



# Yeastar Cloud PBX



## YEASTAR CLOUD PBX IS IDEAL FOR:

- Companies with more extensions than phone lines.
- Businesses with high call volumes.
- Small businesses to major corporations.
- Situations where hosted is not normally an option.

# WHY SWITCH TO HOSTED IP TELEPHONY?

Switching to Hosted IP Telephony offers businesses a complete solution, with instant changes and improved service. Hosted uses Cloud-based technology which allows consistently higher quality voice and data to be transmitted and managed, all through a single Internet connection. It removes the need for on-site routing hardware such as PBX and offers vastly improved communication services for a fraction of the cost.



## WHY YEASTAR CLOUD PBX?

Yeastar Cloud PBX offers a feature-rich, reliable, and adaptable service. These complex solutions are all accessible through a simple and intuitive interface. You can configure your telephone system yourself to meet the individual needs of your business, and make instant changes from wherever you are.

Yeastar Cloud PBX offers a truly independent and cutting edge platform. Designed and developed in-house, we have direct access to the developers for your support, integrations and development. This ensures Yeastar Cloud PBX can continue to develop and advance, ensuring your hosted service stays ahead of the curve.

Yeastar Cloud PBX is one of the few truly UK-based hosted services with Amazon Web Services (AWS). It is designed, developed and supported by Yeastar in China and with UK support. This guarantees Yeastar Cloud PBX is fully adapted to meet UK regulations and requirements.

Recent GDPR legislation has seen many hosted providers - most of which are based in the USA - withdraw their services from the UK, rather than meet these new laws. As a truly UK-based service, you can be assured your hosted service is designed first and foremost to meet the regulations your company must follow.

## STABILITY & RELIABILITY

Yeastar Cloud PBX is entirely cloud based. It is powered with Yeastar technology across multiple UK AWS data centres, all built to the highest specification. Using resilient bandwidth connections we can confidently maintain your hosted service if disaster strikes.

Our own network engineers are responsible for owning, configuring and managing our infrastructure to ensure our customers get the very best experience.

## FLEXIBLE BY DESIGN

Yeastar Cloud PBX can be adapted for unique, complex flexibility. Create detailed calling options, diversions or routing for complicated issues that perfectly meet your business needs. Changes can be made instantly from your dashboard, allowing you to maintain service in unexpected situations or emergencies.

Your hosted service can easily adapt to grow with your business, with minimal need for internal phone management. Increase or reduce your capacity in a matter of moments, and make changes in real-time.



## PAINLESS PRICING

Our inclusive pricing allows all customers to benefit from a rich range of features. Straight-forward with inclusive call packages ensure that you can easily understand your true costs without complex add-ons, which can be difficult to track.



## DIRECT ACCESS TO DEVELOPERS

Our direct access to the platform owners, creators and developers allows us to provide you with swift resolutions and the potential to develop bespoke, complete solutions.

## SECURITY AT EVERY STAGE

All data is transmitted through the Internet which protects information far more securely than through traditional telephony. We implement multiple layers of protection between every stage of inbound and outbound call routing, with multiple layers of defences in case of attack.



## INSTANT CHANGES FROM ANYWHERE

With PBX communication, any changes or issues would most often have to be physically carried out by an engineer. As Yeastar Cloud PBX is entirely cloud-based, it can be managed from anywhere in the world. Solutions can be implemented in real-time remotely which significantly reduces downtime, and is perfect for remote workers or location changes.

In case of disaster - or even just a snow day - you can change your inbound and outbound call routes at the push of a button. You can access your dashboard securely from any device, including mobile, making changes in moments.

Our own network engineers are responsible for owning, configuring and managing our infrastructure to ensure our customers get the very best experience.

## COST SAVINGS

BT has already begun transitioning all landlines to Hosted Telephony, and aims to complete this migration by 2025. Further investing in traditional telephony will only provide a short return, before all businesses must migrate to Hosted or SIP.

Yeastar Cloud PBX can typically reduce a business's monthly expenses by up to 50%. Voice and Data are seamlessly sent over the Internet, often using existing infrastructure. On-site hardware is not required and our engineers can resolve issues remotely, often before you or your customers notice them. As Yeastar Cloud PBX is entirely cloud-based, you can use your device on any good quality internet connection.

# FEATURE RICH

Yeastar Cloud PBX offers a rich range of features ranging from detailed inbound call flows, right down to familiar device features:



## **BYOD**

Mobile client integrates iOS & Android mobile phones with your system.

## **MOBILE DIVERTS**

Temporarily or permanently divert calls to any mobile number outside of your system at any time.

## **GROUP PICKUP**

Group Pickup allows the caller to 'steal' a call that is currently ringing another device.

## **TIME OF DAY RULES**

Pre-configure your office hours and holiday times to direct callers to alternate devices, recordings, or voicemail boxes.

## **NETWORK QUEUING**

Automatically route calls to an intelligent queue if all agents are busy.

## **DESKTOP CLIENT**

Your PC gives you a softphone, instant messaging, presence and CRM integration.

## **VOICEMAIL TO EMAIL**

Voicemails left at your extension arrive in your email so you don't have to search for messages across devices.

## **DEVICES**

Yeastar Cloud PBX works with most modern IP devices including Yealink and softphones.

## **FIND ME, FOLLOW ME**

Easily control how calls are routed to users with multiple devices according to their preferences.

## **HOT DESKING**

Virtually move your phone to another station at any time across multiple offices.

## **NETWORK IVR**

Provide inbound callers with a menu to route themselves to the correct target. Use multiple menus in layers or depending on conditions such as time or date.

## **DISASTER RECOVERY**

Power outage? Snowed in? Internet down? Calls can be automatically diverted to your mobile devices, other offices, other phone lines, or a completely different, predefined call handling set up.



**FOR MORE INFORMATION:**



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