The Future of Modern Business Communications, Collaboration

Connect Everyone. Work Anywhere.

portsip

Introduction

PortSIP is NOT based on Asterisk or FreeSwitch

Empower your business with messaging, video meetings, contact center, calls and sharing from anywhere, on any device.

PortSIP PBX provides a fully integrated modern cloud business unified communications system alongside advanced unified communications (UC) features including messaging, video meetings, sharing, and phone in one reliable, easy-to-use solution.

The ability to innovate and create bigger ideas requires a real connection and clear communication. And the future is only going to demand more of it. That's why PortSIP PBX is making it possible for you to grow to your expectations, with less complexity in communications and more dynamic ways to collaborate using new cognitive calling capabilities.

Find out why PortSIP PBX is more secure, more scalable, more rebrandable, and more ready to serve your future business needs than your existing legacy PBX infrastructure.

FEATURE HIGHLIGHTS

- Multi tenant architecture
- High performance: support maximum 100k users and can be scaled
- White label solution, easy to rebrand the name, theme, logo, title, link, and client apps
- Rich PBX telephony functionality, cloud or on-premise
- Full unified communications (UC) suite – enterprise messaging, video meetings, team collaboration, telephony, mobile apps, file sharing, and more
- Carrier-grade security, reliability, and service quality, and active-active failover resiliency
- An open platform that allows integrate with today's leading business applications with open APIs, including free client VoIP SDK
- Integrated the SBC

- Microsoft 365 integration
- Integrated Contact Center
- Unified and comprehensive management portal
- Consolidated systems eliminate the need for third-party services – easy to manage, simple to use
- Consistent experience across devices modern, mobile-first approach
- Centralised management of tenants
- Real-time analytics, insights, and dashboards
- Highly scalable platform for any enterprise size or growth rate
- Web Portal based on domain or IP over HTTPS
- Support seamless remote and multi-sites working
- Unparalleled ease of use for end users and administrators

Today every company is adopting a modern communication strategy for cloud age.

This Modern Business Communications wave connects the anywhere workforce, natively integrates with productivity suites(e.g.Google Apps for Work, Microsoft 365) and deepens customer and employee relationship through voice, messaging, sharing, video and meetings from any device.
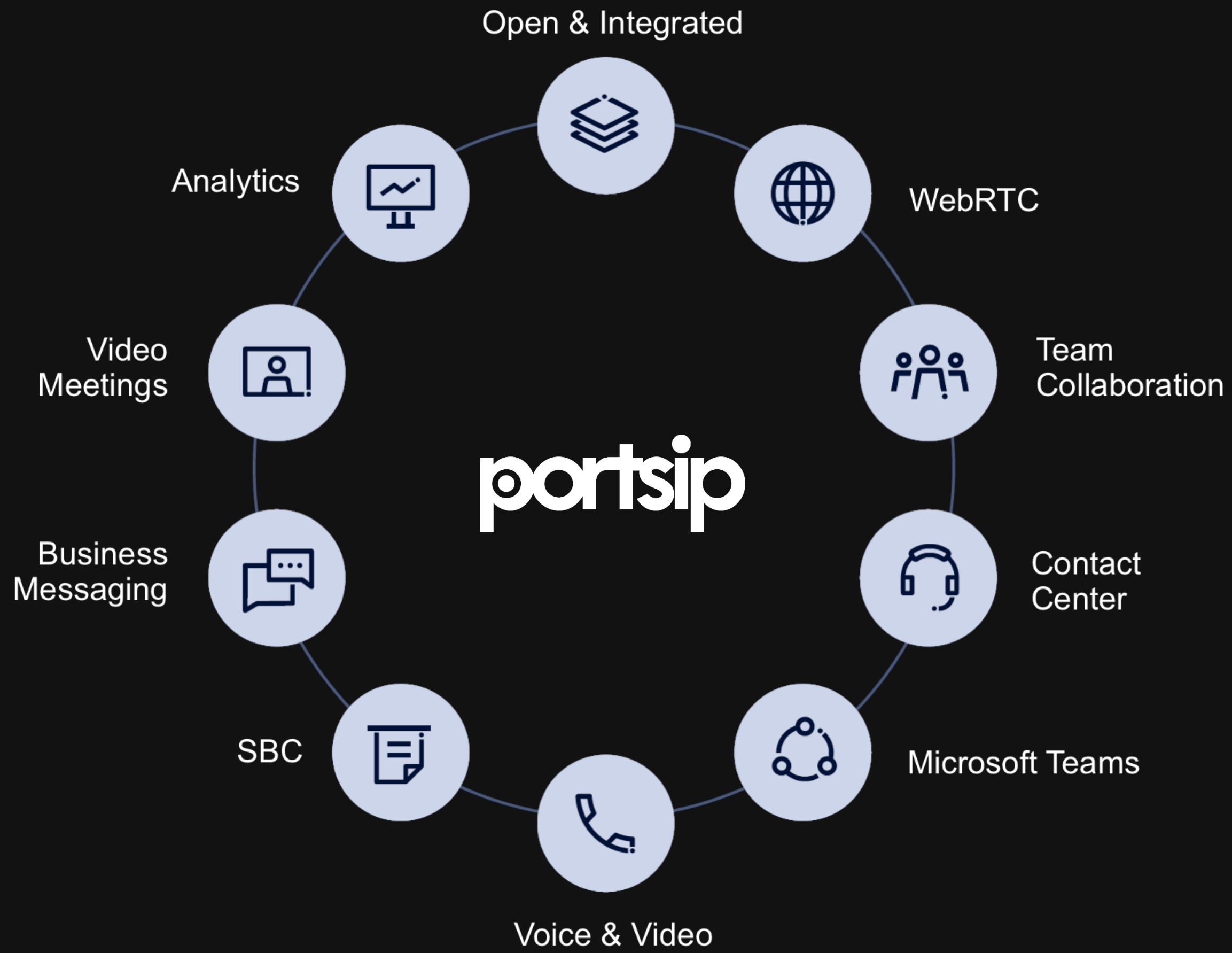
01

Multi tenant platform

A multi-tenant PBX is a modern PBX that utilizes VoIP technology and is designed to support multiple tenants, on a single platform. It helps in establishing a centralized control by allowing modification at different levels of usage permission for multiple users/tenants.

PortSIP PBX is a high-performance PBX that can handle up to 10,000 concurrent calls per server and has true multi-tenant capabilities, allowing service providers to work on a single infrastructure. Individual tenants are isolated into virtual PBXs, tenants are transparent and invisible to each other. Each of which holds all of the tenant's data, configurations, and specific settings, making hosting the cloud PBX easy.

02

A full white label solution

White label solutions refer to products or services that are created by one company for the purpose of being sold by another company under that company's own unique branding.

Using the white label reseller business model, the second company slaps their own label over the blank (or "white") label and resells the solution to their clients, who are never the wiser.

Building your brand is never easy, but PortSIP can help you get there. Our rebranding feature allows you to fully private label your PBX and cloud PBX service and make it your own, including user agent, theme, logo, name, link, icon, apps. You can focus on the marketing, sales and billing of your services and we'll take care of the rest!
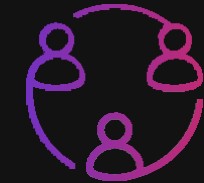
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03

A full-stack collaboration suite

When you buy a business Unified Communications system, it's important to consider a solution that will serve all types of collaboration that go on in your business. PortSIP PBX is an enterprise-grade collaboration suite. It's delivered with a full-stack bundle that provides the essential business calling features you need today and for tomorrow in all your collaboration activities — calling, messaging, sharing, and meetings.

PortSIP offers a complete suite that will delight your employees and your customers. PortSIP PBX is a trusted modern calling solution uniquely capable of serving large and multinational businesses —so you get the full benefits of quality, predictable costs, and reduced administrative complexity, with the power of PortSIP solution.

04

Integrated devices and software

Devices for every use case

PortSIP PBX bring people together anywhere – on any device – with a single architecture for clear delivery of voice, video, and data. Whether you're calling, creating, viewing, messaging, sharing, conferencing, or using voice or presence capabilities, you need to be able to do it from a variety of devices. From desk phone or laptop to room monitor or mobile device, the experience should be seamless.

PortSIP PBX support endpoints range from IP phones to web, mobile, and desktop clients – all integrated to make it easy to switch between devices. Take users from their mobile phone in their car to the devices they use in their office, home, or meeting room, with easy device handovers and full access to business calling features at each step.

PortSIP PBX full support Fanvil, Yealink, DinStar, SNOM, Grandstream, ALE IP Phones, and other SIP standard devices. PortSIP works closely with these vendors to provide an excellent communications experience for users.

Free SDK: build your app for business

Applications require the ability to adapt to your specific business needs, and to your technical infrastructure. PortSIP VoIP SDK enable you to incorporate UC functionality into your environment, either by building complete custom applications, or by integrating with third-party applications.

By using the PortSIP SDKs, your communications can be more productive, reliable, and prepared to deliver the best customer experience.

- Ready-to-use and shortest Time-to-Market
- Screen Sharing
- Voice and Video call over IP and LTE/4G/5G
- File sharing, pictures, voice and video messages
- Instant Messaging and Presence
- HD Video conference
- Standard based and rigorously tested for interoperability
- Without any needs for complicated integrations or VoIP know-how.
- Mobile push notifications
- Support Xamarin, Swift, Android Studio, C#, VC, Xcode, JavaScript
- Support iOS, Android, Windows, macOS, Linux, WebRTC

05

SBC Edge for PBX Integration

The PortSIP Session Border Controller (PortSIP SBC) provides best-in-class communications security with the convenience of deployment from popular virtual machine platforms such as Azure and AWS.

Enabling WebRTC-based Clients

PortSIP SBC provides a bridge between Voice over Internet Protocol (VoIP) networks and the latest web services. It performs a number of federation services to transform SIP communications into WebRTC or vice versa, so organizations can retain their SIP-based call control (PBX, contact center, etc.) and offer tools that embed real-time communications into business applications, websites, processes, and workflows.

Direct Routing for Microsoft Teams

PortSIP SBC support Direct Routing for individual enterprise Teams tenants, as well as for multi-tenancy scenarios (hosted service provider model). In both cases, PortSIP SBC can deployed as virtualized or cloud-native solutions in private (e.g. VMWare, KVM) or public clouds (e.g. Azure and AWS), or as on-premises appliances.
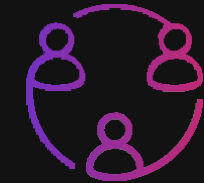
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06

Digital-first Customer Experiences Contact Center

It's not just a contact center.
It's a customer experience center.

Never miss a call

Advanced call queue strategies, agent dashboard and SLA assures agents and managers no customer calls are missed.

No per agent pricing

Forget per agent pricing. Any user can be the queue agent to answer the call, no extra cost.

Easy administration

Easily administer queue and agent configuration. Manage the system yourself – on premise or in the cloud.

Wallboards

Monitor and manage agent status and active calls. And let Managers and agents see key call statistics at a glance anytime.

Benefits of a cloud contact center

- Improved agility
- Innovative features
- Reduced costs
- Faster deployment of services
- More efficient IT
- Higher security

07

Flexible communications transition paths

PortSIP makes your communications transition simple, fast, secure, and affordable by addressing your concerns on three fronts at once: commercial, experience, and architecture.

Commercial: licensed based on the number of users

On the commercial side, PortSIP changes your communications budget. PortSIP license model simplifies the transition by giving you one way to buy PortSIP PBX license, whether you deploy in a cloud, hosted, or on-premises environment. With the PortSIP license, you get the industry-leading collaboration tools for calling, messaging, sharing, collaboration, meetings, and contact center under one simple offer. Buy one license, and you can use it in cloud or on-premises. PortSIP gives you the confidence of knowing that your on-premises investments will be protected as you move to the cloud.

Why PortSIP PBX?

It's simple: Take advantage of PortSIP's industry-leading collaboration tools, available via one subscription.

It's flexible: Mix and match between cloud, on-premises, hosted, and hybrid deployment options.

It's agile: Get users up and running with the services they need today. Scale up with ease as adoption increases.

Experience: modern UC
PortSIP delivers an exceptional, modern collaboration experience your users will enjoy across their calling, messaging, meetings, and team collaboration activities. The software-based solution enables PortSIP to deliver the best innovation faster. Your customers and people will feel the difference right away through better response times, simpler workflows, and a greater sense of connection with each other.

The PortSIP user experience (UX) extends across the on-premises and cloud application experience, so users of an on-premises deployment will have same client graphics and same calling, messaging, meetings, and team collaboration experiences when they get to the cloud.
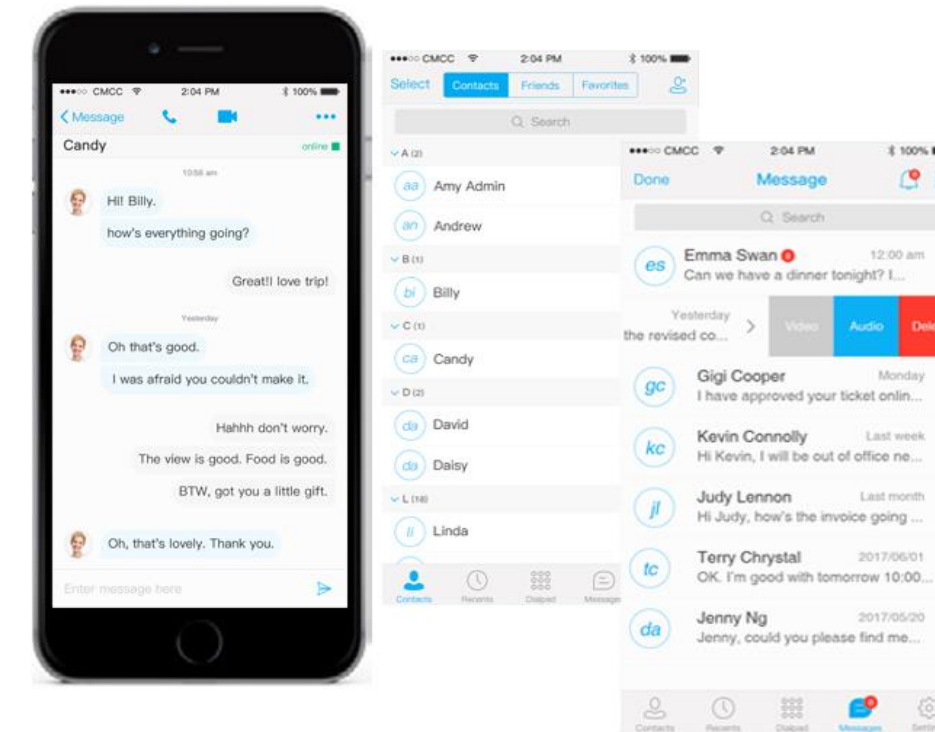
Whether your PBX in a cloud, hosted, or on-premises, PortSIP makes the user experience seamless.

Extend your user experience

PortSIP desktop app
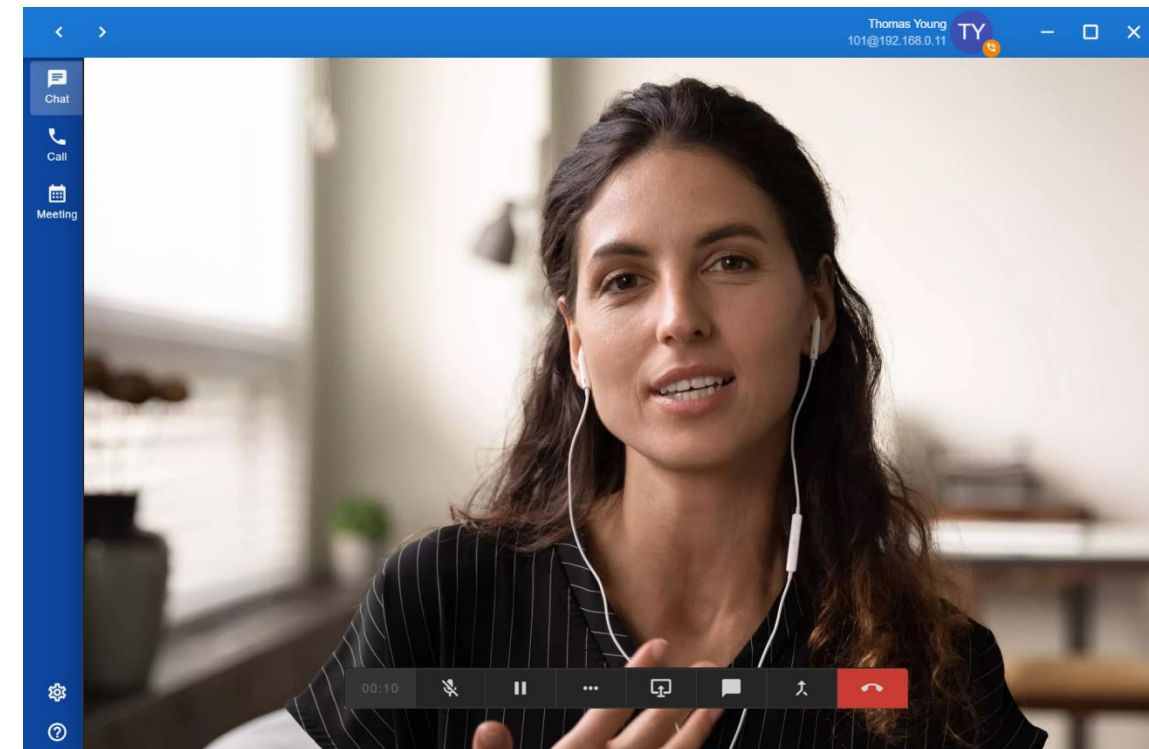
PortSIP mobile app

Calling | Messaging | Meetings | Team Collaboration | Integrated Devices

Architecture: Cloud first, not cloud only

Moving your business to the cloud is not a one-size-fits-all proposition. The PortSIP PBX offers choices in a cloud platform Integrated cloud, private cloud, and on-premise.

As the global market leader in unified communications, PortSIP offers the scale, security, reliability, and innovation that the enterprise demands. With hundreds of calling features, HD audio and video, collaboration and rich interoperability, PortSIP PBX meets your business wherever you are, helping you transition to the cloud at your own pace
as part of a powerful collaboration suite that includes advanced mobility, meetings, team collaboration, customer care, and devices.
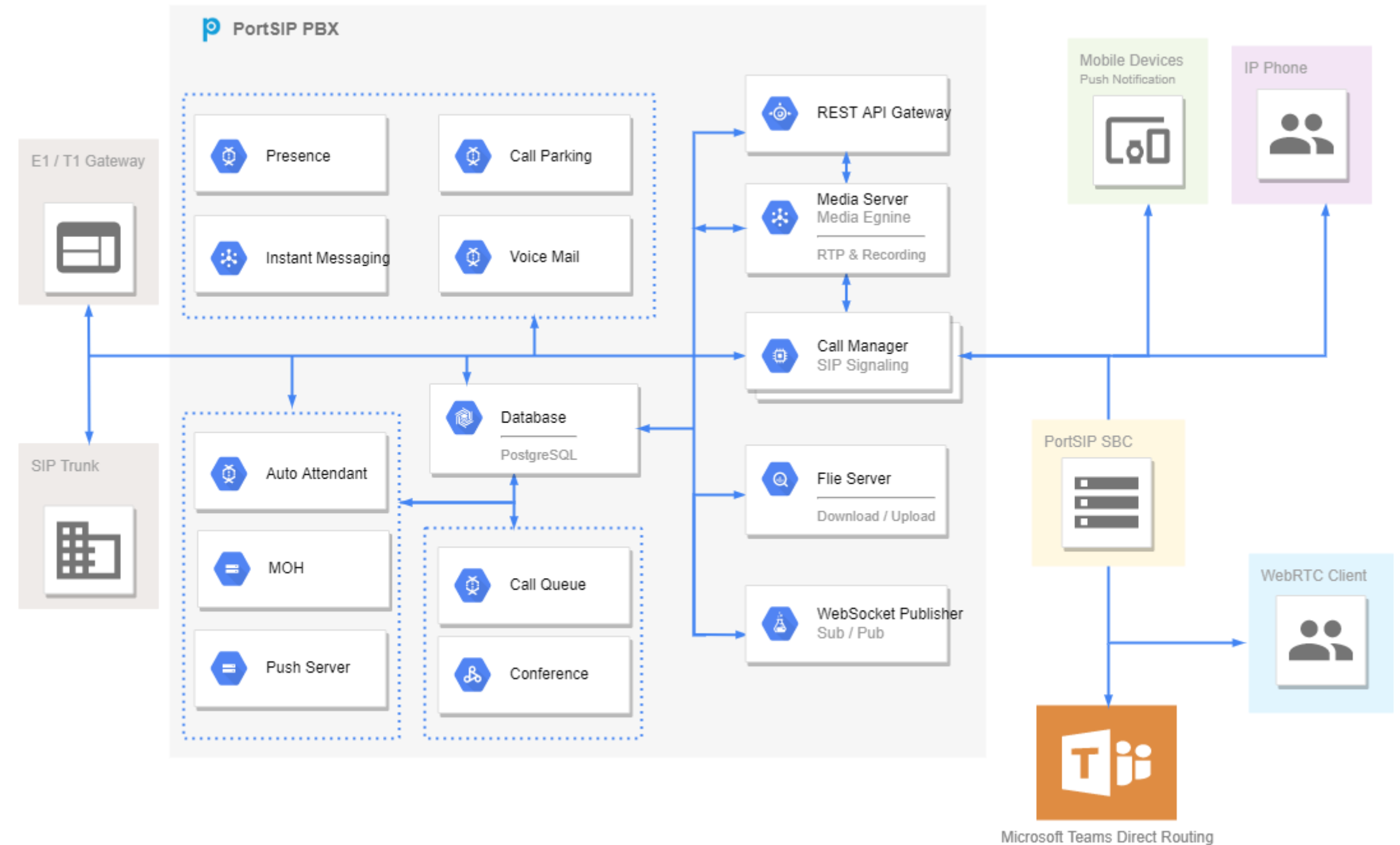
Architecture: Scale Cluster

Usually, for a PBX, if there are many simultaneous calls, meetings, queue calls, or IVR calls, the PBX will consume massive hardware resources such as CPU, Memory, and bandwidth, therefore, we need to deploy the PBX as a cluster to handle this scenario.

PortSIP makes it easy to do so by allowing a central PBX server to process only the SIP signaling while media servers, meeting servers, queue servers, and IVR servers are deployed as a cluster to handle media, recording, ACD, and other call processing tasks.

The topology of the PortSIP PBX Cluster can support up to 1M+ users, ~50,000 online users(registered users/signed-in users), and ~15,000 simultaneous calls.
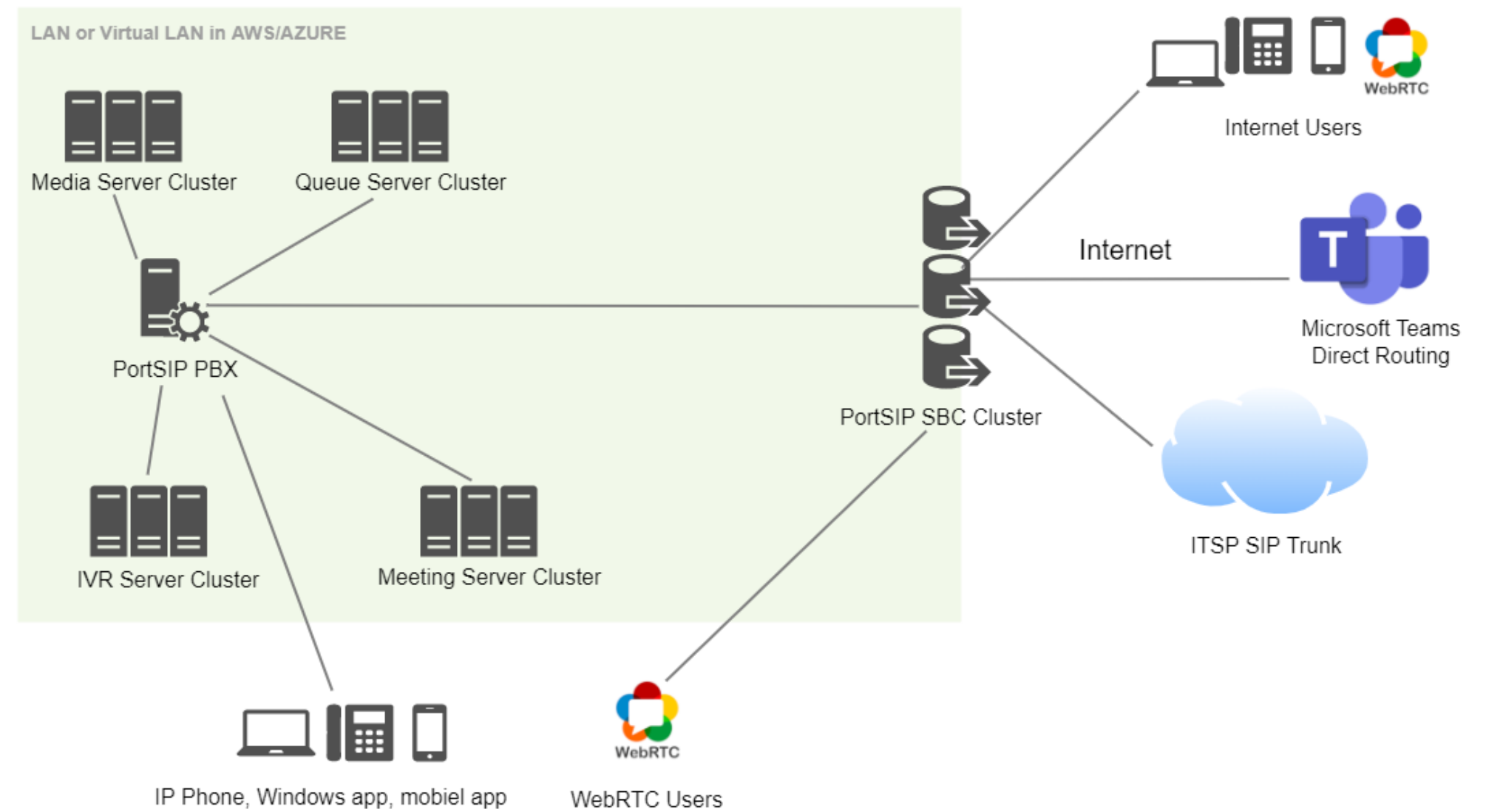
07

Where do you go from here?

There's no doubt that calling and collaboration solutions need to evolve to meet the needs of users in the midmarket and the enterprise today. Unified Communications from PortSIP provides the most flexible and agile options to serve your calling and collaboration needs.

With PortSIP, you can worry less about the challenges of communications and just focus more on the advantages your business gains every day by working smarter.

Learn more

08

PortSIP Features

- Calling
- Call logs
- HD voice, HD video
- Intercom and paging
- Inbound caller ID number Outbound caller ID Presence across all devices
- Corporate phone book and personal phone book
- Extension dialing
- International calling
- One single view for easy management of current call, incoming calls, calls on hold
- Cloud contact syncing
- Call Park
- Private park locations
- Multiple devices register with the same number

- Hot desking
- Call forwarding
- Custom answering and call routing rules
- Call screening and blocking
- Call switch and call transfer
- Visual voicemail
- Voicemail with email notifications
- Outbound caller ID
- Internal extension-to-extension video calling
- Auto call handoff (Wi-Fi <-> 4G、5G); call continuation during network handoff
- Call monitoring by FAC (monitor, whisper, barge, takeover)
- Ability to view colleagues' real-time availability and manage multiple incoming calls

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Admin Features

- 24/7 support
- Multi-level IVR with Visual IVR editor and audio prompts
- Automatic call recording, on-demand call recording
- Ring Group
- Music on hold
- Role-based access control with predefined roles/permissions
- Role-based access control with customised roles/
- Permissions
- User templates
- Phone Template
- Set display name or label for caller ID numbers
- Scale the media servers, queue servers, virtual receptionist servers, and meeting servers as the cluster

- Create and manage tenants
- Create and manage dealers
- Create and manage trunk and DID numbers
- Data retention policies
- Compliance exports
- Audit Trail
- Multiple account management (federation)
- Dealers Management
- Multi-site support
- Bulk upload
- Holidays and office hours
- Event notifications
- Notifications template
- Disable recording if call between external numbers
- Control tenants bring their own trunks

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Messaging and team collaboration

- Unlimited users
- Chat with internal and external contacts
- File sharing
- Screen sharing
- Picture sharing
- Voice messages
- Video messages
- Search across groups, messaging, and files
- Synchronize chats, status between multiple devices
- Shortcuts for frequently used features: set presence status

- Synchronize DND between IP Phones and Apps
- Integrated with company phone book
- Integrated with personal phone book
- Integrated video meeting with screen sharing
- In-app document sharing
- Full telephony calling capability
- QR code
- Advanced administration controls
- Quick swipe for actions for messages, favorites
- Mobile push notifications for messages and calls

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Video meeting

- Meeting invitation
- Joining a meeting with the invite link
- HD audio
- HD video
- Maximum meeting participants
- VoIP, PSTN, Call Me
- Instant video and screen sharing
- Host controls
- Meeting history
- In-meeting chat
- Meeting delegates
- Personal meeting IDs
- Prevent new users from joining meeting
- Meeting password
- Test mic and speaker settings
- Meeting management: lock, mute, start recording, stop recording, kick participant, change video layout

- Host recording
- APIs for scheduling meetings
- APIs for accessing recordings
- Mute all participants
- Unlimited meetings
- Host HD video conference with mobile enablement
- Host meetings for up to 200 participants
- Web sharing with advanced annotation features
- Send invitation via text or email
- Web-client (no download needed, view and listen capability with dial-in option)
- Meetings recordings (local and cloud)
- Active speaker spotlight for all participants
- Intuitive host controls during a meeting
- Attendee controls for easy meeting collaboration
- Screen sharing on iPhone/iPad app from desktop
- Intelligent echo cancellation

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Security

- Each extension's IP Phone configuration file is stored in a separate directory with a random name to prevent guessing even if the phone MAC address is leaked
- Alphanumeric password
- Custom password policy
- Checked current password when change password
- Session timer
- Authorised manager
- VoIP country blocking
- TLS/SRTP secure voice
- Secure video
- Encrypted VoIP signaling
- Disable recording if the call between external numbers
- Data localisation

- Anti D.O.S
- Email alert for security events
- Add/manage the blocked numbers
- IP Whitelist and blacklist
- SSL encryption on server
- Encryption at rest: encrypt all local data in mobile app and desktop app
- Add the IP into the blacklist automatically based on the web portal failed authorization times
- Add the IP into the blacklist automatically based on the SIP failed authorization times
- Add the IP into the blacklist automatically based on the IP packets rate
- Add the IP address to the blacklist based on the fake authorization rating.

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Features

- Theme
- Custom logo, favicon
- Custom product name
- Custom vendor name
- Custom links
- Support OS: Windows, Debian, Ubuntu, CentOS
- Docker container deployments
- Cluster deployments
- High Availability for On-Premise and Cloud
- Integrated SBC
- Microsoft 365 integration
- Microsoft Teams Direct Routing
- Dealers (Distributor / Sub-Distributor / Reseller)
- Notifications, ability to configure the types of email notifications that the system sends to users, i.e. new voicemail, miss calls, etc. and to be able to customize and modify the email notification templates
- Facture Access Codes (Dial Codes)

- Custom Feature Access Codes
- Admin can switch to tenant role to manage the tenant's resource and switch back by one click, no need sign out and sign in again
- Configure custom DNS Server
- Configure custom Web domain
- Configure custom SIP domain for each tenant
- Configure custom transport ports
- Multiple transports for SIP Signaling (WSS/TLS/TCP/ UDP)
- Audio call recording
- Video call recording
- Storing into the AWS S3
- Allows pause/resume call recording during the call
- Record the caller and callee voice in separated track(dual track recording)
- Recording Files Management: list/query/download/play in web browser, delete

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Features

- Intercom/ Paging
- Web Management Portal
- IP Phone Auto Provisioning
- Zero Touch Provisioning Phones
- SNOM and Yealink DECT Phones
- Configure the iOS, Android app by scan QR code
- Configure Windows desktop app by scan QR code
- Configure the WebRTC app client by scan QR code
- Event Log Viewer
- Audit Log Viewer
- Integrated the SIP Trace Server
- Integrated the Web Server
- Backup and restore by the snapshot of Virtual Machine or cloud
- VMware / Hyper-V
- Public cloud(AWS, AZURE, GCE, and so on)
- Send extension account config information by email
- RFC3323 Privacy Mechanism

- Congestion Management
- Allow/disallow extension delete his recording files
- Multi calls
- Call Waiting
- CDR
- Custom global office hours
- Custom extension office hours
- Multiple office hours per day
- Custom office hours for the inbound rule
- Custom office hours for outbound rules
- Custom office hours for each IVR DTMF input
- Custom holidays
- Exception route
- Route calls based on the years, months, days, weekdays, time shifts
- Route calls based on the callee status (busy, ready/not ready, offline, no answer within the time specified)

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Features

- Route calls based on the DID and CID
- Route calls based on the DID number range
- Set different route destination for office hours, outside office hours, and holidays
- Disable outbound rule based on the custom office hours or holidays
- Route extension call based on the specified office hours
- Advanced routing based on JSON contents described
- Auto Attendant
- Visual IVR Editor
- Voicemail
- Shared Voicemail
- Call Park and Group Call Park
- Call Pickup
- Group Call Pickup
- Voice Announcement
- Automatic Callback

- Call Hold / Call resume
- Hot Desking
- SIP Header Manipulation
- PRACK
- Early Media
- Attended transfer
- Blind transfer
- MWI
- Ring multiple devices simultaneously
- Pick up the ringing call
- Pick up the held call
- Support connect to the E1/T1 gateway, SIP Trunk, IMS SIP Trunk
- Busy Lamp Field (BLF)
- Configure BLF
- Generate the call reports
- Rich call repots

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Features

- Display status and statics on Web
- Display all components status on Web
- Ring Group
- Group/Call Queue Polling Strategy: Ring Simultaneously
- Group/Call Queue Ring Simultaneously: Prioritized Hunt
- Group/Call Queue Polling Strategy:: Cyclic Hunt
- Group/Call Queue Polling Strategy:: Least Worked Hunt
- Group/Call Queue Polling Strategy:: Paging/Intercom
- Call queue / Call center / Contact center
- Skills-based routing for contact center
- Last Called Agent Routing
- Queue Wallboard
- Monitor the call
- Whisper / Barge-in / Intercept
- Exclusive Agent

- VIP number (Will be answered 1st priority)
- Two levels list of harassment, play alert voice to the caller who in the list
- Abandoned Calls Query
- Queue Manager
- Set multiple extensions queue manager
- Custom queue SLA time
- Provide REST API to set the agent ready or not ready status
- Provide REST API to sign agent in the queue
- Provide REST API to sign out from the queue
- Sign agent in the queue by dial FAC
- Sign agent out from the queue by dial FAC
- Allow/disallow set the agent status to not ready automatically after agent completed a call
- Send alert email to the queue manager when a new abandoned call appears in the queue

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Features

- Send an alert email to the queue manager when the caller in the waiting queue breached SLA time
- Generate various of Contact Center reports
- Last called agent routing
- Custom prompt file and intro prompt file
- Announce Queue position to waiting caller
- Custom the interval for Announce Queue position
- Custom maximum callers waiting in the queue
- Custom the queue SLA time
- Search call recording
- Music On Hold
- Set the music files list for Music On Hold
- Play the music files randomly for Music On Hold
- Action URL for the Auto attendant
- Route the call based on the Action URL result
- Billing based on the called number prefix
- Limited call to national and international if no enough balance

- Billing on tenant
- Billing on user
- User Profile
- User Profile Picture User Group
- Speed dial 8 and speed dial 100
- Publish the extensions events to WebSocket subscriber(register, unregister, start the call, call ringing, call answered, call hangup, call failed, call hold/unhold, presence status)
- Publish CDR to WebSocket subscriber once a call is completed
- Publish the queue status to WebSocket Subscriber
- Send the extension events, CDR events to webhook
- Randomly outbound trunk routes
- Outbound Caller ID
- Outbound Caller ID for user group
- Trunk Based Outbound Caller ID

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Our Clients

Diverse Products, Diverse Needs

PortSIP provides end-to-end communication solutions to small and large companies across various industries. We have ensured maximum client satisfaction through our overall approach.

More than 10,000 customers around the globe trust PortSIP to transform the future of work. Many are increasing efficiency, optimizing productivity, exceeding ROI and enhancing customer experience to deliver on expectations in a connected world.

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About PortSIP

PortSIP delivers all-in-one modern unified communications solutions to service providers, enterprises, and critical infrastructure sectors globally. Clients of PortSIP include HPE, Qualcomm, Agilent, Keysight, CHUBB, Netflix, Nextiva, FPT, Panasonic, Softbank, Telstra, T-Mobile, Siemens, BASF, Queensland Rail, and others. We engage deeply with our customers, helping them modernize their communications for improved competitive positioning and business outcomes in today's smart, always-on, and data-hungry world.

Our innovative, end-to-end solutions portfolio delivers unparalleled scale, performance, and agility, including core-to-edge software-centric solutions, cloud-native offers, leading-edge security, and analytics tools, along with IP networking solutions.