



Elevate Customer Experiences With A Robust Cloud Contact Center

Sangoma delivers end-to-end solutions for every communications need. Sangoma CX, our contact center solution, equips your agents with a complete suite of advanced features, enabling them to exceed customer expectations and boost overall productivity. Stay ahead of evolving customer service trends with superior reliability, flexibility, and functionality.



Take Charge Of Your Calls

Get advanced call routing, call management, real-time monitoring, quality management, analytics, automation powered by AI integrations, and in-depth reporting.



Maximize Reach with Omnichannel

Easily integrate communication channels with Sangoma CX. Meet your customers where they are by chatting via web or social apps, calling, and provide them with a seamless experience.



Manage From Anywhere

Managers and supervisors can manage their contact center from anywhere using our centralized cloud administration portal to manage agents, queues, call routing, and all other functionality and resources.



Monitor, Measure & Alert

Supervisors and managers get real-time dashboards and wallboards with clear and intuitive browser-based displays. View agent and queue metrics and alerts on Talk Time, Calls Waiting, Availability, Waiting Time, Status, and more. Get Call Transcripts with Summary and Sentiment.



Automate with AI

Empower your agents and reduce response times with chatbots*, virtual assistants*, and content generation tools, leaving them with more time to address complex inquiries. Help supervisors easily audit customer interactions with AI-powered speech analytics.

* Google Dialogflow subscription required

The Only Contact Center Solution You Will Ever Need

Providing a seamless customer experience while bolstering security is made possible by Sangoma CX, a comprehensive contact center solution. Equipped with omnichannel capabilities, Sangoma CX boasts HIPAA compliance and enhanced security features like Multi-Factor Authentication. Automate with Interactive Voice Response, AI-powered Chatbots, Virtual Agent Assistants, and Content Generation tools to streamline operations and reach new efficiency levels. Help supervisors easily audit customer interactions with speech analytics.

Queue Features

✓	✓	✓	Customer SAT & NPS (Post Call Surveys)
✓	✓	✓	Five Queue Strategies
✓	✓	✓	Unlimited Queues
✓	✓	✓	Recorded & Synthesized Announcements
✓	✓	✓	Call Recording
	✓	✓	Delegate Agent log-in/out individual Queues
	✓	✓	Skill Based Routing
	✓	✓	Unlimited Queue Groups
	✓	✓	Queue Priority
	✓	✓	Callback Feature
	✓	✓	Dial Out of the Queue
	✓	✓	Wrap-up Timers

Agent Features

✓	✓	✓	Agent Mood
	✓	✓	Call Reasons
	✓	✓	Call Issues
	✓	✓	Contact Management (CRM)

Supervisor Features

✓	✓	✓	Real-time Agent Monitoring
✓	✓	✓	Real-time Queue Call Details
✓	✓	✓	Supervisor Heads Up Display
✓	✓	✓	Listening, Whisper, Barge-in
	✓	✓	Agent Assessment Survey (QA Module)
	✓	✓	SMART Alerts
	✓	✓	Scheduled Reports
		✓	Speech Analytics: Transcript & Sentiment

Channels

✓	✓	✓	Voice
		✓	Digital Channels: WebChat, WhatsApp, Telegram

Integrations

✓	✓	✓	Click-to-Dial Chrome Extension
✓	✓	✓	Salesforce Connector
	+	+	Automated Data Export (paid add-on)

End Points

✓	✓	✓	Secured Web UI for All Features & Users
✓	✓	✓	HIPAA Compliant
✓	✓	✓	WebRTC & Desk Phones
✓	✓	✓	Agent Mobile App
✓	✓	✓	TTY Support
+	+	+	Concurrent Agent Licensing (paid add-on)

Reports

✓	✓	✓	Call History
✓	✓	✓	Calls Volume
✓	✓	✓	Service Rework
✓	✓	✓	ATT & ASA History
✓	✓	✓	Queue Summary
✓	✓	✓	Agent Hold
✓	✓	✓	Agent Activity Timeline
✓	✓	✓	Agents Performance
✓	✓	✓	Agent Answer Rate by Queue
✓	✓	✓	Logon History
✓	✓	✓	Customer Satisfaction
	✓	✓	Traffic Analysis
	✓	✓	Answered x Abandoned x SLA
	✓	✓	Answered x Abandoned x SLA Detailed
	✓	✓	Pause History
	✓	✓	Call Issues
	✓	✓	Call Reasons
	✓	✓	Call Reasons by Agent
	✓	✓	Queue Annual Report
	✓	✓	SMART Alert History
	✓	✓	Complete Pause Report
		✓	Digital Channels: WebChat

Automation

✓	✓	✓	Automated Attendant
	✓	✓	IVR Builder
		✓	AI: Virtual Agent Assistants (Google Dialogflow)
		✓	AI: Chatbot Connector (Google Dialogflow)
		✓	AI: AI Assist for Digital Channels (OpenAI)

Standard **Advanced** Premium

✓ Included + Add-on

3rd Generation IP Phones Brilliantly Designed with Sangoma CX in Mind

Sangoma's line of P-Series phones is designed to deliver the features you need for every user type at a competitive price point. All models include high-definition audio, streamlined plug-and-play deployment, and advanced built-in applications that include voicemail, call log, contacts, phone status, user presence, parking, and more!



P-Series

	P310 & P315 Value Models	P320, P325, P330 Mid-Range Models	P370 Executive Model	PM200 Expansion Module
Display	2.4" 320x240, Color	4.3" 480x272, Color, IPS	7.0" 800x1280, Color, IPS, Touch	4.3" 272x480, Color, IP
Touchscreen	No	No	Yes	No
SIP Accounts	2	P320: 4; P325: 6 P330: 12	16 (using soft-keys)	N/A
Programmable Keys (for Speed Dial/BLF or more SIP accounts)	2	P320: 4 P325: 6 P330: 12	16 (using soft-keys)	2 rows of 10 keys
Virtual Pages of Added Functionality	N/A	P320: N/A P325: 20 P330: 10	Up to 20 features/favorites on screen, with scrolling to 100	20 keys and 3 pages
Ethernet LAN	P310: 100 Mbps P315: Gigabit	Gigabit	Gigabit	N/A
Bluetooth and Built-in Wi-Fi (2.4/5G/802.11n)	No	P320 & P325: No P330: Yes	Yes	N/A
Expansion Module Support	No	P320 & P325: No P330: Yes	Yes	Yes



Choose Sangoma

At Sangoma, we firmly believe in providing every organization with affordable, powerful, and innovative communication solutions. Our goal is to empower businesses to grow, connect, and collaborate in ways they have never experienced before. By deploying these cutting-edge solutions, we aim to unlock new realms of opportunity and success for businesses of all sizes.