

fonoUC platform enables carriers and service providers to offer innovative, white-labeled cloud PBX and unified business communication and collaboration solutions to their customers. fonoUC platform is horizontally scalable, highly available and architected for white labeled, multi-tenant service delivery. It seamlessly integrates audio, video communications and teams collaboration across Desktop, Mobile and IP Phones.

Features

Private Cloud PBX/UC
Multi-tenant account management
Unified communications
Voice, Video, Messaging
Desktop and mobile platforms
Fixed to mobile convergence
Billing and rating

Reliability

Geo redundant and fault tolerant
Geo data centers working as one
High-availability cluster platform
Application level redundancy

Scalability

Multi-tenant platform
Scaled horizontally to support
virtually unlimited number of users

Management

NOC monitoring and alerting
Centralized logging and CDRs
Centralized sip ladder diagrams

Whitelabel Private Cloud

Flexible commercial terms: CapEx
and OpEx/revenue-share
Turn-key, whitelabel solution with
minimal upfront risk

Cloud PBX Key Features

- Hosted PBX service
- Auto-Receptionist
- Multi-level IVR
- Role-based access control
- User templates
- Call reports
- Audit Trail
- Music on hold
- Extensions
- Dial-by-name directory
- Call monitoring
- Single Sign-on
- Hot desking
- Conferencing
- Fax to Email
- Email to Fax
- Voicemail to Email
- Find me Follow me
- Cell failover
- Music on hold
- Custom caller id
- Shared line appearance
- BLF and Presence
- Queues and Ring groups
- Intercom
- Parking and Group Pickup

Unified Communications

- Web calling and transfers
- Web User Control Panel
- Web chat and file sharing
- Slack like collaboration
- Unified activity history
- Extension customization
- Extension configuration
- Visual fax
- Click to dial directory
- Visual voicemail

Mobile Communications

- iOS and Android
- Voice and Video
- Chat and file share
- Integrated directory
- HD codecs
- Wifi, 3G, LTE
- Intuitive QR provisioning
- Whitelabel

Management

- Easy to use GUI
- Administrator portal
- Detailed usage reports
- User control panel
- Multi-tenant management

NOC and Troubleshooting

- NOC dashboard and portal
- Metrics based alerts
- Interactive graphs and stats
- Centralized logging
- Centralized sip debugging
- Centralized cdr reporting