

The phone system of choice for independent insurance agencies.

# Switchvox®

It's more than a phone system. It's a better way to communicate.

The image displays a comprehensive view of the Switchvox system. At the top, a computer monitor shows the 'Switchboard' software interface with various windows:

- Current Calls:** Shows an active call for Ryan Fergus <601> and an inactive line.
- Parking Lot:** A table listing parked calls with columns for 'Parked At', 'Caller Parked', 'Parked By', and 'Park Duration'.

Parked At	Caller Parked	Parked By	Park Duration
3002	Digium (2564281234)	Jane Doeson 1020	72
3003	Dave Miller (1021)	Jane Doeson 1020	54
- Directory:** A search window for 'Steph' showing a list of contacts with extensions and types.
- Phonebook:** Divided into 'Extended Entries' (Michael Adkison, Christina Eggert, Jared Rheume, Jay Wong, CJ Fiero) and 'Normal Entries' (Ryan Fergus, Mitch Calderwood, Vanessa Packard, Alicia Raborn, Tina Smith, Eric Babcock, Alan Dorner).
- Salesforce:** A window showing call logs and contact information for 'Flur Trinity' and 'Jan Davis'.
- Profile:** A window for John Smith, Product Manager, with contact details.
- Customer Support:** A window showing 'Today's Call Queue Information' and a list of callers waiting.

In the foreground, a Digiium Switchvox IP phone is shown, along with three mobile devices (HTC, BlackBerry, iPhone) displaying the Switchvox mobile application interface, which includes a dial pad and call options like 'Call Via Switchvox' and 'Call Via iPhone'.



*Providing independent agencies with proactive, fast, and expert technology services since 1991.*

Call us at (586) 258-0650.

# Digium, the Company that's Reinventing the Phone System



## Who is Digium?

Digium's VoIP solutions provide a competitive edge for small, medium and large businesses. Digium's product lines include Asterisk® custom communications, Switchvox® Unified Communications (UC), Digium Cloud Services, including Switchvox Cloud, and a family of HD IP phones that deliver enterprise-class features at a price businesses can afford.

Digium is the creator, primary developer and sponsor of Asterisk, the world's most widely used open source communications software. Asterisk turns an ordinary computer into a feature-rich voice communications server.

Switchvox is the award-winning, UC solution built on the power of Asterisk with thousands of installations worldwide. With Switchvox Anywhere, you can deploy Switchvox on premises, in the Cloud, or on your mobile devices.

## Switchvox is the Best Communications System for Your Business

The combination of the Switchvox system and Digium phones provides a complete communications solution for small and mid-sized businesses. This Unified Communications system integrates all of your office communications, including phone, chat and web mashups. Customize your communications experience right down to the phone. Access call queues, your presence, and the applications you need, right on your desk phone.

Count on Switchvox to help you easily transition from simple telephony to a feature-rich UC solution. Now you can truly communicate the way you want to communicate. Available on premises or in the cloud, Switchvox can improve productivity by accessing all of your office communications tools no matter where you are – on a mobile phone or at the office. **Talk about flexibility!**

# Switchvox is the Smarter Choice for Your Next Phone System

## Deploy How You Want

Switchvox Anywhere allows you to deploy Switchvox in a way that best fits your company. Enjoy quick scalability, easy setup and an OpEx model with Switchvox Cloud, or experience complete control and a larger user capacity with Switchvox on-premises. Both applications offer the same all-inclusive feature set that makes Switchvox the best value in UC and UCaaS.

## Saves You Money

Switchvox comes standard with more features and is more affordable than proprietary systems that have fewer features! Customers can save up 70% on their monthly expenses in telephony costs and service charges. And because we don't lock you into specific equipment vendors for your network, you can choose a solution that fits your needs and your budget.

## Easy to Manage

An intuitive point-and-click interface allows you to manage every aspect of Switchvox from anywhere you have Internet access. Empower your employees to manage their own Find-me Follow-me and voicemail boxes. You can easily know the "who, what, when, and where" of your business calls using Switchvox's extensive features that can

be accessed directly from your desk phone or Switchboard.

## Many Products in One

Switchvox is more than just a business phone system. When combined with Digium phones, it is a complete Unified Communications solution. The system combines the power of many products into one such as a conference bridge, chat/instant messaging server and IVR. Consolidate some of your office activities and save more money in the process.



With Switchvox, customers can save up 70% on their monthly expenses in telephony costs and service charges.

## Digium's line of phones were designed to work with Switchvox, allowing you to

- Enjoy crystal clear HDVoice
- Easily customize and control your caller's experience with built-in phone apps
- Enhance your communications with a fully-integrated end-to-end solution



Switchvox provides the power to communicate **Where and How You Want**, whether you're at your desk or on the road.

### Powerfully Intuitive

Let Switchvox work for you by easily integrating other business applications with your phone calls. Access real data, trigger events and enable business processes with incoming calls. Automatically access your caller's record with built-in support for Salesforce.com and Sugar CRM. Administrators and Users are able to access real-time call queue information, access detailed reports and logs easily in Switchvox. Monitor calls whether you're remote or in the office. Know everything you need to know about your caller even before you pick up the phone.

### Powerfully Collaborative

Today's conversations involve more than just your voice. With Switchvox, you can click on an extension to initiate high-definition calls with the Digium phones. Switchvox systems also support high-quality video-calling with IP video phones so you feel more connected with remote callers and won't have to miss a facial expression. Think of how much you can save if you don't have to get on an airplane every time you want to get business done.

### Powerfully Mobile

You define where and when you communicate. Imagine being able to receive your office phone calls on any phone. Whether you are at your desk, on your cell phone or using the hotel phone, others in your office will see you are on the phone – your "presence" stays with you. With Fixed Mobile Convergence, easily transfer calls from any phone back to your Digium desk phone or another caller without interrupting the call, allowing you to take your office on the road!



# Switchvox Switchboard puts your entire communications system just one click away

Switchboard Options 1 New / 1 Old

**Phonebook**

**Extended Entries**

- Michael Adkison (604)
- Christina Eggert <610>
- Christina Eggert (610)
- Michael Adkison <604>
- Jared Rheume (603)
- Jay Wong (605)
- CJ Fiero (607)
- Mitch Calderwood (602)

**Normal Entries**

- Ryan Fergus (601)
- Mitch Calderwood (602)
- Vanessa Packard (609)
- Alicia Raborn (612)
- Tina Smith (613)
- Eric Babcock (606)
- Alan Dorner (600)

Add Phonebook Entries

**Profile**



**John Smith**  
Product Manager

Extension: 1022  
Email: jsmith@asterisk.com  
Location: San Diego

**Salesforce**

11:01 AM 01/07/2010	Office: 2564286273	Flur Trinity The Asterisk Company
Last Note (01/07/2010 09:24 AM) : Call		
11:01 AM 01/07/2010	Office: 8773444861	Jan Davis Scanland Industries
Last Note (01/07/2010 09:05 AM) : Call		
10:59 AM	Number: 8773444861	No Contact Information Found

**Chat**

1021

**Dave Miller** Start New Chat

Jane Doeson: Hello Dave. Can you join me on a call? I'm talking to a customer who needs our Premier package.

Dave Miller: Sure Jane. Bring me on.

Jane Doeson: Calling you now.

Verdana Medium

**Customer Support '6001' - Today's Call Queue Information**

Overview : 3 Callers Waiting, 14 Total Calls (8 Abandon, 3 Complete)

Members / Callers - 3 callers waiting, 3 members on a call, 7/7 members logged in

Members	Caller	Call Duration	Status
Jane Doeson <1020>	Digium <2564286000>	3 mins, 44 secs	✔
Dave Miller <1021>	Linux Support <2564286262>	0 secs	✔
3. John Smith <1022>	nobody	0 secs	✔
4. Spencer Flemmin <1023>	nobody	0 secs	✔
5. Netwon Degenhardt <1024>	Scanland Industries <8773444861>	12 mins, 26 secs	✔
6. Webster Savage <1025>	The Asterisk Company <2564286273>	10 mins, 24 secs	✔
7. Posey Podolsky <1026>	nobody	0 secs	✔

Queue Callers

Position	Caller ID	Wait Time	Entered Position
1	Linux Support <2564286262>	1 mins, 14 secs	1
2	Four Loop <2564286165>	47 secs	2
3	Spencer Flight <442071837577>	27 secs	3

My Status - Status: Permanently Logged In, Calls Taken: 0

**Parking Lot**

Parked At	Caller Parked	Parked By	Park Duration
	Digium (2564281234)	Jane Doeson 1020	72
	Dave Miller (1021)	Jane Doeson 1020	54

**Current Calls**

Digium <2564281234> (holding)

resume

Dave Miller <1021> (active)

hold record

Inactive Line

**Directory**

Search: Steph

Ext	Name	Type
1036	Stephen Christopher	SIP Extension
1037	Stephanie Adams	SIP Extension
1038	Stephen Rogers	SIP Extension

**Google Maps**

Search: Digium

2564286262  
Zip: 35801

LSS  
2564281234  
Zip: 35801

Scanland Industries  
4064441234  
Zip: 59601

Davis Inc  
2564285555  
Zip: 35801

\*Google Maps is supported in North America.

## Switchboard is available for every user.

Drag-and-drop calls, chat, update your CRM system, and more, all with the unique capabilities of the Switchboard web-interface. Note, Switchvox panels are not limited to the Switchboard. Access key data right from your Digium phone – such as presence and queue details.

Switchvox provides all of these features, plus, in every system – without any additional licensing or cost!

# The Switchboard Web interface provides real-time call control and more



## Presence

See who is in the office, and know who is on a call or away from their desk. Call rules update automatically based on an employee's presence.



## Chat (Instant Messaging)

Improve employee communication with integrated chat. Communicate as your workflow demands – without using unsecured public chat servers for corporate communications.



## Traditional and VoIP Calls

By mixing VoIP with traditional calls, your business can optimize communications and save money without sacrificing features.



## Recording and Monitoring

Great for training and auditing calls, managers can easily monitor, whisper, barge and record calls from the Switchboard. You can also record calls directly from your Digium phone.



## Real-Time Interaction

Switchvox's Switchboard has click-to-call, and drag-and-drop transfers, and other features that make it easier than ever to communicate intuitively.



## Switchvox Apps (Mashups)

Easily mashup Switchvox with any web application to give your employees everything they might need for a call, before they answer it!



## Call Queues (Automated Call Distribution)

Not just for the call center, Switchvox and Digium phones bring powerful call queuing functionality to even the smallest business that needs to efficiently handle inbound calls.



## CRM Integration

Switchvox is integrated with Salesforce.com and SugarCRM. Your sales and service organization will have customer information right at their fingertips when they get a phone call. What a productivity boost!

## Switchvox Offers Enterprise-Class Features at a Price You Can Afford



## Unified Messaging

With voicemail delivered to your inbox or mobile device, you can stay in communication, wherever you are.



## Reporting and Call Logging

See details about all calls in your system. Custom, statistical reports can be scheduled and emailed to you automatically.



## Conferencing

A built-in conference bridge allows all of your employees to manage their own conference rooms on-demand.



## Microsoft® Integration

With the Notifier plug-in Switchvox integrates with your favorite Microsoft products – including Outlook® – for FREE!



## Video Calling

Collaborating over long distances has never been easier or less expensive since video phones are compatible with Switchvox.



## Fax

With Switchvox, on-premises fax is integrated. One number works for faxes and calls. Faxes are delivered directly to your inbox! (Cloud options also available)



## Developer Friendly

Switchvox's Extend API makes it easy for a web application developer to integrate Switchvox with any web tool. The Digium Phone API allows custom apps to run natively right on the phone.



## Interactive Voice Response

The extensive built-in IVR allows you to automatically provide information as well as collect information about the caller, and get the caller where they need to go when they first call your office.



## Mobility

(Fixed Mobile Convergence)

Receive, transfer and record calls from any phone and any location through Switchvox. With the free mobile apps for the iPhone®, Blackberry® and Android®, you can easily access your favorite features of Switchvox from your smart phone.

Test drive the Switchboard and Mobile Integration:  
[www.digium.com/switchvox-demo](http://www.digium.com/switchvox-demo)

Visit the full feature list:  
[www.digium.com/switchvox](http://www.digium.com/switchvox)



# The Power of Switchvox in the Cloud

**Switchvox Cloud is Digium's hosted UC solution.** It incorporates the same software as the on-premises Switchvox appliances, so you have access to the same powerful UC features like mobility, IVRs, queues, and tight integration with Digium phones. With Switchvox Cloud, all features are included and no additional licensing fees are required. With prices starting at \$29 per user/month, Switchvox Cloud is the best value for your complete hosted UC solution.

Switchvox Cloud gives you access to a business-class phone system while completely eliminating costly CAPEX. Add Digium phones to your monthly bill instead of expending capital in hardware purchases. Switchvox Cloud makes it so easy to get started with no upfront costs, hassle-free installation and no ongoing maintenance.

For more information and to try Switchvox Cloud completely risk-free for 30 days, visit [www.digium.com/switchvoxcloud](http://www.digium.com/switchvoxcloud)

*\*5 user minimum, only available in US lower 48 states*



## What's included in Switchvox Cloud?

### Service Features:

- Dedicated local number (DID) per extension
- Unlimited local and long distance calling per extension
- Unlimited extension-to-extension calling
- HD voice (where available)

### General Phone System Features:

- Personalized Switchboard for every user
  - Mobile device support
  - Call queues
    - Visual Voicemail
    - Detailed reporting
    - Conference calling
    - IVR and Auto-attendant
- And more!

# Digium Phones Designed Exclusively for Switchvox

The Digium phones are the first phones designed exclusively for Switchvox. Offering the tightest integration possible, these phones incorporate plug-and-play installation saving you time. Extend

your Switchvox system to your desktop phone with built-in apps or build your own apps with an open API. You can customize your complete communications experience whether you're in the office or on the road.



	<b>D40/D45</b> Entry-level	<b>D50</b> Mid-level	<b>D70</b> Executive-level
	Digium's entry-level phone with 2 line keys. This is Digium's best value phone designed for any employee in the company.	Digium's mid-level phone with 4 line keys and 10 rapid dial/busy lamp field keys for your most important contacts.	Digium's executive-level phone with 6 line keys designed for administrators and executives who need to manage up to 100 contacts.
Line Keys	2	4	6
Feature Keys	4	6	10
Rapid Dial/ Busy Lamp Field Keys	0	10 keys	10 keys - 100 contacts
Ethernet LAN and PC Port	10/100Base-T (D40) 10/100/1000Base-T (D45)	10/100Base-T	10/100/1000Base-T

## Make Your Business More Efficient

### All Models Include:

- HDVoice
- Power Over Ethernet (POE)
- Interactive Voicemail
- Interactive, Real-time Status
- Parked Calls
- Contacts
- Transfer and Conference Calls
- Call Log
- Record and Monitor Calls
- Agent/Manager Queue

Learn more at [www.digium.com/phones](http://www.digium.com/phones)

With all features included,  
Digium is recognized as the **Best Value in UC Phone Systems.**

*“SMBs are expected to continue to retain a cautious approach to spending, and their UC decisions will be shaped not only by business process and communications improvements, but also by hard cost factors (like cost savings). This means some SMBs will take a more evolutionary approach to UC as they leverage existing investments in phones or communications infrastructure instead of migrating to UC suites in a single leap.”*

Gartner, Marketscope Report, *Magic Quadrant for Corporate Telephony*

Authors: Jay Lassman, Steve Blood, Geoff Johnson, Sept. 15, 2011

Digium, ShoreTel and Microsoft are positioned in the Visionaries Quadrant of Gartner, Inc.'s *2011 Magic Quadrant for Corporate Telephony* report.

**Want to find out more about Switchvox?**  
Access product information, videos,  
white papers, and interactive demos at  
[www.digium.com/switchvox](http://www.digium.com/switchvox)



We're changing the way the world communicates. **Again.**

**Digium®**, Inc. provides Asterisk® software, telephony hardware, and Switchvox® business phone systems that deliver enterprise-class Unified Communications at an affordable price.

Digium is the creator, primary developer and sponsor of the Asterisk project; the world's most widely used open source communications software. Asterisk turns an ordinary computer into a feature-rich communications server. With a community of more than 80,000 developers and users worldwide, Asterisk has been used to create VoIP communication solutions in more than 170 countries. Since 1999, Digium has empowered developers to create innovative communications solutions based on open standards and open source software, providing an alternative to proprietary phone system vendors. Digium's business communications products are sold through a worldwide network of reseller partners.

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