trix box
The Open Platform for Business Telephony

Need a new phone system but don't want to break the bank?   You don't have to!

Let's be honest.

Growing businesses looking for telephony solutions have never had a lot of options. Phone systems from larger manufacturers are simply too expensive, and key systems are feature-lean, low technology solutions that don't scale as your business grows. Well, thanks to Fonality, times have changed.

trixbox ® Pro is the next evolutionary step in business communications. Built on market-proven commercial technologies, trixbox Pro is an affordable communication solution that is easy to use, easy to manage, scalable, reliable, and delivers enterprise-class features. trixbox Pro supports branch locations, home workers, and even workers on the road. trixbox Pro also gives businesses the ability to save money by utilizing VoIP service providers, and conducting conference calls in-house instead of using expensive third party providers.

trixbox Pro Highlights

- Low License Fees
- Hybrid-Hosted
- Instant Telecommuting
- Branch Office Capable
- Advanced Call Center Features
- FindMe® with Boomerang
- Multiple Automated Attendants
- Use VoIP, PSTN, or Both
- Web-Based
- Conference Bridges
- Graphical Call Reporting
- Call Recording Tools
- Free Worldwide Calling via trixNet

trixbox Pro

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trixbox pro
Standard Edition

trixbox Pro Standard Edition (SE) is our base hybrid-hosted telephony solution for small businesses that need enterprise-class features. trixbox Pro SE includes features such as: a powerful and intuitive web interface for both administrators and users, auto-attendant, voicemail-to-email, music on hold, a spell-by-name directory, simplified co-branding, and more. trixbox Pro SE also comes with HUD Personal.

trixbox pro
Enterprise Edition

A step up from trixbox Pro SE, trixbox Pro Enterprise Edition (EE) contains all of the features of Standard Edition, but adds conference bridges, multiple auto-attendants, paging, intercom (group + individual), group permissions, full reseller re-branding capabilities, and more. trixbox Pro EE also comes with HUD Team which adds presence management, drag and drop call control, private enterprise chat, interactive desktop alerts, and more.

trixbox pro
Call Center Edition

trixbox Pro Call Center Edition (CCE) builds on the powerful features of both SE and EE by adding advanced call center capabilities at an unbelievably low price. Designed for companies with 2 - 200 agents, CCE adds robust ACD and IVR capabilities with unlimited queues, skills-based routing, real-time queue statistics, graphical reports, web-based recording access, and more. trixbox Pro CCE comes with HUD Agent and adds advanced agent capabilities such as on-the-fly recording, call barge, call monitor, CRM integration, and one-touch agent login.

trixbox pro
Unified Agent Edition

trixbox Unified Agent Edition (UAE) provides the powerful features of Call Center Edition, plus advanced features to those customers who also utilize Salesforce SFA. Designed to fully integrate with Salesforce SFA, UAE automates communication between your phone system and CRM system and adds advanced features such as Deal-size ($) Alert, Improved Screen Pops, and Click-to-Call. Managers are given full visibility into their reps' activities with Automated Call History, Lead Management Reporting, and Outbound Call Reports.

trixbox Pro is:

Affordable for businesses of all sizes

With four trixbox Pro editions available at a low licensing fees, even the smallest business can afford an enterprise-class phone system.

Easy to Use and Manage

trixbox Pro's user-friendly web-based control panel allows businesses to customize their phone system on the fly including adding, moving, and changing extensions as well as how your incoming phone calls are routed.
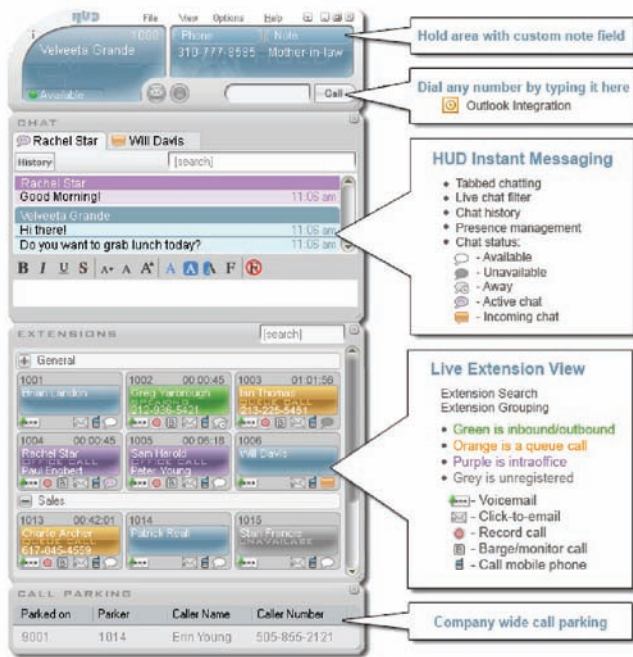
Hybrid-Hosted

trixbox Pro is a hybrid-hosted phone system that offers the reliability of a premise solution and the cost effectiveness and mobility of a hosted solution. Our hybrid-hosted architecture proactively monitors and maintains your system to ensure that your system is always humming.

Scales As You Grow

trixbox Pro has been designed, and thoroughly tested, for both single-site businesses with basic telephony needs to national corporations with distributed call centers that need advanced presence management and communication tools.

Market-Proven

trixbox Pro is derived from our time-tested PBXtra product that is currently deployed in thousands of businesses around the world. This software has received unparalleled industry recognition including: 2007 Product of the Year by Communications Solutions, 2005 and 2007 Product of the Year and 2006 Editor's Choice from Internet Telephony Magazine, and 2005 Editor's Choice and Best IP-PBX for SMBs from Network Computing.

trixbox Pro

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Hold area with custom note field

Dial any number by typing it here
○ Outlook Integration

HUD Instant Messaging
- Tabbed chatting
- Live chat filter
- Chat history
- Presence management
- Chat status:
  - ○ - Available
  - ● - Unavailable
  - ● - Away
  - ● - Active chat
  - ● - Incoming chat

Live Extension View
Extension Search
Extension Grouping
- Green is inbound/outbound
- Orange is a queue call
- Purple is intraoffice
- Grey is unregistered
- ● - Voicemail
- ● - Click-to-email
- ● - Record call
- ● - Barge/monitor call
- ● - Call mobile phone

Company wide call parking

Heads-up! Your operator has gone electronic.

All trixbox Pro editions come standard with a version of HUD – the all-in-one presence management tool that allows employees to control business communications from their desktops. HUD empowers its users with company-wide visibility and information on the "presence" of every colleague, making it easy to interact with one another via a single, simple interface. trixbox Pro SE includes HUD Personal, trixbox Pro EE includes HUD Team, and trixbox Pro CCE and trixbox Pro UAE include HUD Agent.

> "HUD helps us to enhance communication within the office, since we know whether someone is on the phone or not. We also like HUD's drag and drop call transferring capabilities and its integration with caller ID on the PC desktop."
> – SunPorch, Westport, CT

trixbox Pro in a box! Get the trixbox Appliance.

Get a trixbox Pro phone system preinstalled and fully tested with the box that it was built to run on. trixbox Appliance is the only complete solution designed for trixbox by trixbox. The hand-selected hardware gives you the highest quality phone calls with VoIP, digital, and analog connectivity options.

trixbox Pro Control Panel

+

trixbox Appliance

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trixbox Pro Features

trixbox Pro SE
with HUD Pro

FONcall®

Scheduler

Night Mode

BLF (Busy Lamp Field)

VoIP-Ready (Unlimited)

Auto-Attendant (IVR)

Unlimited Extensions

Voicemail: 600 Hours

Voicemail-to-Email

Operator Panel (w/ BLF)*

Music-On-Hold (2 playlists)

Parking (drag & drop)*

Analog & IP Phones

FAX Support

Ring-All (Blast Group)

Call Forwarding

Name Directory

DIDs

PSTN Fallback

Telecommuters

Branch Office Support

Web Control Panel

Powerful Reporting

trixbox Pro EE
with HUD Team

All Standard Edition Features

FindMe®

Boomerang® Mobile

Call Screening

Music-On-Hold

Conference Bridges

Extension Groups

Multiple Auto-Attendants

Conference Bridges

Extension Groups

Multiple Auto-Attendants

Paging/Zone Paging

Intercom/Zone Intercom

Voicemail Groups

Advanced Call Forwarding

Call Return & Out

Report Exporting (.csv)

Custom Caller IDs

IVR Authentication

SMS/Pager Voicemail Notify

Upload Voice Prompts

Custom CTI (AGI)

Hot Desk*

trixbox Pro CCE
with HUD Agent

All Enterprise Edition Features

Unlimited Call Queues

Full Featured A.C.D.

Skills-Based Routing

Graphical Queue Reports

Agent Call Recording

Agent Variable Log Off

Agents on Cell Phones

On-The-Fly Recording*

Realtime Queue Stats

Call Monitor/Barge*

trixbox Pro UAE**
with HUD Agent

All Call Center Edition Features

Deal-Size Alert*

Improved Screen Pop*

Account Owner Routing

Click-To-Call*

Automated Call History

Integrated Call Recordings

Agent Call Reporting

Lead Management Reporting

Advanced CRM Integration

CRM Caller ID

* Requires HUD   ** Requires HUD and Salesforce SFA, Enterprise or Unlimited Editions

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