



Sanal Santral A.Ş. Solutions

- Virtual Pbx (Cloud Based IP Pbx)
- Incoming Call Center Service
- Voice & Fax
- Number Porting & Number Assignment
- Bulk SMS
- Pi Platform (Programmable IVR)
- Software Integration & API Support



Oldschool Analog PBX?

Or the next generation Virtual PBX?

In fact, comparing the advantages and disadvantages of these two will allow us to make more accurate decisions.



Analog Pbx

- High Initial Investment Costs
- System Update Costs
- Annual Maintenance Costs
- System Renewing Costs
- System Room Requirement
- System Backup Issues
- Additional hardware and software expenses



Virtual Pbx Systems



Virtual
Pbx



Advanced
Features



Mobile
Applications



Portal
Management

& NO

Investment Cost
Maintenance Cost



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Integrated New Generation Communication Solutions

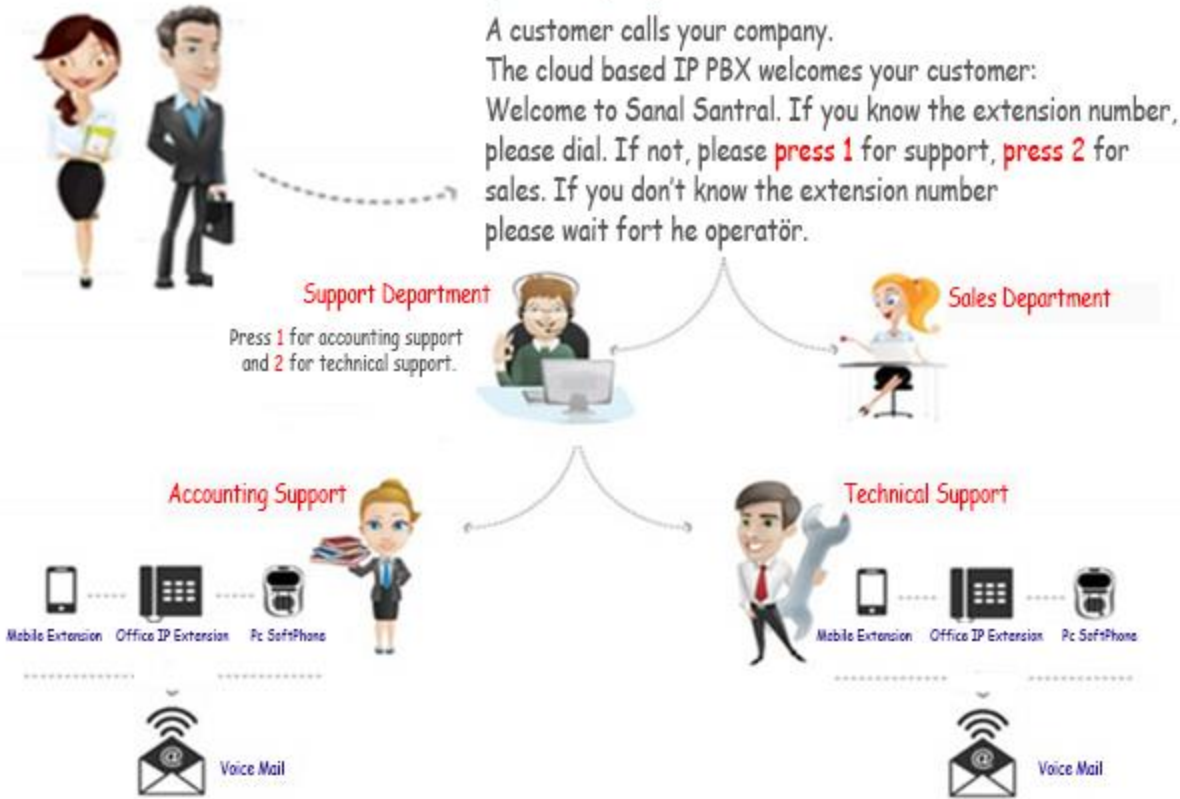


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How a Virtual Pbx Works

Virtual Pbx	Call Center	Mobility	CRM	Portal Management	Conference	Pi Platform
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Customer or customer candidate calls your company.



- ❖ Welcoming Robot (IVR)
- ❖ Caller ID
- ❖ Call Management (Forwarding, Holding, Transferring)
- ❖ Conference Rooms
- ❖ Music during holding
- ❖ SIP Software and IP Phone Support
- ❖ Voice Message
- ❖ Call Recording / Voice Recording
- ❖ Digital Number Usage Support
- ❖ DID / Direct Line
- ❖ Free Inter-Branch Calls
- ❖ Your line is with you wherever you are
- ❖ Explorer, Chrome Integration

Call Center Features

Virtual Pbx

Call Center

Mobility

CRM

Portal Management

Conference

Pi Platform

- ❖ Call Recording / Voice Recording
- ❖ Call Reports
- ❖ Call Statistics
- ❖ Call Que Management
- ❖ Call Transfer
- ❖ CRM Integration
- ❖ Customer Management
- ❖ Exchange Contact List Integration
- ❖ Gmail Contact List Integration
- ❖ LDAP Integration



Mobility Features

Virtual Pbx

Call Center

Mobility

CRM

Portal Management

Conference

Pi Platform

- ❖ Your line is always with you where you can connect to the internet.
- ❖ Calls can be automatically forwarded to GSM.
- ❖ Voice messages are sent to your e-mail.
- ❖ Smart Phones & Tablets can be used as a phone.
- ❖ Manage your cloud based IP PBX & phones from your computer.
- ❖ Manage your conference room with a few clicks



CRM Features

Virtual Pbx

Call Center

Mobility

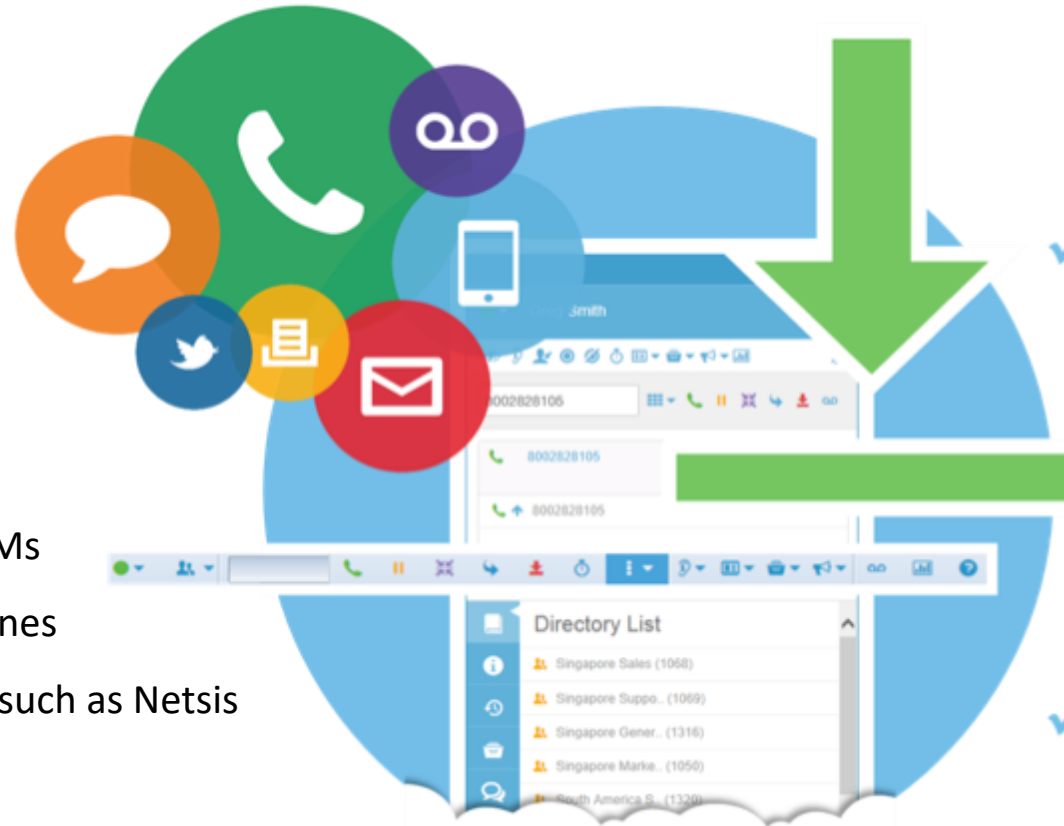
CRM

Portal Management

Conference

Pi Platform

- ❖ Adding unlimited customer cards
- ❖ Registration of customer call notes
- ❖ Voice recording of the calls
- ❖ Sending bulk SMS
- ❖ Company and contact management
- ❖ Fax Management
- ❖ Outlook Integrated Click-to-Call
- ❖ Integration with all browser-based CRMs
- ❖ See the customer's name on all IP phones
- ❖ Integration with accounting programs such as Netsis and Akinsoft
- ❖ User-based economic leasing



Portal Management

Virtual Pbx

Call Center

Mobility

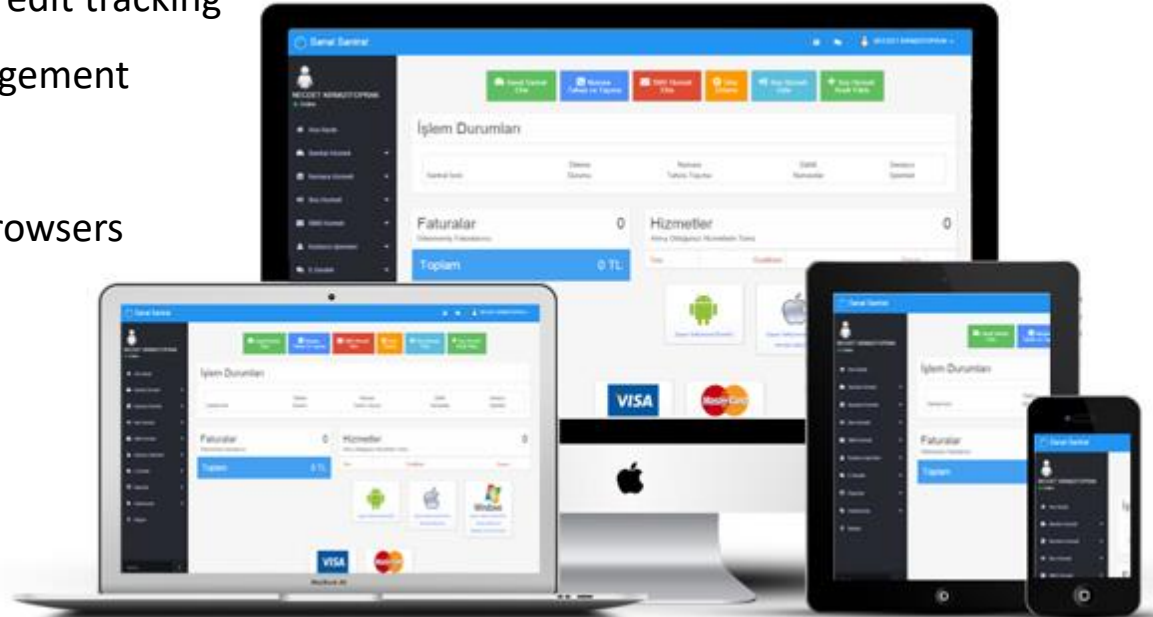
CRM

Portal Management

Conference

Pi Platform

- ❖ Virtual IP PBX built-in, queue, IVR management
- ❖ SMS sending, reporting and credit management
- ❖ Online service and product purchasing
- ❖ Online invoice, balance and credit tracking
- ❖ Fax and Voice Message Management
- ❖ CRM User Management
- ❖ 100% compatibility with all browsers
- ❖ Access from mobile devices
- ❖ User Authorization



Conference Features

Virtual Pbx

Call Center

Mobility

CRM

Portal Management

Conference

Pi Platform

- ❖ Voice Conference Call
- ❖ Up to 20 people can be included into the conference
- ❖ Creating a dynamic conference room
- ❖ Ability to make video calls
- ❖ To be able to include local and remote persons into the conference
- ❖ Recording of conference calls
- ❖ Create instant conference room from Windows / Mac applications
- ❖ Free joins to conference from mobile phones
- ❖ Windows, MacOS, Android, IOS and Linux support
- ❖ Compatibility with Polycom, Konftel and SIP supported conference systems



[Virtual Pbx](#)[Call Center](#)[Mobility](#)[CRM](#)[Portal Management](#)[Conference](#)[Pi Platform](#)

WHAT IS PI PLATFORM?

The Virtual Power Plant Pi is the programming framework developed for the next generation power plant. You can program all calls in the virtual pbx system or you can direct the functions which needs to be performed according to the calls.

WHAT CAN BE DONE BY PI PLATFORM?

With the Pi system you can integrate the Virtual Pbx with your own software. Your customer can make all the features with their phones bu using your software. This will certainly add a different value to your software. You can access your software with software through database connections, dialing by voice, key reading, http post and get method.

WHAT IS INFRASTRUCTURE?

Pi works as an interpreter and has a Javascript-based syntax.

SECTORAL SOFTWARES «PI» EXAMPLES

CRM Softwares; Order receive, Telling the order situation by phone, Learning Invoice Amount for customers etc.

Survey Softwares; Create dynamic survey questions and search for inquiries, survey confirmations etc.

Accounting Softwares; Reconciliation information, payment pledges, reminder systems etc.

ISS Softwares; Customer recognition, AKN information, Reading billing information, Receiving fault records, Broadcasting announcements etc

E-Commerce Softwares; Receiving orders by phone, Telling the order status by phone, Order confirmation, Receiving payment by credit card, Receiving code for door payments, Cargo status check etc

What We Can Offer to You



Virtual Pbx & Local Software Pbx



Telephone Line

- New Number Allocation
- Number Porting
- VoIP / Voice Service

Customer Relationship Management



IP Telephone/Gateway



Bulk SMS



Call Center



References





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