

# MIX Hosted Voice

*Reliable • Scalable • Easy to Manage*

## Benefits Grid



Cloud-Based Solution Eliminate costly legacy PBX systems with enterprise-grade cloud infrastructure



True Mobility Desktop, mobile app, and softphone support for hybrid and remote teams



Business Continuity 99.999% uptime with geo-redundant servers across multiple U.S. data centers



Scalable Growth Easy scaling from 1 to 1000+ users with predictable monthly pricing



## Hosted PBX Features Included

- Auto-attendants & IVR
- Call recording & routing
- Voicemail-to-email
- ACD & call queues
- Hot desking & presence
- Advanced reporting
- API availability
- DID management
- Port existing numbers
- Device provisioning
- Silent monitoring
- Custom branding



*Transform Your Communications Enterprise-grade features delivered through the cloud*

# Management & Control

## Comprehensive Management

- Web portals for users & managers
- Programmable call routing & forwarding
- Hunt groups & call queues
- Scheduled auto-attendants
- UCFone mobile app integration
- Intercom & paging systems

## Advanced Reporting

- Real-time call logs & traces
- SIP logs & ladder diagrams
- Missed calls tracking
- Peak hours analysis
- Employee activity monitoring
- ACD queue reporting

## Statistics

- **99.999%** Uptime Target
- **4 Geo-Redundant Data Centers**
- **HIPAA Compliance Ready**



## Reliability & Security

Enterprise-Grade Infrastructure: All data automatically replicates across network nodes. Every account includes primary and secondary PBX systems in geographically diverse locations, eliminating single points of failure. Active-active failover architecture ensures devices automatically switch between servers, maintaining uninterrupted service.

Equipment & Legacy Support: Industry-leading IP phones from Yealink and Poly, advanced routers and gateways. Protect your hardware investment with copper line replacement options that enable gradual migration without forced upgrades.

## Microsoft Teams Integration

Bridge the gap between Teams collaboration and enterprise telephony. Full PBX power directly in Teams with advanced call routing, fax integration, analog device support, and crystal-clear calls with Satin codec. Perfect for Microsoft Power Users, schools, government, mobile workforces, and enterprise organizations.

## Business Outcomes

For Your Business: Simplify communications management, reduce costs with predictable pricing, enable mobility for remote teams, enhance customer experience with queues and IVR.

For Resellers: 100% co-branded platform with your logo, control your pricing and margins, automated billing with tax compliance, marketing and technical support packages, cross-sell opportunities with SMS, video, chat, and cybersecurity modules.

*Ready to Transform Your Communications?*

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Scan or visit us at  
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