

Semaphore
Intelligent Software



SOLUTION FOR CALL CENTRE & TELEPHONY SYSTEM

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MAJOR SYSTEM FEATUTRES

- Use office extensions on iOS & Android apps for remote work.
- Empower your team. Keep in touch via video, chat & phone.
- App-free web conferencing. Meet with clients face-to-face.
- Call recording
- IVR
- Manage calls efficiently. Advanced queue features.
- Manage Agents
- Missed calls
- Call Duration
- Web based reports
- Connect Facebook and SMS. Answer customer messages from system.
- CRM integration. Track all client info synced and up-to-date.
- Save up to 80% on monthly PBX fees. Free for unlimited users!
- Configure system in minutes using the setup wizard.





On-Premise / Hosted

Easy Backup and Restore	✓
VMware / Hyper-V / KVM	✓
On-Premise: Linux, Windows, Raspberry	✓
Private Cloud: Amazon, Google, Azure	✓
Hosted	✓
Daily Backup	✓
Min. Hosted Memory	2 GB

Core PBX Features

Extensions	Unlimited
iOS & Android apps	✓
Choose own SIP Trunk	✓
Receive Voicemail via Email	✓
Intercom / Paging / PA	✓
Announcements	✓
Call Parking / Pickup	✓
Busy Lamp Field (BLF)	✓
Real Time System Status	✓
Inbuilt SBC to deploy offsite phones	✓
Voicemail	✓
Voicemail Transcription	✓
Custom FQDN	✓
Custom SMTP Server	✓

Office Productivity


Auto Attendant / Digital Receptionist	✓
Ring Extension & Mobile Simultaneously	✓
Integrated Fax Server	✓



Easily provision & manage IP phones network wide / in the cloud	✓
Plug & Play Phone Provisioning	✓
Apps: Windows and Web Client, iOS, Android	✓
Phone Directory	✓
Headset Integration	✓
Microsoft 365 Integration	✓
CRM Integration	✓
Call Query against DB & CRM	✓
Hotel PBX compatible with Fidelio Certified, Mitel & more	✓
Web Conference Dial-In	✓

Web Conferencing	
Polls	✓
PDF Sharing	✓
Screen Sharing	✓
Remote Assistance	✓
Whiteboard	✓
Participants	250*

Call Center Features	
Call Logging	✓
Click2Call Browser Extension	✓
Click2Talk	✓
Click2Meet	✓
CRM Integration	✓
Group Call Queue Rights Management	✓
Call Queues	✓
Call Reports	✓
Call Recording	✓



- Real Time Statistics & Monitoring
- Supervisor Agent Status Override
- SLA Alerting
- Switchboard
- Wallboard
- Callback
- Call & Queue Reporting
- Call Recording Transcription & Search
- Barge in / Listen in / Whisper



Contact Center

- Live Chat
- Facebook Messaging
- SMS
- CRM Integration
- Chat Reports
- Monitor/Whisper
- Escalate Chat to Call

