



# SwyxWare Compact – the perfect solution for the small business

## Big Challenges for Small Businesses

Sometimes 'big' is not always better. 'Small is beautiful' is the mantra for many thousands of businesses who are very successful in their chosen field. But small businesses can often face the same telephony communications challenge as large enterprises – how do they find a solution that allows them to communicate effectively and professionally with their prospects, customers, suppliers and partners without being too complicated or too expensive? For a small organisation, missing just one call from a prospect or customer could mean the difference between business success or failure.

## A Straightforward Solution for Successful Small Businesses

If you are responsible for telephony for a small business, then SwyxWare Compact is for you. It's the first pure IP telephony system designed specifically for businesses with 10 users (or less) delivering all the features & costs savings associated with IP telephony. Everything you need for a comprehensive telephony system is included ... from voicemail and faxes, to conferences and call recording, SwyxWare Compact delivers an all in one solution at the right price point. Delivering a range of applications designed specifically for the small business, SwyxWare Compact is the complete solution for the small business who wants to stay small ... and beautiful.

### Key benefits of SwyxWare Compact

- Cost-effective for the small business with up to 10 employees
- Flexible phone options to match the needs of individual users so that users can work more productively
- Complete all-in-one telephony communications solution – no additional PBX equipment is required
- Integrated applications that support business efficiency and customer service
- Pre-set configuration simplifies installation and setup

### Features of SwyxWare Compact – Summary

Features (Physical)	Detail
Operating System	Windows XP Pro
Number of users supported	10
Phone devices supported	SwyxIt! softphone, IP SwyxPhones, USB handset, USB headsets
Fax Channel	1 channel
Voice Channels	2 channels*

\* the number of voice channels can be increased to a maximum of 10 if you have high calling volumes



Features (Applications)	Detail
Conferencing	3 way conferencing
SwyxCTI	10 users
SwyxECR (Extended Call Routing)	10 users
SwyxFax	10 users
SwyxRecord (for ad hoc recording)	10 users
SwyxVoicemail	10 users

## Key Features – Highlights

- SwyxCTI – enables complete integration between a Swyx IP deskphone and the PC-based SwyxIt! softphone so that users can choose the tool that suits them best for each telephony task including dialling, re-dialling, holding, forwarding, conferencing, and accessing voicemail. Both the deskphone and softphone can operate independently if one is unavailable but integrating the deskphone with the softphone enables users who are comfortable using a traditional-looking phone to have the best of both worlds.

- SwyxECR (Extended Call Routing) – an easy to use graphical tool that allows you to set up sophisticated call handling sequences for incoming calls to ensure the satisfaction of your callers. For example, you can set up a call routing sequence that routes your calls to several numbers based on multiple decision criteria to ensure that your calls are always answered, and callers can be given the option to direct their own calls by voice or touchtone.

- SwyxFax – gives individuals the ability to receive faxes through their Inbox and send faxes from their PC/laptop. This increases the productivity of users who send and/or receive multiple faxes and means that your business does not need

to have a physical fax machine with its associated installation and on-going maintenance costs.

- SwyxRecord – each user has the ability to record conversations on an ad hoc basis directly from their SwyxIt! softphone, through a simple button click so that details in a particular conversation can be checked at a later date, used to resolve a customer issue or even incorporated in 'best practices' training exercises.

- SwyxVoicemail – a highly featured voicemail environment that can easily be customised by each individual user whether in the office or remote. Users can access their voicemails via a telephone or via the SwyxIt! softphone and voicemails can even be delivered to a user's PC inbox (as a WAV file) where they can be opened (i.e. listened to), forwarded, and stored/saved just like an email. Users also have the ability to record and play different voicemail announcement messages for specific call handling scenarios.

## System Requirements

- Server: SwyxWare Compact
- Client: SwyxIt! Installation