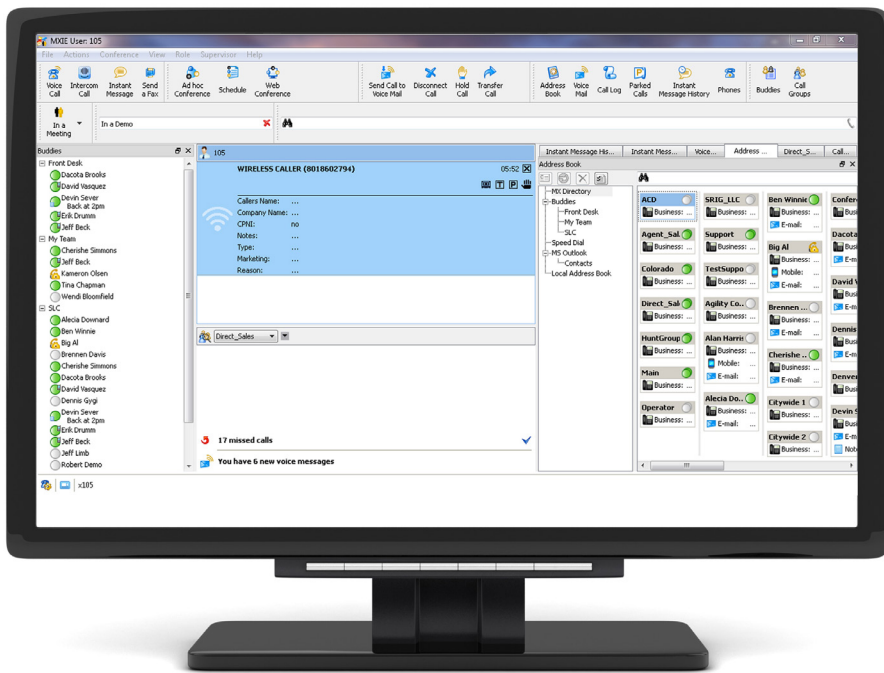sands of business phone systems across the country and around the world. During this time, we have perfected the art of listening to our clients' needs and then designing innovative solutions to exceed their expectations.
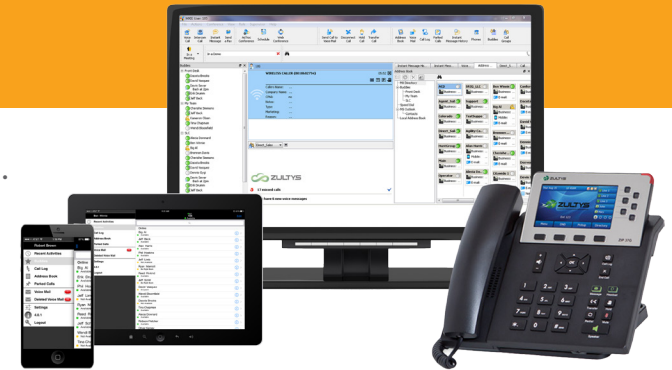
HOSTED OR PREMISE PBX?

Is a Hosted, Managed or On-Premise PBX solution the right choice? While other providers only offer a single solution and hope you fit in to their box, YipTel delivers Hosted, Managed, and On-Premise solutions to meet our clients diverse needs. Understanding our clients individual needs and applications and then developing the right solution for those needs is where YipTel stands above the rest due the knowledge, experience and the solutions that we provide.

	Hosted PBX	Managed PBX	Purchased PBX
Cost	No upfront capital investment required	No upfront capital investment required	Upfront purchase with lower monthly costs
Equipment	PBX Hosted in the Cloud	PBX equipment on-site (VM or Appliance) in your environment	PBX equipment on-site (VM or Appliance) in your environment
Management	Unlimited Help desk support with full end user management control	Unlimited Help desk support with full end user management control	Pay-per-incident or Unlimited Help desk
Maintenance	Software updates managed by YipTel	Software Updates Managed by YipTel	Software Updates Managed by Customer or YipTel

FEATURES

YipTel PBX Reliability
DVR Call Recording
Full Call Recording
External Archiving
Call Center Agents
Call Center Supervisors
Call Center Wallboards
Call Center Live Views
Custom Reporting Tool
Automatic Report Delivery
Monitor, Whisper, Barge
Web Chat Queuing
Mobile Apps iOS/Droid
Audio Conferencing
Video Calling
Find Me Follow Me
Personal User Presence
Outlook Integration
Exchange Integration
Sales Force Integration
CRM Integrations
26 IVR Languages
Instant Messaging
Personal Routing Rules
Hot Key Dialing
Drag and Drop Transfer
Integrated Softphone
Outbound Dialing Apps
Intelligent Routing
Database Dips
Caller ID Control
Redundancy

YipTel PBX User Types

	STANDARD	PREMIUM	CONTACT CENTER
User License	✓	✓	✓
Voice Mail	✓	✓	✓
Mobile App	✓	✓	✓
Automated Attendant	✓	✓	✓
Voice Mail to Email	✓	✓	✓
Advanced Call Routing	✓	✓	✓
Hunt Groups	✓	✓	✓
Paging Groups	✓	✓	✓
Call Forwarding	✓	✓	✓
Call Attached Data	✓	✓	✓
Enterprise Desktop		✓	✓
Conference Port		✓	✓
Outlook & Exchange		✓	✓
MX Desktop Video		✓	✓
Call Center Agent			✓
Call Center Supervisor			✓

YipTel PBX Desktop is a powerful desktop client that let's you see the presence status of others in your company, send emails, control all your phone calls via desktop phones or a softphone, make high definition video calls, send and receive faxes, send secure Instant Messages and voice messages, use Voicemail, launch a collaborative MXmeeting™ web conference session, and much more – all with a single mouse click.
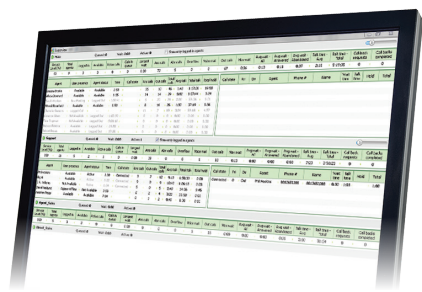
CALL CENTER FEATURES:

- Live Agent Views
- Custom Reporting
- Wall Boards
- Full Recording
- Silent Monitor
- Whisper
- Barge In
- And More

MOBILE APPS

YipTel.com   1-800-752-6110