



P-Series PBX System Cloud Edition Solution Brief

Cloud PBX & Advanced Unified Communications
for Partner Success



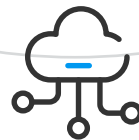
Business Model

A growth-oriented approach to go to market, be the service provider, and own your customers



Services

A complete suite of cloud PBX and unified communications capabilities



P-Series PBX Cloud Edition

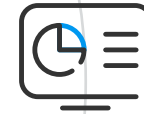
Infrastructure

A high availability architecture that protects against downtime and allows you to elastically scale up and down service capabilities



Platform

A centralized management platform that simplifies service delivery and business operation



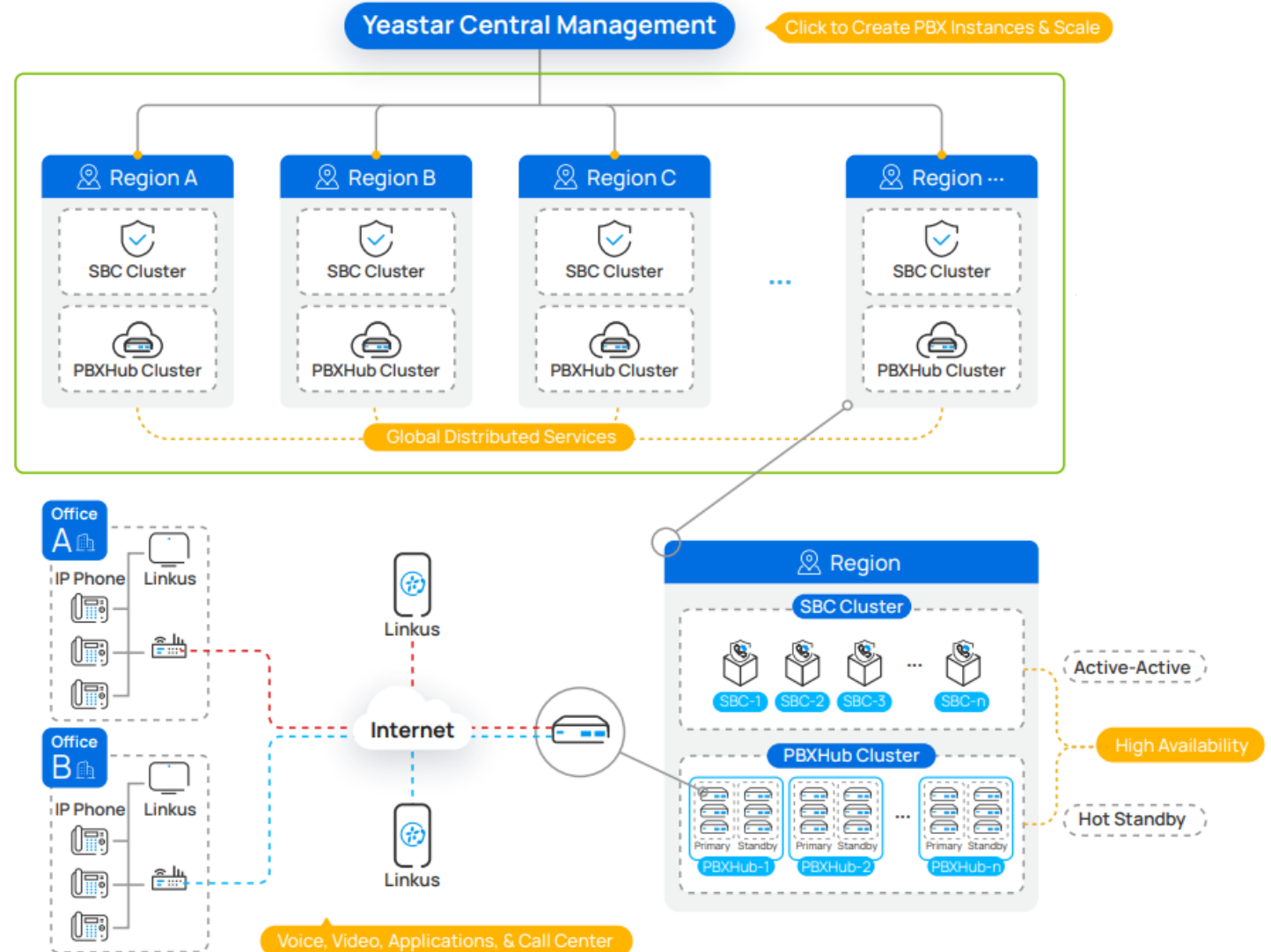
High Availability Deployment

SBC Cluster

- Active-active SBC operations and dynamic load balancing
- Secure SIP registration and calling, account trunk, and PBX web access
- Safeguard the system against malicious attacks

PBXHub Cluster

- PBX infrastructure server, providing essential PBX features
- Hot standby redundancy in both the PBXHub and PBX level





Launch Your Own Cloud PBX Services



With both channel partners and business customers in mind





Voice, Video,
Application, Collaboration
in One Experience



Linkus UC Clients: Powering Hybrid Work



Connect on-site, remote, and mobile workers

- Android and iOS apps
- WebRTC/Windows/Mac clients
- Google Chrome extension
- Call, transfer, hold, park, and flip
- Presence, chat, and conference
- 1-on-1 video calls and door phone video preview
- Video conferencing and screen sharing
- Corporate chat and file sharing
- Native contacts management
- CTI mode for remote desk phone control





Call Monitoring and Management

Productivity tools for service center agents and supervisors



Queue Panel

- Visualized active and waiting calls
- A complete view of agent status
- Drag-and-drop call management

Wallboard

- Real-time key performance metrics and SLA
- Customizable widgets
- Supporting multi-screen display

Call Reports

Agent call summary, queue performance, satisfaction survey, missed call activities, queue callback, etc.

The screenshot displays a comprehensive call center management interface. At the top, it shows 'Customer Service [402]' and 'Today'. The main dashboard is divided into several key performance indicator (KPI) widgets:

- Queue Panel:** Shows 2 waiting calls, 00:00:26 average waiting time, 00:04:25 average talking time, 00:01:20 max waiting time, 1 missed call, 2 abandoned calls, 24 answered calls, and 27 total calls.
- Wallboard:** Displays 5/5 agents logged in, 0 available agents, 5 active calls, and an 85.16% SLA. It also shows 88.8% answered rate, 3.70% missed rate, 7.41% abandon rate, and the current time as 12:18 on 08/31/2020.
- Call Reports:** A table titled 'Active Calls (5)' lists caller and callee information, status, time, and details.
- Agent Login (5/5):** A list of agents including Carlos Mendez, Maria Douglas, Rafael Reid, and Ashley Miller, with their respective login times and performance metrics.

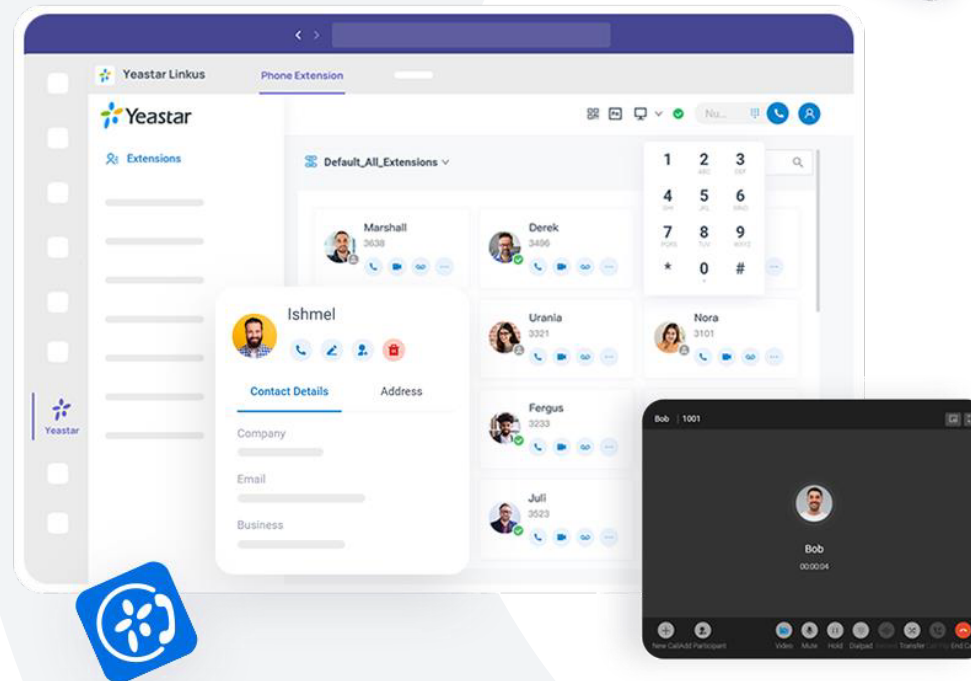
Caller	Callee	Status	Time	Details
4609027806	Carlos Mendez [1007]	Talking	00:02:49	External
5302119744	Maria Douglas [1008]	Talking	00:03:18	External
2249901278	Rafael Reid [1001]	Talking	00:03:47	External
9492023450	Sarah Blaes [1002]	Talking	00:04:33	External
7928343909	Ashley Miller [1003]	Talking	00:04:53	External



Connect to Microsoft Teams

Free feature-rich embedded calling app

- No extra Teams Phone license needed
- Call on Teams vis Linkus Desktop Client
- Keep your existing phone number and SIP phones
- View all personal and corporate contacts on Teams
- Click to call your contacts your use the dialpad
- Connect Teams users and non-Teams users
- Access voicemails, recordings, and call logs easily
- Save on SBC solution licensing
- Easy configuration within minutes

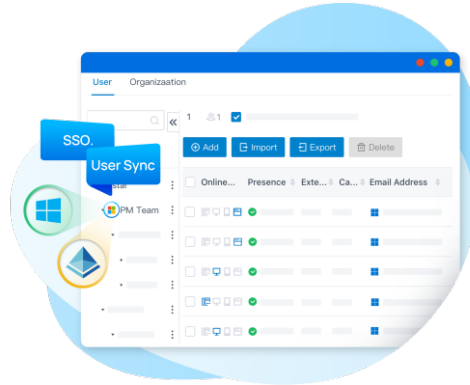




Integrate with CRM, Outlook, Directory, etc.



Do more by combing the power of different platforms



- Click-to-call
- Call pop-up
- Call journaling
- Contacts synchronization
- Creating new contacts

- User synchronization
- OU/Group synchronization
- Single Sign-on (SSO)
- Auto updates of user information
- Auto assignment of extensions

- API support for:
- PBX configuration
 - Call control
 - UACSTA call control
 - Event notification
 - Hotel PMS, and more

More Features at a Glance

Business Features

- IVR
- Queue
- Ring Group
- BLF Support
- Paging & Intercom
- Operator Panel
 - Monitor Call Status (Inbound/Outbound)
 - Monitor Presence Status (Extension, Ring Group, Queue, Parking Slot)
 - Drag & drop Dispatch Call
 - Advanced Call Control
- Blocked & Allow Numbers
- Custom Prompts
- Distinctive Ringtone
- Music on Hold
- MOH Playlist & Streaming
- PIN List
- BLF Support
- LDAP Server
- T.38 Fax
- Remote Extensions
- Business Hours & Holidays
- Hot Desking
- Emergency Number
- Emergency Notification
- CDR & Basic Reports

Telephony Features

- AutoCLIP
- Call Routing
- Call Forwarding
- Call Monitoring (Listen/Whisper/Barge-in)
- Call Parking
- Call Pickup
- Call Recording*
- Call Flip
- Call Switch
- Call Transfer (Attended & Blind)
- Call Waiting
- Caller ID
- Conference Rooms
- Speed Dial
- Dial by Name
- DNIS
- DID (Direct Inward Dialing)
- DND (Do Not Disturb)
- DOD (Direct Outward Dialing)
- CID-based & DID-based Call
- Allowed/Blocked Number
- Concurrent Registration for IP Phones

Administration & Security

- Web-based Management Portal
- Graphical Dashboard
- Auto Provisioning
- Bulk Import & Export (Extension, Trunk, Route, Contacts)
- Extension Directory
- Group & Organization
- User Role & Permissions
- Operation Logs
- Event Logs & Notifications
- Backup and Restore
- Troubleshooting
- Built-in SMTP Server
- Network Drive
- AMI
- Remote Management
- Hot Standby
- Security
 - SRTP & TLS Call Encryption
 - Password Policy Enforcement
 - Auto & Static Defense
 - IP Blocklist
 - Country Allow/Block List
 - Global IP Blocklist
 - Outbound Call Frequency Restriction
 - Two-Factor Authentication (2FA)

Unified Communications

- Linkus UC Clients
 - Web Client
 - Mobile Client (iOS & Android)
 - Desktop Client (Windows & MacOS)
 - Google Chrome Extension
 - Presence
 - Native Contact Management (Personal Contacts, Company Contacts)
 - Audio Conferencing
 - WebRTC Audio Call
 - Function Keys
 - Select & Dial with Hotkey
 - Door Phone Video Preview
- Voicemail
 - Voicemail Transcription
 - Group Voicemail
 - Voicemail to Email
- Pop-up URL
- Microsoft Teams Integration (via Call2Teams)
- Headset Integration



Easier Service Delivery.
Quick Time to Market.

Efficient Central Management

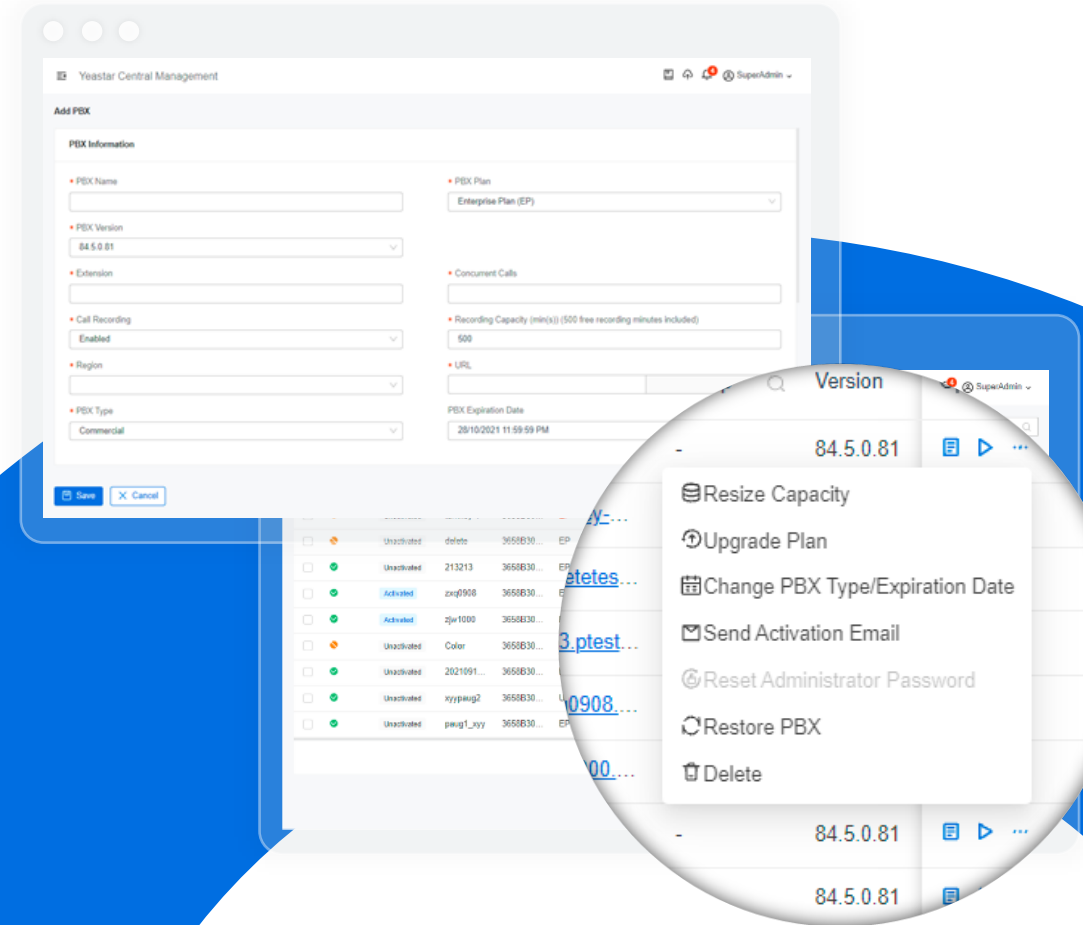
Through Yeastar Central Management Platform

Create PBX Services

- Select preferred hosted servers closest to your customers
- Create PBX with different capacities
- See all PBX and customers with details in a list view

Scale on Demand

- Expand capacity and upgrade subscription plans
- Within a minute, in a few clicks
- Virtually no limit on instances and users





Efficient Central Management

Through Yeastar Central Management Platform



Monitor in Real-time

- Customizable widget-based Dashboard
- An overview of all PBX status
- 30+ types of alarm

Streamline Management

- PBX auto provisioning templates
- Central repository of firmware and backup files
- Colleague accounts with different access

The screenshot displays the Yeastar Central Management Platform interface. It features a sidebar with navigation options: Dashboard, My Subscriptions, Device, My Device, Cloud PBX, PBX, Customer, PBX Email Template, Groups, Alarm, System, Task, and Repository. The main dashboard area includes several widgets:

- Device Status:** A donut chart showing 128 total devices, with 100 Online, 19 Alert, and 9 Offline.
- Task Status:** A donut chart showing 68 total tasks, with 30 Pending, 30 Executing, and 8 Other.
- Alarm Trend:** A line graph showing the number of Information, Warning, and Alert events over the last 7 days.
- Cloud PBX Status:** A donut chart showing 188 total Cloud PBX units, with 160 Running, 3 Stopped, 1 Starting, 16 Upgrading, and 8 Restoring.
- Cloud PBX Version:** A horizontal bar chart showing the distribution of different software versions.
- User Overview:** A card showing 13 colleagues.
- Firmware List:** A table listing firmware versions, file names, supported object types, release times, remarks, and release notes.
- Alarm List:** A table listing individual alarm events with columns for Time, Alarm Type, Alarm Level, Alarm Name, Source Name, Serial Number, Group, Receiver, and Details.



Turnkey Solution: the Easiest Way to Jump-start



You don't have to do the hard work.

No need to spend a fortune on server setup. Skip all painful preparation. Yeastar gives partners an OpEx way to launch cloud PBX services quickly.



No server setup and shorter implementation time



Minimal technical expertise required



Lower upfront investments and initial risks




Faster time to market and revenue ramp up

Service Bundling: Provide Unique Values



Proven interoperability and seamless integration

 **Control Your Margin**
The ownership is totally yours

 **Bring your SIP services & devices**
Open & operable ecosystem

Create your own service packages, bundle IP phones and other hardware, add on SIP trunking, wrap other ancillary services, set your own prices, and provide Level 1 support.

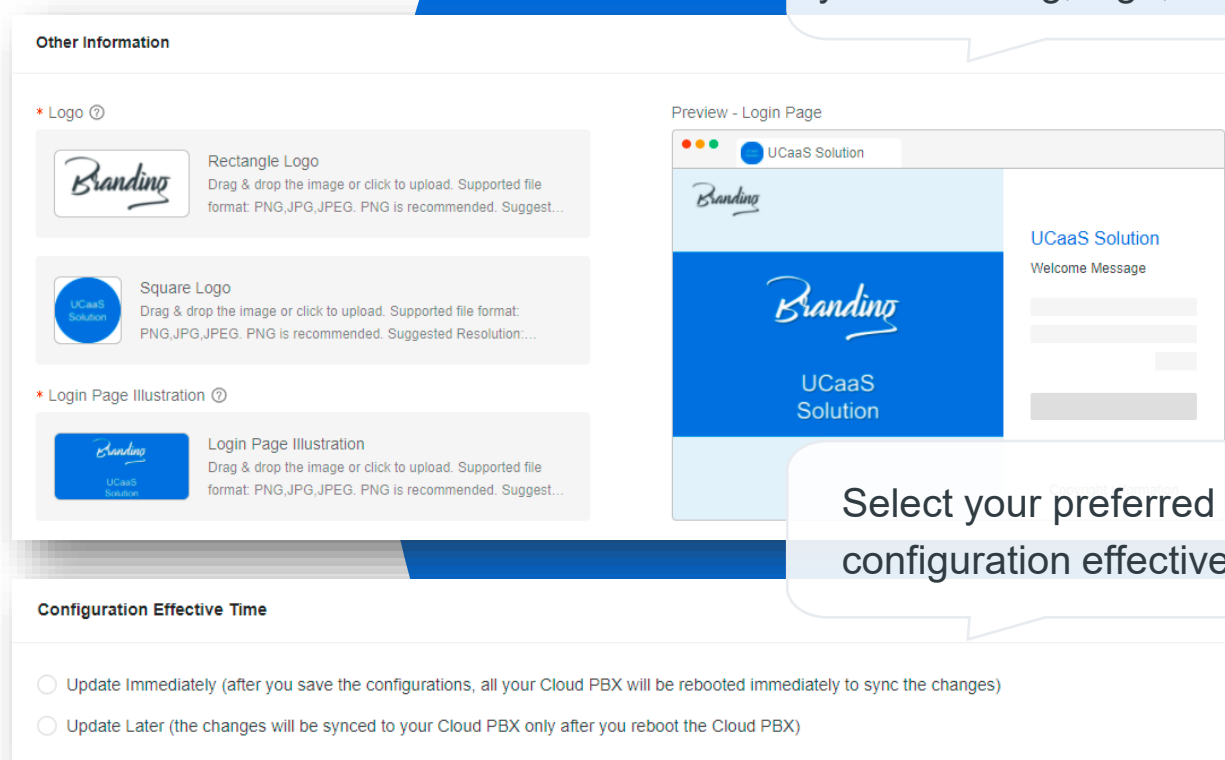


White Label: Sell Under Your Brand

Rebrand P-Series Cloud Edition as Your Own

- Customize to match your brand's look
- Expand your service suite
- Strengthen your brand recognition
- Create customer loyalty
- Increase your visibility in the market
- Differentiate from competitors

Customize your services with your branding, logo, name, etc.



The screenshot shows a configuration page titled "Other Information". It contains three main sections:

- * Logo**: Includes "Rectangle Logo" and "Square Logo" options, each with a "Drag & drop the image or click to upload" instruction and supported file formats (PNG, JPG, JPEG).
- * Login Page Illustration**: Includes a "Login Page Illustration" option with similar upload instructions.
- Preview - Login Page**: A visual representation of the login page with the custom branding applied, showing a "UCaaS Solution" header and a "Welcome Message" section.

Below the branding options is the **Configuration Effective Time** section, which has two radio button options:

- Update Immediately (after you save the configurations, all your Cloud PBX will be rebooted immediately to sync the changes)
- Update Later (the changes will be synced to your Cloud PBX only after you reboot the Cloud PBX)

Select your preferred configuration effective time