



PASCOM® ONE

CLOUD PHONE SYSTEM FEATURES OVERVIEW

PASCOM®

WE UPGRADE BUSINESS
COMMUNICATIONS

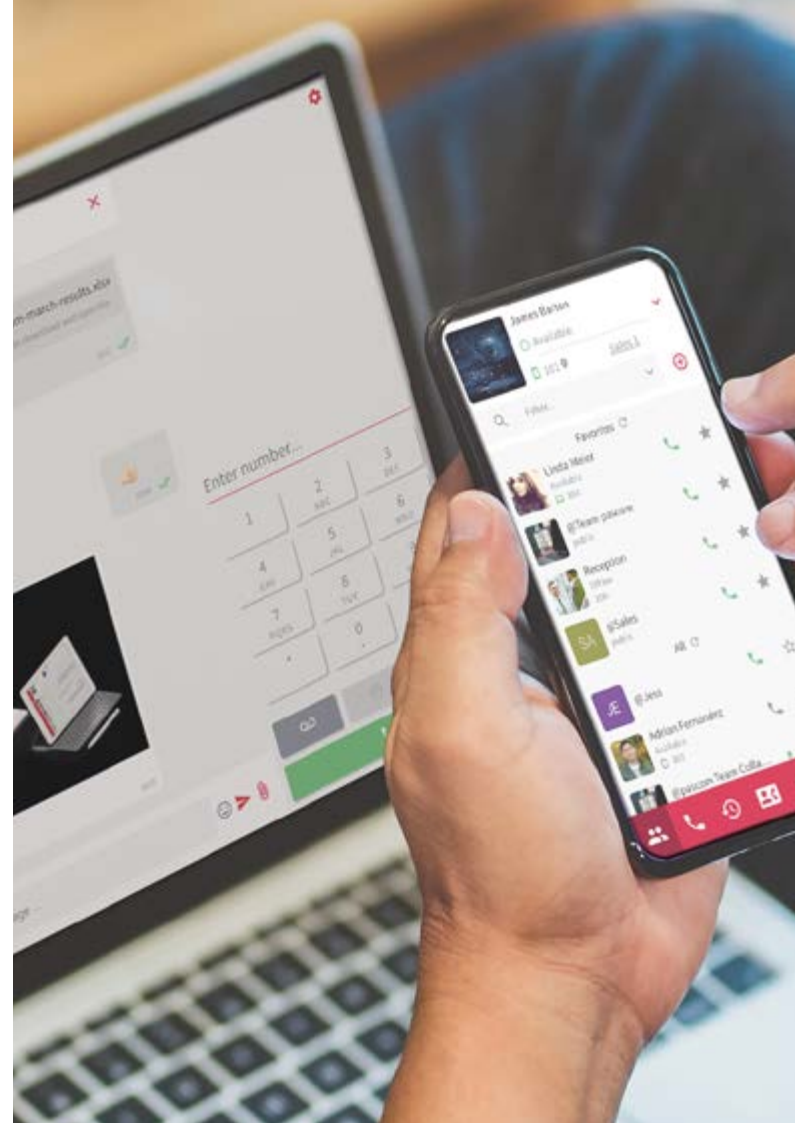


PASCOM ONE - Your All-In-One Business Communications Solution.

Upgrade your business communications with PASCOM ONE, the perfect all-in-one cloud communications platform for your business.

Alongside the traditional functionality of a professional business phone system, pascom ONE combines **SIP trunking, collaboration, mobile integration, and contact centre** functionality in one digital communications solution. Therefore, pascom ONE provides you and your team with everything you need to meet the demands of the modern workplace, mobile working and transform your business communications.

All inclusive features, pascom cloud hosting and managed services combine to ensure that you and your team will benefit from the freedom and flexibility to connect and communicate anywhere, at any time and on their preferred device.

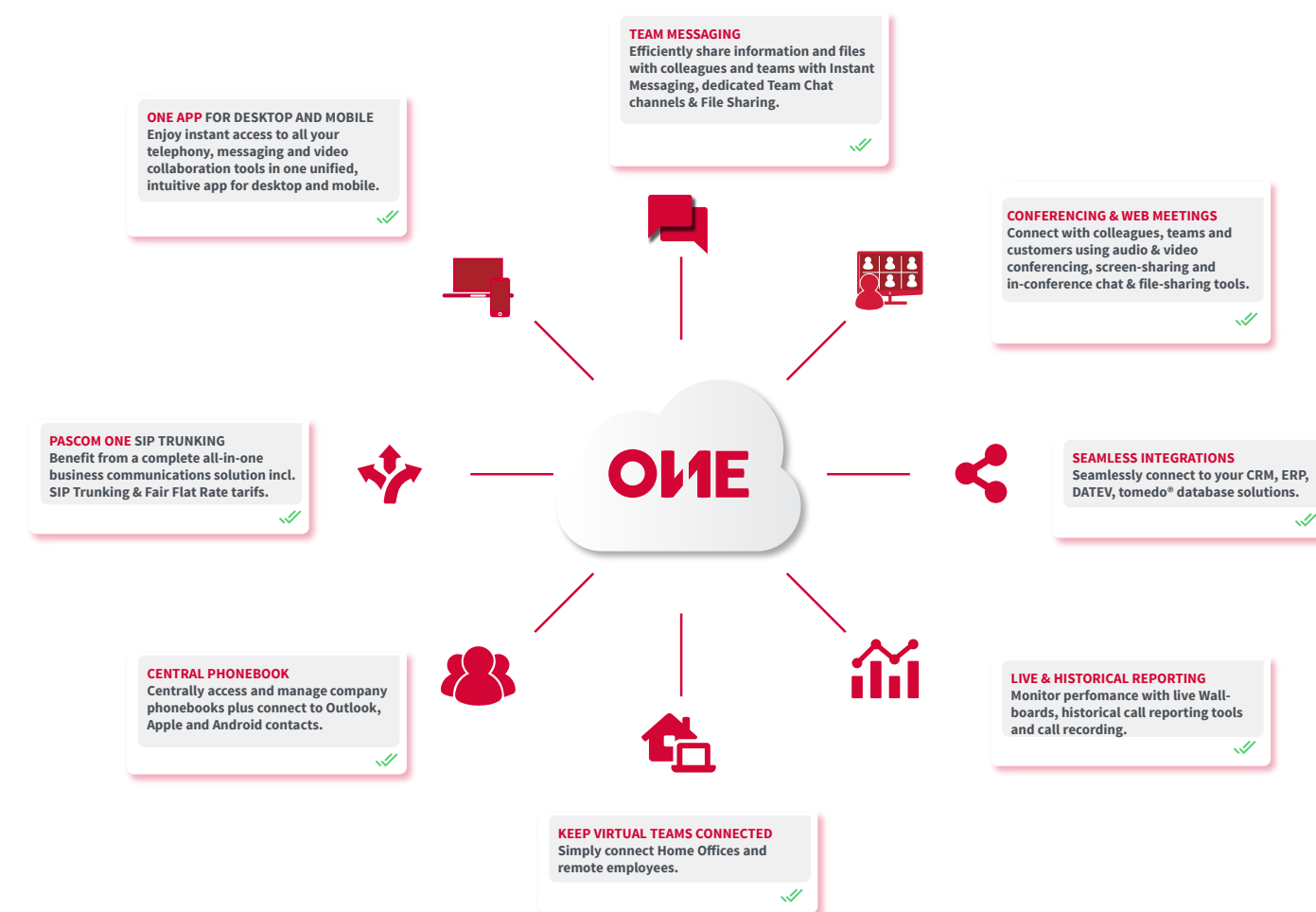


Call, Chat, Share & Meet - all in one app, on your desktop & mobile

The pascom ONE UCC apps provide your users with all the call, chat, share and meet tools they need to connect and communicate with colleagues and customers.

Empower your team to work from anywhere with the pascom softphone and make them available on their laptop and mobile devices. Collaboration tools such as presence management, instant messaging, file sharing, audio/video conferencing, and web meetings provide the perfect platform to enable you and your team to choose how best to connect and communicate with colleagues and customers.

PASCOM ONE - More Than A Business Phone System



Function	Description
SIP Trunking	Benefit from making calls with pascom ONE's cost-effective tariffs and Fair Flat rates. Additionally, we support a number of providers, should you wish to keep your number with your existing provider.
Desktop Mobile UCC	Call, chat, share & meet in one app for desktop & mobile
Conferencing & Online Meetings	Inbuilt video conferencing incl. web meetings & screen sharing
Team Messaging	One-2-one and group messaging & file sharing tools.
All your Contacts in one place	Search your centralised company and private pascom phonebooks plus connect to your Outlook, Apple & Android contacts.
Virtual Teams / Remote Working	Simply connect remote workers and virtual teams with cloud-based unified communications and collaboration tools.
Performance Monitoring	Live and historical analytics data for performance monitoring
3rd Party Integrations	Connect your CRM/ERP systems, DATEV and tomedo® applications.

PASCOM® ONE

FEATURES OVERVIEW

BUSINESS TELEPHONY
Auto Attendant / Interactive Response
Announcements
Call Forwarding
Call Histories
Call History Missed Team Calls Read/Unread
Call Notifications
Call Queues & Hunt Groups
Call Transfers
Call Waiting
Click-to-Dial
Client Actions
Computer Telephony Integration (CTI) & Windows TAPI
Faxing for All
Music on Hold (MoH)
One Number Concept
Phonebook
Voicemail System
Who's Calling Pop-ups
UNIFIED COMMUNICATIONS & COLLABORATION
Desktop UCC Apps
Ease-of-use, Intuitive Design
Fax, PDF to Fax and Fax to E-mail
File Sharing
Find Me / Follow Me
GSM Fallback
GSM Mode
HotDesking
Instant Messaging / Chat
Mobile UCC Apps
Offline Mode
Presence Management
pascom Profiles
Remote Control Your Mobile (Mobile CTI)
Softphone
Team Messaging
Voicemail to E-Mail

VIDEO CONFERENCING / ONLINE WEB MEETINGS
Screen Sharing
Video Conferencing
Video Background Image & Effects
Web Meetings
Web Meeting Dial-in
Web Meeting Waiting Rooms
CONTACT CENTRE
Action Conditions
Action Templates
Analytics Wallboard
Automatic Call Distribution (ACD)
Call Labels
Call Recordings
Call Action Triggers
Call Routers & Call Routing
Dynamic Call Agents
In Client Team Overview
Team Membership Pause / Resume
Skills Based Routing
SYSTEM MANAGEMENT / ADMINISTRATION
Auto Provisioning
Cloud Hosting
Command Line Interface (CLI) Access
Managed Services
pascom ONE E-Mail Server
Scripting
Security & Encryption
Status Monitoring
User Invites
Zero Admin
INTEGRATIONS
Apps for all Platforms
Automatic Setup Assistant
Cloud Communications
Connector Profiles
IP Door Intercom Systems
Microsoft 365 Contacts
Microsoft Teams Status Connector
Open Standards
pascom for DATEV
pascom for tomedo®
REST API
VPN Connector



Intuitive **Business** **Telephony** PBX Functionality

Simplified and intuitive work flows ensure that all telephony tools can be accessed and used with minimal effort in just a few mouse clicks. For example, holding calls, phonebook access, attended and unattended transfers, 3-way conferencing, and searching through call histories can be accomplished without additional employee training.

Auto Attendant / Interactive Voice Response (IVR) Menu

Use the pascom IVR to assist callers and guide them to the different areas of the business.

Announcements

Add announcements to provide important information e.g. opening hours.

Call Forwarding

Automatically forward calls to another extension or voicemail box.

Call Histories

Gain an instant overview of all your incoming and outgoing calls including calls via any call queues.



Call History Missed Team Calls Read/Unread

Mark missed team call entries in your call logs as read or unread and let your colleagues know whether the customer callback has been successfully completed or not.

Call Notifications

Never miss a call again with incoming & missed call notifications that enable answer, transfer & call back functions.

Call Queues & Hunt Groups

Efficiently distribute calls to and across specific teams using intelligent call queues & hunt groups.

Call Transfers

Transfer callers to the right person using either pascom's Attended and Unattended (Blind) transfer tool.

Call Waiting

Receive caller waiting notifications during an active call to let you know someone is trying to call you.

Click-to-Dial

Greatly simplify the dialling process with Click-to-Dial. Just highlight a number from a webpage or another everyday business application and start a call by pressing the corresponding click to dial shortcut keys.

Client Actions

Open connected CRM, ERP and Ticket System contact records automatically or with a single click when making and receiving calls.

Computer Telephony Integration (CTI) & Windows TAPI

Remote control your desktop phone, softphone and pascom mobile softphone app to start calls directly from your CRM, ERP and MS Outlook systems. Simply use your 3rd party application dial function and the call will be made using your currently selected phone.

Faxing for All

The integrated virtual fax server in PASCOM ONE ensures everyone who needs one, can have their own dedicated virtual fax machine.

Music On Hold (MoH)

Add Music on Hold to your queues and boost the caller experience, project a professional corporate image and create relaxing caller waiting times.

One Number

PASCOM ONE combines your fixed-line and mobile telephony into to one number. This ensures that you and your team will always be reachable on their office number, meaning you can work from anywhere on any device.

Phonebook

Benefit from fingertip access to all your contacts in one place. The pascom Phonebook provides access to company and private phone books, including Apple, Android and outlook contacts.



Voicemail System

Never miss an important message again thanks to voicemail with your personal voicemail box and voicemail-to-email, available for every user on all their devices.

Who's Calling Pop-ups

See who's calling pop-up notifications use caller IDs to show detailed caller information stored in your CRM/ERP systems, customer databases, ticket systems etc.

Key Benefits:

All your classic Business PBX functionality easily accessible from anywhere via the Cloud.

Virtual fax server saves time and reduces costs by eliminating expensive analog device maintenance and increasing employee efficiency.

Make your team available on their office number on all their preferred devices where ever they work; in the Office, in Home Office or on the go.

Create amazing customer experiences and boost your Business Image with professional call handling, prompts, music, and routing.





Productivity Enhancing **Unified Communications & Collaboration**

Promote collaboration and enhance productivity with unified communication and team messaging tools such as presence management, instant messaging, audio & video conferencing, team messaging, web meetings, screen & file sharing and fax / Voicemail-to-E-mail - directly on your desktop and mobile with pascom ONE.

Desktop UCC Apps

Provide every team member with instant access to pascom's full collaboration suite. Available for Windows, Mac and Linux, the pascom desktop UCC app provides each user with an individual communications cockpit to allow them to perfectly manage all their telephony, collaboration and contact centre tools.

Ease-of-Use, Intuitive User Experiences

The pascom UCC apps are designed to deliver a consistent and intuitive user experience across all platforms and devices. This ensures that wherever you work, you will benefit from the same easy-to-use workflows across all devices.



Fax, PDF to Fax & Fax to E-mail

Send and receive faxes from the comfort of your desktop. Simply select the required PDF and recipient and send. The PDF to Fax option allows frequent fax users to add automated PDF to Fax detection and fax sending. Fax to E-mail ensures that incoming faxes are sent directly to your personal email, ensuring you never miss a fax again.

File Sharing

Quickly and efficiently share files, images, and documents directly from your desktop and mobile app to individual colleagues and/or whole teams to distribute important information such as meeting presentations etc.

Find Me / Follow Me

FindMe / FollowMe is ideal for HomeOffice and Remote workers as it allows them to perfectly manage all their devices across all workplaces. With find me follow me, you can define which devices should ring for each call type (internal, external & queue) and in which order they should ring per workplace.

GSM Fallback

Should your smartphone not have access to WIFI or mobile data, the inbuilt fallback will automatically route inbound calls via GSM.

GSM Mode

For those times when you simply don't have an internet connection on your smartphone, simply turn on GSM mode in your mobile app softphone and start making calls on your office extension via your mobile device's GSM connection.

HotDesking

Ideal tool for call and contact centres, open plan offices and hybrid workspaces - i.e. employees who work from home and/or multiple offices. Simply select your current workplace from the locations list and automatically take control of the assigned device, e.g. a specific desktop phone and take your office extension with you.

Instant Messaging / Chat

Instant Messaging is the new e-mail. Why? Because it's quick and effective. Get notified via pop-up and respond directly in the pop-up or in-app. pascom's Chat tools are automatically synced across all your pascom apps to ensure you can start chatting on your desktop and carry on the conversation on your tablet or smartphone.

Mobile UCC Apps

The pascom mobile UC apps for Android and iOS enable anywhere, anytime team communication. The pascom mobile VoIP apps ensure that your team benefits from the flexibility of mobile communication and collaboration without sacrificing any of the Telephony & Collaboration functions. pascom's mobile SIP softphone ensures your team is always connected and can communicate with colleagues and customers from anywhere.

Offline Mode

pascom's offline mode means the pascom apps can be used even without a server connection. Messages, documents, and images can be sent at any time and will be queued until the apps reconnect. The journal can be viewed and searched even without a network connection.

Key Benefits:

Everything you need to call, chat, share and meet in one app that's easy to use and doesn't overload users.

Desktop and mobile apps that are with you where you work best to ensure that you have everything you need to stay connected.

Out-of-the-box functionality that can be customised to meet every user's needs and demands no matter their requirements.

Presence Management

Essential for virtual teams and remote collaboration, presence management helps avoid unnecessary interruptions and enhances productivity. Let colleagues know your current availability and instantly see who's online, available, away from their desk, on a call or not wanting to be disturbed (DND).

pascom Profiles

The pascom Profiles allow users to precisely control every aspect their online availability for any number of scenarios such as Home Office, in a meeting or even on holiday. By linking presence, **MS365 Teams Status**, current workspace, devices, follow me settings, and even team membership, pascom Profiles can be used to change all of the above either automatically or with just single click.



Unified Communications & Collaboration (Continued)

Remote Control Your Mobile (Mobile CTI)

Mobile CTI ensures users enjoy the comfort and ease of use of their desktop apps and the flexibility of their smartphone apps when making calls. Simply search for contacts and start calls on your desktop which then triggers the mobile app to make the call.

Softphone

Stay connected from anywhere on your laptop and mobile devices with the pascom app's inbuilt Softphone. The pascom Softphone features all the functionality of a traditional desktop phone combined with the comfort & flexibility of your desktop and mobile devices.

Team Messaging

Further enhance team collaboration with team messaging / team chat. pascom's "always-on" team messaging channels are great for breaking down information silos as they allow you to group users into departments, teams or projects and enable them to brainstorm ideas and share important information and files to the whole team in one go.



Voicemail-to-Email

Save time and never miss an important message again with Voicemail-to-E-mail. Simply activate your user / team voicemail boxes and all messages will be automatically converted to sound files and sent directly to the assigned e-mail in-box. The same is true for incoming faxes which can be converted into PDFs and sent to individual or central e-mail in-boxes.



Video Collaboration & Web Meeting Suite

The ability to connect & collaborate with Remote Workers, Virtual Teams and even customers is essential in the modern workplace. Keep everyone on the same page with audio & video conferencing, desktop screen-sharing and online web meeting tools.

Screen Sharing

Take your team collaboration and meetings to the next level with screen sharing. pascom screen sharing is ideal for further enhancing teamwork and remote worker integration as well as delivering in-depth presentations and increasing the overall effectiveness of your virtual meetings.

Video Background Effects

Reduce distractions and create a professional impression to improve video meeting effectiveness simply by replacing / blurring your video background image.

Video Conferencing

Streamline virtual team collaboration and enhance remote worker engagement with video conferencing. With pascom's native video conferencing suite, starting a face-to-face multi-user video conference is as simple as clicking a button. Start and join meetings directly on your desktop / mobile app or in a huddle room and start adding the visual element to your virtual team meetings and benefit from increased meeting effectiveness.

Web Meetings

Online meetings, remote presentations, and support, the pascom Web Client allows pascom users to invite external participants to join online web meetings directly via their browser, without needing any additional software or hardware. pascom web meeting participants have all the same functionality including messaging, file and screen sharing and video conferencing in a solution that is compatible with all leading browsers to ensure that pascom customers benefit from a secure, reliable, and easy-to-use web meeting solution.

Key Benefits:

Realise modern workspaces to meet the demands of the anywhere workplace.

Empower teams to connect and collaborate using the tools and devices that are best for them.

All your tools and data in one place helps break down information silos and minimise the risk of shadow IT.

Web Meeting Dial-In

Providing online meeting participants with a dial-in opportunity allows them to join the meeting using their preferred audio device i.e., mobile phone and is excellent at ensuring meeting privacy for callers who may not have headsets etc.

Web Meeting Waiting Room

Enhance the web meeting experience with virtual waiting rooms and hold music until the meeting starts. This reduces participants hijacking meetings and provides extra user comfort.





Build Experiences That Matter with a Collaborative **Contact Centre**

Reduce wait times and improve performance with a Contact Centre phone system that combines traditional PBX functionality (IVRs and Music on Hold) with professional Automatic Call Distributors (ACD), Analytics Wallboards and Collaboration tools all designed to ensure that your business provides callers with the best customer experience possible.

Action Conditions

Call flow action checks allow you to professionally manage calls to agents and teams. Add time and calendar checks, and extension switches to match any scenario.

Action Templates

Define custom action templates and automatically deploy them to users, queues and IVRs.

Analytics Wallboards

Monitor contact centre performance with analytic wallboards. Detect changes in call volumes and potential issues and react to changes effectively with live performance monitoring. Use historical analytics to make informed decisions regarding resource planning, training requirements, and call flow improvements.



Automatic Call Distribution (ACD)

Intelligently and automatically route inbound calls. Use a combination of different ACD tools and business intelligence to ensure that each caller is automatically routed to the most suitable agent / team member that fulfils their needs. Use a combination of caller ID, IVR menus and Skills-based Routing to transfer the caller to the most appropriate person who is best suited to help the caller and provide the highest level of customer care.

Call Labels

Attach call labels to each call and display specific call information to your users & contact centre agents enabling them to offer a more personalized in-call experience and optimize customer service. Utilize business intelligence from varying data sources such as the caller ID, IVR menus, skills required and additional information from your customer relationship management (CRM) platform and ensure that your team are in the best position to professionally serve each caller.

Call Recordings

Call Recordings help Improve quality assurance and customer service by enhancing the customer's in-call contact experience. Recordings can be started automatically or manually and enable you to make better, more informed decisions as well as supporting you with dispute resolution and identifying areas of improvement and as a continuous employee training tool.

Call Action Trigger

This function opens 3rd party programmes. Actions can be triggered either manually or automatically, depending on requirements, when ringing, upon pickup or hangup, allowing you to more efficiently find information in your ticket, CRM or ERP systems when talking with customers and allowing you to quickly and easily modify and manage customer records.

Call Routers & Call Routing

Professionally manage calls by routing them to a queue and then to a specific agent or group of agents based on pre-defined rules and criteria to reduce wait / hold times, improve call resolution rates and ensure excellent customer service.

Dynamic Call Agents

Empower specific call agents to dynamically log in and out of call queues as required to alleviate pressure on static queue members.

In Client Team Overviews

Instantly see which team members are available, paused, or offline, any calls waiting in the queue and search and filter specific team call histories directly in the pascom apps.

Pause / Resume Membership

Allow agents to pause their membership in a call queue directly via the pascom apps. Set pause reasons and ensure new calls are only routed to available agents and monitor agent performance and pause activities.

Key Benefits:

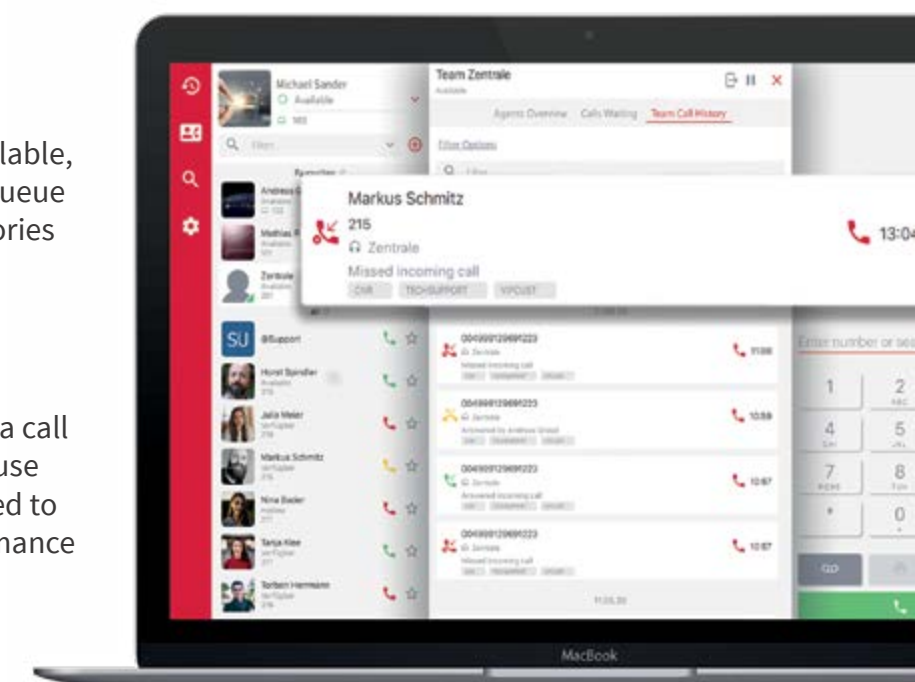
Portray a professionalism at every step of the customer journey right from the moment they contact your business.

Provide employees with all the tools and ease of use they need to deliver excellent customer service.

Monitor performance and quality assurance with essential call data, recordings and analytics without any 3rd party applications.

Skills Based Routing

Automatically route calls to the best-suited employees / department. Define individual ACD strategies and use Skills Based Routing to improve customer service and your call/contact centre performance. Simply assign individual agents with appropriate skill levels to add greater intelligence to your automatic call routing. Doing so will support you in improving customer service as well as helping you meet performance KPIs including reducing waiting times and average hold times (AHT).





Stay in Control with Simple, Centralised **System Management**

Thanks to cloud hosting, every pascom feature and setting can be centrally accessed and managed - from endpoints to users and teams and everything in between, giving you the freedom to manage your solution exactly according to your needs.

Auto Provisioning

Auto Provisioning / Zero Touch Provisioning greatly simplifies and speeds up the new hardware phone onboarding process.

Cloud Hosting

PASCOM ONE solutions are hosted by pascom, in our GDPR conform Datacentre, saving you time and money on managing your own hosting.

Command Line Interface Access

If required, pascom ONE phone system solutions provide you with access to the Asterisk CLI to enable more complex configurations and more detailed debugging.



Managed Services

As a Cloud phone system, your PASCOM ONE solution will always be kept up to date with the newest features, security patches and functionality thanks to Managed Services and inbuilt Service Level Agreements.

pascom ONE E-Mail Server

pascom ONE cloud phone systems include an e-mail server as standard which can be used for user invites as well as simplifying setting up and configuring voicemail-2-e-mail and fax-2-e-mail.

Scripting

pascom is based on Open Standards. Writing and applying Asterisk Scripts can be done using the scripting tool within the Admin UI and can be used to add further highly bespoke customisations that may not be available out of the box.

Security and Encryption

pascom cloud phone systems meet the highest standards in terms of encrypting your business communications. With a variety of encryption technologies available: sRTP, TLS, SIPs, QR code and encrypted URL provisioning as well as identity management (for authentication against 3rd party applications), securing your business communications has never been easier.

Status Monitoring

To ensure maximum uptime and keep disruptions to your telephony and communications services to an absolute minimum, we regularly check the health of your system. Should potential issues be identified, you will receive an e-mail notification to alert you before any disruption has occurred.

User Invites

Invite new users per e-mail and provide them with the option of setting up and personalising their own account. In the welcome e-mail, users will be directed to the pascom setup assistant allowing them to configure their account, get started with the desktop and mobile clients as well as adding and configuring their desktop phone.



Zero Admin

Beyond the straightforward setup process, pascom solutions are also extremely IT admin friendly. The intuitive, easy to use admin UI coupled with Managed Services and a wide range of automated management tools combine to support businesses reduce system administration, saving valuable resources, time and costs.

Key Benefits:

Centrally manage & monitor every aspect of your business communications, from adding new users to call flow management.

Effortlessly and securely connect remote workplaces and mobile devices.

Automate recurring tasks to improve efficiency and reduce administration costs.

Automatically receive all new feature updates and security patches.





Effortlessly Integrate Your Everyday Apps & Open Standards

Out-of-the-box templates and open standards allow you to seamlessly connect your pascom phone system to your 3rd party applications exactly according to your requirements.

Apps for all Platforms

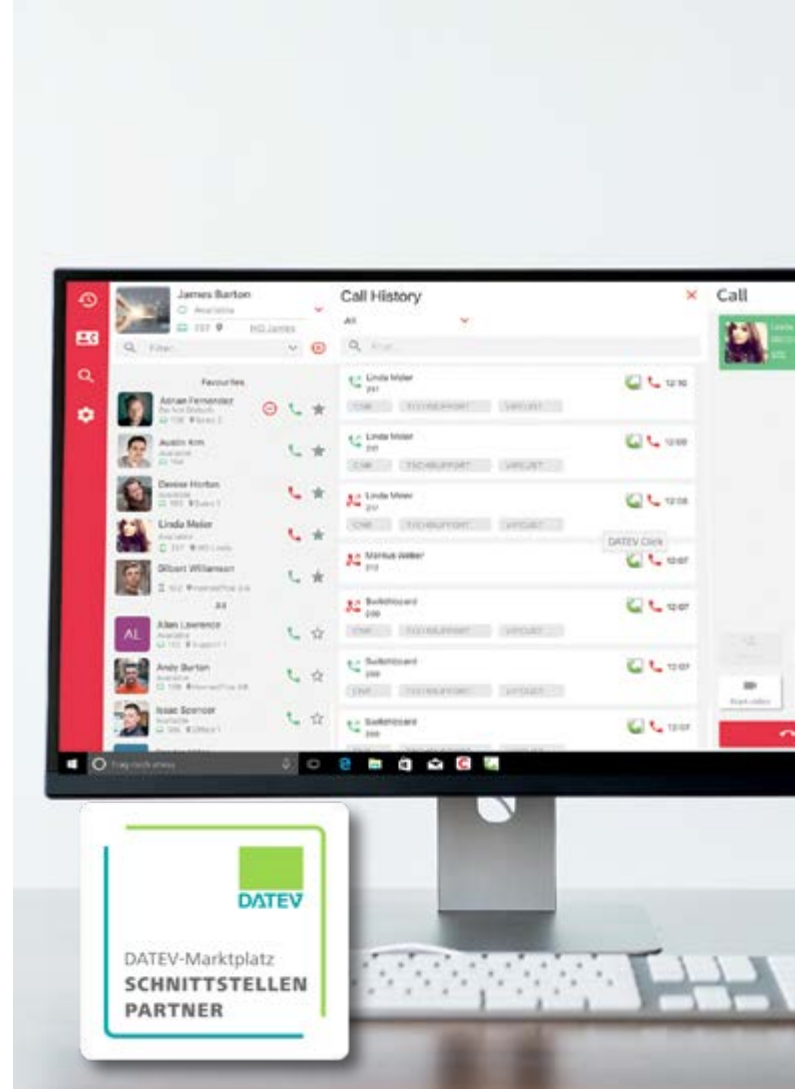
With clients for Windows, macOS and Linux as well as Android and iOS, pascom solutions offer anywhere, anytime accessibility - no matter where you and your team work from or which device you use.

Automatic Setup Assistant

Benefit from the extreme user friendliness of our cloud business communications platform. Our step-by-step setup guides are designed to help you get your pascom cloud phone system up and running within minutes. **Upon request, our support team will happily setup your system exactly according to your wishes.**

Automatic Updates

As standard, all pascom apps include an automatic update function and with Managed Services, your pascom ONE phone system will always be up to date, ensuring you benefit from the latest features and security.



Cloud Communications

Cloud-based solutions are the future of business communications because they deliver greater flexibility, availability and redundancy. Cloud services are also more cost-effective, easier to setup.

Connector Profiles

Use one of our connector profiles to simply connect and automatically synchronise user and phone book contact information from 3rd party databases including **Microsoft 365**, Microsoft AD, Microsoft Azure, MS Exchange, LDAP, CSV files and more. Authenticate phone system users against the external 3rd party database such as Univention, AD or LDAP and increase security with Identity Management.

IP Door Intercom Integration

Connect your IP intercom and enhance office security and employee welfare. See and talk to visitors and allow building access with a single click directly from the pascom App.

Microsoft 365 Contacts Connector

The Microsoft 365 contacts connector allows you to import and automatically sync contacts and phonebooks from within Microsoft 365.

Microsoft Teams Status Connector

Synchronise Microsoft Teams user states & the pascom client will automatically enable the **Teams Meeting** profile and deactivate incoming calls when you join a Teams meeting.

Open Standards

pascom delivers Open Standards flexibility – providing you with complete control over your choice of VoIP provider, preferred IP telephone and / or gateway vendor. By selecting the SIP provider and IP endpoints that are most suited to your business model, Open Standards enables you to significantly reduce your telecommunication costs.

pascom for DATEV

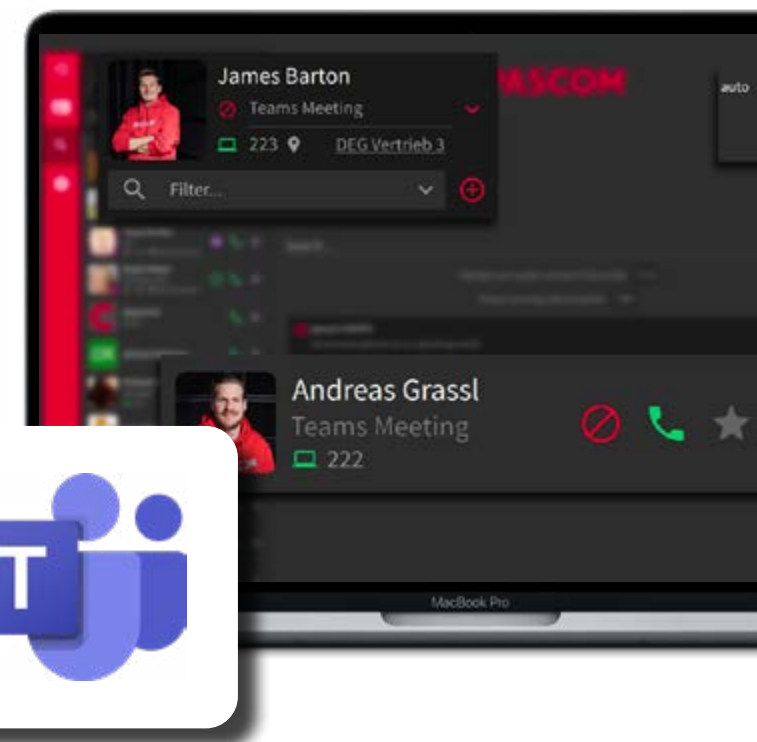
Connect your pascom ONE and DATEV solutions in minutes and transform your DATEV workspace into your communications hub with pascom for DATEV. Start calls directly from DATEV, automatically sync DATEV contacts and call logging information for minute exact client billing.

pascom for tomedo®

Improve practice efficiencies and optimise patient care with pascom for tomedo® which automatically synchronises contacts and call logs, allows you to automatically open patient records, and even allows you to start calls and send faxes directly from the tomedo® application.

REST API

The pascom REST interface ensures that you can seamlessly connect your existing infrastructure and access to crucial Business Intelligence. Should a connector profile not exist for your preferred data source? No problem, simply use the REST API to seamlessly integrate your pascom phone system into your existing IT environment.



VPN Connector

Among other application scenarios, the pascom VPN connector enables you to establish a connection between on-site third-party systems and your pascom cloud phone system. As such, any connectivity requirements between the pascom cloud and on-site hardware or applications can be realised using the VPN connector to build a seamless hybrid infrastructure.



WHY ARE YOU WAITING? IT CAN'T GET MUCH BETTER.

Except with our regular upgrades.
pascom is your ticket to the new freedom in business communications for your business.
Everyone with everything better connected.



TRANSPARENT PRICING

We are not a fan of hidden costs: with our "Concurrent User" concept, calculating pascom solution costs is straightforward. At pascom, we don't believe in playing tricks with hidden add-ons.



STATE OF THE ART TECH

Fulfil all your communication needs directly via the cloud, keeping you and your team connected, whether on your desktop, mobile in the office or in Home Office.



FREE TRIAL, NO STRINGS ATTACHED

Your perfect start: test the full functionality free for 30 days. Upgrade at anytime. The free trial offer includes 10 concurrent user licences, which can be dynamically and flexibly used by any number of employees, a German land-line number plus 100 minutes prepaid Credit.



MADE IN GERMANY - SINCE 1997

As a privately run company, pascom has stood for quality and reliability for more than 20 years. pascom software development and support services are delivered directly by our in-house teams located in our headquarters in the heart of Bavaria as is our certified Data Centre.

pascom GmbH

Head Office

Berger Straße 42
94469 Deggendorf
Germany
+49 991 29691-0
+49 991 29691-999



+49 991 29691 0

sales@pascom.net · www.pascom.net