CIRUS NETWORKS

BUSINESS
CLOUD PBX SOLUTIONS

POWERFUL & SCALEABLE UNIFIED COMMUNICATIONS

CIRUS NETWORKS

www.cirusnetworks.com.au
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94 Auburn Street, Wollongong NSW 2500
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WHAT IS A CLOUD PBX?

7 KEY BENEFITS OF MOVING YOUR PHONE SYSTEM TO THE CLOUD

Replacement of old legacy technology

Cirus Networks cloudPBX replaces your existing traditional on premise phone system with a cloud hosted solution that offers more modern and seamless ways to communicate both within and outside your business. Our solution runs through your internet connection securely & privately. Once you are no longer tied to the limitations of a legacy phone system, communication between employees & customers improves substantially.

Lower / More Predictable Costs

Cirus CloudPBX solutions are usually more cost effective than traditional phone systems whilst also providing additional functionality. As it's essentially an internet service, you have the opportunity to save on traditional phone systems costs such as large upfront investments on hardware, recurring maintenance costs on the physical phone system, expensive hardware upgrades & charges for additional features such as auto attendants, voicemail & call queuing etc. These features are built into your Cirus cloudPBX solution and do not require expensive hardware upgrades to add.

Better Reliability & Performance

Our CloudPBX solutions help your business keep running if disaster strikes. Because your phone system is not in one location, but instead available everywhere you have internet, you can continue to use your phone system away from your place of business. This can be via a mobile app, your computer or plugging your handset into an internet connection elsewhere. Businesses with mission critical phone dependance benefit from no single point of failure with Cirus cloudPBX solutions.

Faster Setup & Easy Growth

Your phone system shouldn't get in the way of your growing business. Cirus CloudPBX systems are quicker to setup thanks to less hardware and complexity. This results in less disruption to your business. Our solutions are pre-configured based on your requirements. Once onsite, handsets are plugged in and your staff trained. As you grow, your phone system can easily grow with you without the requirement of replacing expensive hardware. New employee? Grab an additional handset, add a user and you're right to go.

Access to robust call features

What were add on features for traditional phone systems come standard on CloudPBX's. These include such functionality as call forwarding, call recording, voicemail to email, call queue's with hold music, custom caller ID, one click conference calls, multi level auto attendants and call analytics and logs. All of these features improve customer service during busy periods improving your customer satisfaction. If you're a busy call centre you can integrate our cloudPBX with common CRM systems as well.

Remote work is here to stay

Remote work features are available out of the box without complicated setup. Your team can use Voip desk phones if they wish or skip these entirely and use an app on their phone. No matter what they use, their number will show as your business number protecting the employee & your business. They'll have advanced features such as call forwarding, voicemail & call recording. Attendance & status will let all staff know who's available and who's on calls, whether they are in the office or working remotely.

Unified Communications

When your phone system works over the internet it's easy to centralise all of your business communications onto one platform. This is referred to as Unified Communications or Ucaas and encompasses phone calls, video conferencing, instant messaging, conference calls & file sharing. Bringing your phone system onto your mobile device and pc also allows integration with web browsers (for click to call functionality) and common CRM systems such as SugarCRM, Salesforce, Zoho, MS Dynamics & more. Ucass provides productivity improvements & collaboration between on-site & remote staff making them more efficient and saving the business money.

*Some features may require additional costs

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CLOUD PBX FEATURES & BENEFITS

AN EASY TO USE PHONE SYSTEM WITH POWERFUL FEATURES

CLOUDPBX & PHONE HANDSET FEATURES

Standard Phone System Features
✓ After Hours Messages
✓ Call Filter & Blocking
✓ Call Monitoring
✓ Call Park & Resume
✓ Call Group Pick Up
✓ Call Queues
✓ Call Recording
✓ Call Screening
✓ Call Transfer
✓ Caller ID
✓ Click-to-call web browser integration
✓ Directory / BLF List
✓ Do Not Disturb
✓ Encrypted Audio (In Australia)
✓ Enhanced ACD Queues
✓ Fax Over I.P.
✓ Follow Me
✓ Hot Desking
✓ Hunt Groups

Standard Features Continued
✓ Inbound Caller ID
✓ IVR Auto Attendants
✓ Last Caller
✓ Least Cost Routing
✓ Monitor Queues
✓ Multiple Site Support
✓ Music On Hold
✓ N-Way Calling
✓ Phone Directory
✓ Ring Groups
✓ Ringtone Customisation
✓ Selective Call Forwarding
✓ Speakerphone & Group Page
✓ Speed Dial
✓ User Labels
✓ Voicemail
✓ Voicemail Groups
✓ Voicemail to Email
✓ Web Browser Dashboard

Choose from PAYG or fully inclusive sip line packages to suit your calling requirements & budget.

CLOUDPBX MOBILE APP FEATURES

Communicator Go Mobile App		
Avatar	✓	✓
Call Forwarding	✓	✓
Call History	✓	✓
Call Recording	✓	✓
Caller ID Display	✓	✓
Click To Call	✓	✓
Conference Calling	✓	✓
Conferencing	✓	✓
Contact Integration		✓
Contact Syncing	✓	✓
Customised Ringtone	✓	✓
Dark Mode	✓	✓
Editable Dial Number	✓	✓
Email Integration	✓	✓
Favourites	✓	✓
File Sharing	✓	✓
Flip Call To Another Device	✓	✓
Hold Call	✓	✓
Instant Message & Chat	✓	✓
Mute Call	✓	✓
Native Dialler Integration	✓	
Pause Call	✓	✓
Presence Indicator	✓	✓
Self Service Dashboard	✓	✓
SMS & MMS Support	✓	✓
Status & Status Message	✓	✓
Transfer Call	✓	✓
Unified call history	✓	✓
Voicemail	✓	✓

Access your businesses phone system with your Apple or Android device. Place calls, see who's available, chat, sync contacts and send files easily on the go.

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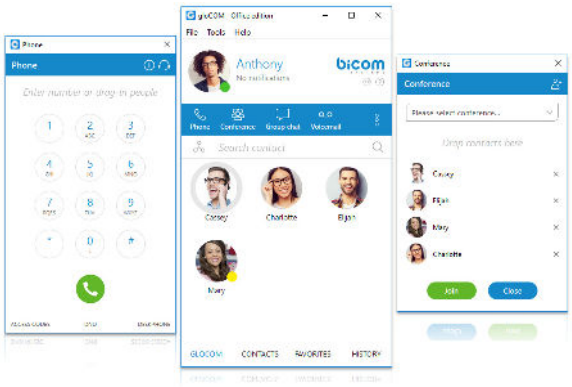
CLOUD PBX FEATURES & BENEFITS

AN EASY TO USE PHONE SYSTEM WITH POWERFUL FEATURES

CLOUDPBX DESKTOP APP FEATURES

Communicator Desktop Calling	Office	Bus	Agent	Super/v
Answer a call	✓	✓	✓	✓
Call Recording	✓	✓	✓	✓
Echo Cancellation		✓	✓	✓
File Sharing	✓	✓	✓	✓
Flip Call to Other Device	✓	✓	✓	✓
Hang Up / Reject A Call	✓	✓	✓	✓
Hold / Resume Call	✓	✓	✓	✓
Make Calls Through Desk Phone	✓	✓	✓	✓
Make Calls Through PC		✓	✓	✓
Multiple Calls		✓	✓	✓
Mute	✓	✓	✓	✓
Pause Call	✓	✓	✓	✓
Redial	✓	✓	✓	✓
Speakerphone Paging	✓	✓	✓	✓
Transfer Call	✓	✓	✓	✓
Video Calling		✓	✓	✓
Voicemail	✓	✓	✓	✓
Windows, Mac, Linux & Win Server Comp	✓	✓	✓	

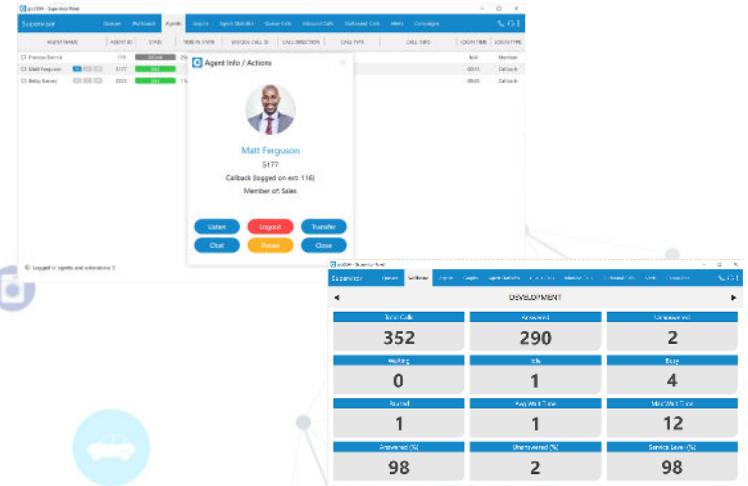


Web browser integration allows click-to-dial for your cloud software in Chrome, Firefox, Edge & Safari.

Communicator Desktop Ucaas	Office	Bus	Agent	Super/v
Avatar	✓	✓	✓	✓
File Sharing	✓	✓	✓	✓
Global Directory	✓	✓	✓	✓
Instant Conference	✓	✓	✓	✓
Instant Messaging & Chat	✓	✓	✓	✓
Meeting Calendar Integration	✓	✓	✓	✓
Multiple Profiles		✓	✓	✓
Online Video Meeting	✓	✓	✓	✓
Outlook, Exchange, Apple & Google Sync	✓	✓	✓	✓
Presence Sharing	✓	✓	✓	✓
Screen / Application Sharing	✓	✓	✓	✓
Send & Receive Faxes	✓	✓	✓	✓
SMS & MMS Support	✓	✓	✓	✓
Status & Status Message	✓	✓	✓	✓

Call, message, and hold online meetings at the click of a button with the desktop app for PC, Apple & Linux

Communicator Desktop Call Centre	Office	Bus	Agent	Super/v
Agent Alerts			✓	✓
Agent Panel			✓	✓
Agent Panel Screen Pop			✓	✓
Agent Queues & Agents Overview			✓	✓
Alerts for Callers & Logins			✓	✓
Callback/Dynamic Agent			✓	✓
Filter Queue Calls Module				✓
Inbound Contact Centre & Dispositions			✓	✓
OCC Dialler, Dispositions & Feedback			✓	✓
Other Agent Pause Reason			✓	✓
Project Codes			✓	✓
Supervisor Alerts				✓
Supervisor as an Agent				✓
Supervisor Campaigns Module				✓
Supervisor Graphs & Statistics				✓
Supervisor Queue Module				✓



Advanced call centre features track agents & traffic to ensure you get the balance right.

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BUSINESS GRADE HANDSETS

HANDSETS TO MEET ALL YOUR BUSINESS REQUIREMENTS

Yealink

Yealink Business Phones - Leading the industry

Yealink is one of the leading global providers of phone handsets in the world. The company is dedicated to communication telephony innovations and their range of IP phones are at the forefront of the technology. Yealink's products unify voice, video and data, and are designed for businesses of all sizes. Yealink solutions work for every kind of user, from executives to receptionists, and can accommodate staff communicating from an office, a conference room or on the go.

Entry Level Phone T33G

Classic & cost effective entry level business phone
2.4"320x240-pixel graphical display
4 line keys, 4 lines, 4 SIP accounts, 12 memory keys

Prime Business Phone T53 - Non wifi & Wifi Options

Entry-level phone, well suited for common workspace
3.7" 360x160-pixel graphical display, fully adjustable
8 line keys, 12 SIP accounts, 21 memory keys
USB port integrated for call recording and wireless USB headset

Prime Business Phone T54W

Mid-level phone, ideal for professionals and managers with moderate call load
4.3" 480x272-pixel colour display, fully adjustable
10 line keys, 16 SIP accounts, 27 memory keys
USB port, Wifi & Bluetooth integrated for call recording and wireless headset

Prime Business Phone T57W

Premium-level phone for executives and busy managers with heavy call load
7" 800x480-pixel colour touch display, fully adjustable
29 touch keys, 16 SIP accounts
USB port, Wifi & Bluetooth integrated for call recording and wireless headset

W60B Base Station and W56H DECT Wireless Handset

For on-the-move employees in industries such as warehousing, catering and retail as well as in factory settings.
2.4" 240 x 320 colour screen with intuitive user interface
Up to 8 concurrent calls, 8 DECT cordless handsets & 8 VoIP accounts
Up to 30-hour talk time & 400-hour standby time
Quick charging: 10-min charge time for 2-hour talk time

XP50 Expansion Module for T5 Phones

Ideal solution for receptionists, administrative assistants and contact centre workers. Gives you the ability to monitor contacts and manage a large volume of calls with ease.
4.3" 272 x 480-pixel colour screen
Colour icons for rich visual experience
20 physical keys on each page with dual colour LEDs
Three independent control keys with illuminated LED for fast switching pages
Supports up to 3 modules daisy-chain, Stand with 2 adjustable angles

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