

efex Comms is a great option for businesses that need a range of features to keep up with their operations.

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.

Inclusions		Lite	Essentials	Premium
Calling	Call forwarding, call waiting, anonymous calling, three way calls, queuing, Do not disturb	✓	✓	✓
Voicemail	Collect from handset, email or app	✓	✓	✓
Hunt groups	Distribute calls to a group of users	✓	✓	✓
Enhance calling	Selective call handling, shared call appearance, busy lamp field, call park, push to talk	✗	✓	✓
Auto attendant	Automatically direct calls to a person or department	✗	✓	✓
Webex soft phone	Make and receive calls from best-of-breed Cisco softphone app on desktop and mobile	✗	✓	✓
Webex soft phone presence	Real-time visibility into user availability and call handling status	✗	✓	✓
Meetings	Up to 40 minute meetings with up to 100 participants	✗	✓	✓
Voice & video conferencing	Secure, high-quality virtual meetings with smart audio, screen sharing, annotation, white boarding & AI enhanced tools	✗	✓	✓
Instant messaging	Collaborate with real-time chat across desktop & mobile devices	✗	✓	✓
Smart audio for meetings	Advanced noise removal, voice optimisation for individual or room, music mode to preserve sound quality	✗	✓	✓
Advanced security	End-to-end encryption for messaging, voice, video and more	✗	✓	✓
Microsoft Teams app integration	Webex calling add-on app for Microsoft Teams. Access your softphone via Teams	✗	✓	✓
Premium call centre	Alternate comfort messaging, bounce routing policies, standard routing policies, night & holiday service, set & automatic ACD State, automatic wrap up time, unavailable codes	✗	✗	✓
Call recording lite	PCI-compliant voice recording for softphone, desktop and mobile users, securely stored in private cloud	✗	✗	✓

Plans available per user per month with included calls*, or excluding calls.