

Cloud Hosted PBX

CipherWave's **Hosted PBX** (PBXware platform) is a **cloud-hosted business phone system** that enables voice calling, messaging and unified communications **as a service** without on-premise telephony hardware. It's ideal for organisations and service providers who want scalable IP telephony delivered over the Internet.

BUSINESS BENEFITS

- Provide scalable **cloud telephony** (Hosted PBX)
- Enable voice, IVR, messaging, conferencing, and unified comms
- Support multi-tenant and service provider offerings
- Align reporting with business goals
- Filter and segment data (by department, extension, time)
- Combine real-time and historical reporting
- Integrate with billing systems for cost control

- Reduced CAPEX** – no on-site PBX hardware
- Flexible scaling** to support growth or seasonal demand
- Anywhere access** – users can connect from any location
- White-label options** for resellers and MSPs
- Lower maintenance and administrative overhead
- Lowers telecom costs through usage insights
- Enhances service levels and response times
- Supports workforce productivity tracking
- Helps optimise call centre performance
- Provides transparent data for budgeting and audit

Features

Hosted PBX Telephony

Cloud-hosted VoIP/Internet telephony

Connects users to PSTN via SIP trunks

Supports extensions, voicemail, call forwarding, auto attendants

Unified Communications (UC)

Voice, video, messaging, chat across desktop & mobile

Presence, conferencing, and collaboration features

Multi-tenancy & Scalability

One instance serves multiple businesses or tenants

Easy to add/remove extensions and features

Real-time Monitoring & Analytics

Dashboards, call stats, performance monitoring

Helps improve productivity and customer experiences

Voicemail, IVR, call queues, auto attendants

Dynamic call routing, hunt groups, ring groups

Softphone support & mobile/desktop clients

CRM integration (Salesforce, Zoho, Microsoft Dynamics)

Call recording, conference calling, fax support

ABOUT CIPHERWAVE

CipherWave is an established South African, Tier1, Internet Services Provider(ISP). We are a Verified B-BBEE Level 1 contributor. Our strong partnerships allow us to provide best-in-class, global, enterprise-grade technology-combined with our expertise, we deliver tailor-made, scalable, CONNECTIVITY, VOICE, CLOUD and SECURITY solutions, to fuel your business ambition. Our differentiator is the quality of our service, driven by our relentless focus on customer experience. We Own and Manage our network, cloud and voice infrastructure, which enables us to provide fast, reliable and efficient service and support to our customers.

