



SMARTER TECH FOR
AMBITIOUS BUSINESS

Comms Xpress

Communication your way
for your business

Comms Xpress is ideal if your call volume is low, but you need multiple handsets.

You pay per call line rather than per user.

Simple, flexible & affordable

There's more to it of course, but by design Comms Xpress 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.



Comms Xpress 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	✓	✓
Music on hold	Music plays while the caller waits for you to connect their call	✓	✓
Busy lamp field	See if a colleague is on the phone on your handset	✓	✓
Call park	Park calls to a virtual location	✓	✓
Ring group	All phones in a group ring when a call comes in	✓	✓
Softphone	Make or receive calls via PC or mobile	✓	✓
Three-way calls	Up to 3 participants on a call	✓	✓
Conference participants	Up to 50 participants on a call	✗	✓
Select call forward	Forward a call to another user	✗	✓
Time of day routing	After Hours and Public Holiday messages	✗	✓
Call recording	Record calls	✗	✓
Fax, chat & messaging	Additional communication formats	✗	✓
Video conference	Communicate via video and audio in real time	✗	✗
Conference bridges	Connect additional users into an active call	✗	Unlimited
Call queues	Ability to hold calls in place until a resource is available	✗	Advanced
IVR	Announcement messages & routing options	Single tier	Multi tier
Maximum users		Unlimited	Unlimited
Devices per user		Up to 3	Up to 25
PAYG per month (excl. call charges)		\$10.00	\$10.00
External channels - Included calls per month *		\$50.00	\$50.00
Price per simultaneous call per month		\$10.00	\$20.00

* Excluding 13/1300 & international calls