



SMARTER TECH FOR
AMBITIOUS BUSINESS

Comms

Communication your way
for your business

efex Comms is a great option for most SMB's that need a range of features to keep their business moving. Includes call queues, hold music, routing options, handset options & more.

Simple, flexible & affordable

There's more to it of course, but by design efex Comms is intentionally a solution that's easy to use and one you can rely on to always keep you connected with your customers and your team.



efex Comms is built on our five pillar foundation

Security. Located on a secure cloud-hosted system that's data encrypted.

Automatic failover. Back up servers across Australia utilise specially designed algorithms to monitor performance. In the case of an event, you're active call switches to an alternative data centre and you won't even notice.

Uptime. Rated to 99.99% which is approved for government & military contractual requirements.

Scalable. Pathways to change or upgrade when your business needs to scale.

Call quality. A second to none end-to-end user experience with HD voice quality.

www.efex.com.au/solutions/communications

Inclusions		Essentials	Premium
Standard	Call forwarding, waiting, anonymous calling	✓	✓
Voicemail	Collect from handset, email or app	✓	✓
Hunt groups	Distribute calls to a group of users	✓	✓
Three-way calls	More than 2 participants on a call	✓	✓
Call queues	Ability to hold calls in place until a resource is available	✓	✓
Selective call handling	Redirect calls based on criteria, time or number	✗	✓
BroadWorks shared call appearance	Make or receive calls across multiple SIP devices	✗	✓
Busy lamp field	See if a colleague is on the phone on your handset	✗	✓
Softphone	Make or receive calls via PC or mobile	✗	✓
Call park	Park calls to a virtual location	✗	✓
Push to talk	Call automatically answers to speaker mode	✗	✓
Do not disturb	Rejects calls when busy	✗	✓
App for desktop, tablet and mobile	App for Android and iOS	✗	✓
Price per user per month		\$30.00* (included calls)	\$35.00* (included calls)

* Excluding 13/1300 & international calls