



Epygi Clearly Connection Services



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- ❑ Cloud services offered by Epygi through the Clearly Connection marketplace that offers a **recurring source of revenue to resellers**.
- ❑ They complement our **QX appliance line**. Today we have 2 services:
 - ❑ **ecMON (Epygi Cloud Monitoring Service)** allows resellers to monitor and manage their QX PBX cloud instances and QX on premise appliances
 - ❑ **ecQX (Epygi Cloud QX)** Instance cloud PBX based on our QX appliance SW with a complete set of features.
- ❑ **Advantages of ecQX PBX over other solutions:**
 - ❑ Great value. **Solid platform**. We host **Redundant Systems**
 - ❑ Dedicated **expert support** team.
 - ❑ **Advanced functions** (call center, call recording, audio conference, etc.).
 - ❑ System monitoring via **ecMON** platform.
 - ❑ **Competitive pricing**.
 - ❑ We also have appliances. **Best of both worlds**.
 - ❑ **Freedom** to use your own SIP endpoint. We have over 150 auto configured SIP phone models.

ecQX Cloud IP PBX – Epygi Hosted

- Use your **own Clearly SIP trunk** for call termination to PSTN or use our gateways on site.
- Each end customer has its **own PBX instance** in the cloud. Partner configures via GUI.
- Your ecQX PBX includes our **award winning eQall softphone** for each extension.
 - **eQall** has contacts, call history, video, voice mail, chat and 20 programmable keys.
- How to order:
 - On the Clearly Connection portal you prepare quotes for customers. After sale is approved you order ecQX PBX and any option features.
 - Epygi will provide documentation and credentials to access the instance. Usually in less than 48 hours.



ecQX Cloud IP PBX

- On the Clearly Connection marketplace you can see the following items:

Item SKU	Service Name	Description
ECQX-PBX	ecQX PBX	3 extension cloud IP PBX. Includes 5 audio conference ports and 3 eQall softphones. Needs SIP trunk. Configured by Partner by logging into GUI with provided credentials. Includes ecMON monitoring service account.
ECQX-EQAL	eQall Softphone	Additional eQall softphone seat for IOS, Android or Windows
ECQX-CRM	CRM Seat	Activates extension CRM connection to Zoho, Salesforce or Vtiger cloud CRMs
ECQX-RECE	eQall Receptionist	Activates one Receptionist Console for eQall softphone
ECQX-IPEX	IP Extension	Activates an additional IP phone extension
ECQX-CRP	Call Recording Port	Activates one Call Recording port
ECQX-ACP	Audio Conference Port	Activates and additional Audio Conference port
ECQX-CCEN	Call Center Package	Call Center features for agent and supervisor. Includes ACD, EAC, AOC, BargelN functions.

ecQX IP PBX Functions

- **All necessary features** on a modern PBX **plus more** are available on the QX
- Voicemail to EMAIL
- Call Records with call **Stats and Billing**
- Call Blocking
- Many Extension Ringing
- **Find Me Follow Me**
- Call Forwarding
- Three-Way Conferencing
- Call Relay
- Call Park, Transfer
- **Many Auto Configured SIP phones**
- Call Pickup, Paging
- Alarm Reporting
- Auto Redialing
- Do Not Disturb
- Group Pickup
- **Parent/child extensions**
- Speed Dialing
- Hold Music Upload
- **Dial/Scheduled Notifications**
- Directory Assistance
- **Time of Day Routing**
- Automatic Downloading of Call History
- **WEBRTC server**
- **Failover Routing**
- Outgoing Call Blocking from the phone handset
- Remote extensions
- **Multiple Auto Attendants**
- **Park and Page**
- **OpenVPN**
- **eQall softphone for Windows, Android or Apple IOS**

ecQX IP PBX Functions

- Language Pack
 - Time of Day Routing
 - Dialing Directories
 - Phone Book
 - Embedded Media Streamer
 - Presence Status
 - **Chrome Click to Dial**
 - Event Notifications
 - **Security Diagnostics**
 - Multiple User Management
 - Routing Schedules
 - Call Cost
 - Pin Code Authorization
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- ▣ For **Call Centers** we include:
 - ▣ EAC – Epygi ACD Console (WEB based agent/supervisor console)
 - ▣ ACD – Automatic Call Distribution (to create queues/agents)
 - ▣ AOC – Automatic Outbound Calling (for outbound call centers)
 - ▣ Barge In – supervisor/agent coaching/monitoring

ecMON

ecMON (Epygi Cloud Monitoring Service) is a cloud-based service run by Epygi for resellers to manage **QX appliances** and **ecQX** cloud based PBX instances.

It allows configuration management, monitoring and alarm reporting of QX events to the reseller that services these devices to their customers.

ecMON offers the resellers a tool to provide **better service** to their customers:

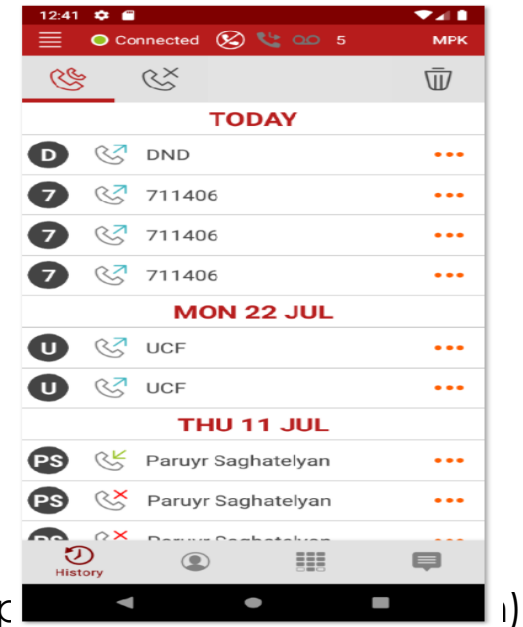
- ❑ Be alerted of events on the customer PBX and to **respond quickly**.
- ❑ Avoid having to wait for customer to call with problems. Be **pro-active** and not reactive.
- ❑ **Maintain** the customer system and monitor its performance.
- ❑ Change customer device **configurations remotely** quickly without the need to be on site.
- ❑ Overall provide better **customer service**.

Some of ecMON's Useful Events

Event Name	Event Description
System Reboot	The device has been rebooted
Credit Amount Expired	Allowed call credits on a route are all used.
Call Quality Warning	Low call detected. Shows extension and called number
Redundancy Down	Backup device is not active
Recording FTP Send Failure	Could not send recording to FTP server
IP Phone Registration Lost	An extension is not registered.
Login	Someone has logged into the system
Update	SW has been updated

eQall - Epygi Softphone

- ❑ **eQall** is a softphone application for Android, Apple IOS and Windows
- ❑ **eQall** is a licensed feature on the QX appliance.
- ❑ **eQall** has several features:
 - ❑ PBX, Outlook, mobile directories and favorites.
 - ❑ Voice Mail indication and retrieval
 - ❑ Call History
 - ❑ Presence
 - ❑ Separate ring device option
 - ❑ Instant Messaging
 - ❑ Multiple SIP accounts and line appearances.
 - ❑ Your own logo.
 - ❑ 20 programmable keys (DND, call park, watched extn, sp
- ❑ **eQall** is included on the ecQX cloud extensions hosted by Epygi
- ❑ A **Receptionist Console** option is available.
- ❑ **Configure as parent/child on QX and work from home.**



Epygi Competitive Advantages

- ▣ All software/hardware **designed in house**.
- ▣ Extensive Experience with PBX and Gateways with the **Quadro** and **QX** line of products.
- ▣ Over **20 years** in business.
- ▣ Excellent technical **support** and **training**.
- ▣ Integration with **many** phone vendors and models.
- ▣ Integration with **many** SIP trunk providers.
- ▣ No **startup costs** or **long term** contracts
- ▣ Can combine cloud service and on premise QX devices such as gateways and QX PBX.

Contact Us

▣ **Want to try the cloud for free?** Let us know.

▣ Via email

- sales@epygi.com

- [Want a DEMO?](#)

▣ Call Us

- (972) 499 0166 ext 1

▣ Visit us on the web

- www.epygi.com

- www.epygicloud.com

