Sangoma

CX

Elevate Customer Experiences
With A Robust Cloud Contact Center

Sangoma delivers end-to-end solutions for every communications need. Our contact center solution, Sangoma CX, provides your agents with a complete suite of advanced features that allow them to surpass customer expectations and enhance overall productivity. Stay ahead of evolving customer service trends with superior reliability, flexibility, and functionality.

Take Charge Of Your Calls

Get advanced call routing, call management, real-time monitoring, quality management, analytics, and reporting.

Omnichannel Functionality

Easily integrate communication channels with Sangoma CX. Meet your customers where they are by chatting, calling, and providing them with a seamless experience.

Manage From Anywhere

Managers and supervisors can manage their contact center from anywhere using our centralized cloud administration portal to manage agents, queues, call routing and all other functionality and resources.

Monitoring, Metrics & Alerts

Supervisors and managers get real-time dashboards and wallboards with clear and intuitive browser-based displays. Also, agent and queue metrics and alerts on Talk Time, Calls Waiting, Availability, Waiting Time, and more.

The **Only Contact Center Solution** You Will Ever Need

Sangoma CX is a full-featured contact center solution. Equipped with omnichannel capabilities, HIPAA compliance, and enhanced security features, such as Multi-Factor Authentication, Sangoma CX enables your organization to strengthen its security while simultaneously providing the most seamless customer experience possible.

Queue Features

Feature	Standard	Advanced	Premium
Customer SAT & NPS (Post Call Surveys)	✓	✓	✓
Five Queue Strategies	✓	✓	✓
Unlimited Queues	✓	✓	✓
Recorded & Synthesized Announcements	✓	✓	✓
Call Recording	✓	✓	✓
Delegate Agent log-in/out individual Queues		✓	✓
Skill Based Routing		✓	✓
Unlimited Queue Groups		✓	✓
Queue Priority		✓	✓
Callback Feature		✓	✓
Dial Out of the Queue		✓	✓
Wrap-up Timers		✓	✓

Agent Features

Feature	Standard	Advanced	Premium
Agent Mood	✓	✓	✓
Call Reasons		✓	✓
Call Issues		✓	✓
Contact Management (CRM)		✓	✓

Supervisor Features

Feature	Standard	Advanced	Premium
Real-time Agent Monitoring	✓	✓	✓
Real-time Queue Call Details	✓	✓	✓
Supervisor Heads Up Display	✓	✓	✓
Listening, Whisper, Barge-in	✓	✓	✓
Agent Assessment Survey (QA Module)		✓	✓
SMART Alerts		✓	✓
Scheduled Reports		✓	✓

Channels

Feature	Standard	Advanced	Premium
Voice	✓	✓	✓
Digital Channels: WebChat			✓

Integrations

Feature	Standard	Advanced	Premium
Click-to-Dial Chrome Extension	✓	✓	✓
Salesforce Connector	✓	✓	✓
Automated Data Export (paid add-on)		+	+

End Points

Feature	Standard	Advanced	Premium
Secured Web UI for All Features & Users	✓	✓	✓
HIPAA Compliant	✓	✓	✓
WebRTC & Desk Phones	✓	✓	✓
Agent Mobile App	✓	✓	✓
TTY Support	✓	✓	✓
Concurrent Agent Licensing (paid add-on)	+	+	+

Reports

Feature	Standard	Advanced	Premium
Call History	✓	✓	✓
Calls Volume	✓	✓	✓
Service Rework	✓	✓	✓
ATT & ASA History	✓	✓	✓
Queue Summary	✓	✓	✓
Agent Hold	✓	✓	✓
Agent Activity Timeline	✓	✓	✓
Agents Performance	✓	✓	✓
Agent Answer Rate by Queue	✓	✓	✓
Logon History	✓	✓	✓
Customer Satisfaction	✓	✓	✓
Traffic Analysis		✓	✓
Answered x Abandoned x SLA		✓	✓
Answered x Abandoned x SLA Detailed		✓	✓
Pause History		✓	✓
Call Issues		✓	✓
Call Reasons		✓	✓
Call Reasons by Agent		✓	✓
Queue Annual Report		✓	✓
SMART Alert History		✓	✓
Complete Pause Report		✓	✓
Digital Channels: WebChat			✓

Automation

Feature	Standard	Advanced	Premium
Automated Attendant	✓	✓	✓
IVR Builder		✓	✓

Standard   **Advanced**   **Premium**   ✓ *Included*   + *Add-on*

3rd Generation IP Phones Brilliantly Designed with Sangoma CX in Mind

Sangoma's line of P-Series phones is designed to deliver the features you need for every user type at a competitive price point. All models include high-definition audio, streamlined plug-and-play deployment, and advanced built-in applications that include voicemail, call log, contacts, phone status, user presence, parking, and more!

P-Series	P310 & P315 Value Models	P320, P325, P330 Mid-Range Models	P370 Executive Model	PM200 Expansion Module
Display	2.4" 320x240, Color	4.3" 480x272, Color, IPS	7.0" 800x1280, Color, IPS, Touch	4.3" 272x480, Color, IPS
Touchscreen	No	No	Yes	No
SIP Accounts	2	P320: 4, P325: 6 P330: 12	16 Using Soft-Keys	N/A
Programmable Keys (for Speed Dial/BLF or more SIP Accounts)	2	P320: 4, P325: 6 P330: 12	16 Using Soft-Keys	2 Rows of 10 Keys
Virtual Pages of Added Functionality	N/A	P320: N/A, P325: 20 P330: 10	Up to 20 Features or Favorites on Screen with up to 100 with Scrolling	20 Keys and 3 Pages
Ethernet LAN	P310: 100 Mbps P315: Gigabit	Gigabit	Gigabit	N/A
Bluetooth and Built-in Wi-Fi (2.4/5G/802.11n)	No	P320 & P325: No P330: Yes	Yes	N/A
Expansion Module Support	No	P320 & P325: No P330: Yes	Yes	Yes

*Some apps require server-side support that may vary between platforms.

Choose Sangoma

Sangoma believes all organizations should have access to affordable, powerful, innovative communications solutions. Our hope is that deploying these solutions will help businesses grow, connect, and collaborate in exciting, new ways that they haven't before.

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