



uPBX

Cloud Hosted
Phone System



Internet



Data Networks



SD-WAN



Voice



Colocation



Cloud Services

WHO IS TELAIR?

OUR STORY

Established in 2006, Telair delivers services across the Cloud spectrum, providing cost effective solutions and high speed responses to customer requirements and their emerging needs as the businesses grow.

Telair has been delivering Hosted Voice for over 10 years. In that time, we have provided Hosted Voice to diverse clientele; from small business to large corporates, enterprise and call centres.

**Committed
to delivering
what we promise.**

OUR REASON FOR BEING

Our mission is to be recognised as Australia's most trusted B2B Provider of Connectivity and Cloud Centric Communications solutions, simplifying a complex world.

WHY USE TELAIR uPBX?

- Over 10 years experience in Hosted Voice
- Reliable and secure infrastructure
- National redundancy across multiple points of presence
- Full online web management puts you in control
- Auto provisioning of handsets
- Feature-rich platform
- Fully encrypted call recordings
- State of the art graphical reports and analytics
- QoS on Telair Data connections to prioritise voice traffic
- Customisable on demand (POA)
- API for app integration
- Plus many more!

PIONEER

Lead the way with quality innovative solutions that anticipate and satisfy our customers' needs and desires.

PROMISE

Be committed to delivering excellent customer service by delivering what we promise.

PEOPLE

Be a great place to work where people are inspired to be the best they can be.

PARTNERS

Continually develop a valued network of loyal customers and partners.

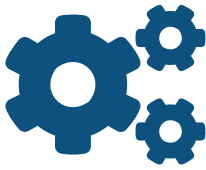
PRIDE

Have pride in everything we do, be passionate about getting it right.

uPBX OVERVIEW

uPBX is a fully functional, feature-rich Hosted Voice system and is always at the cutting edge of technology. With uPBX, you'll get most features included free. You can also gain access to highly innovative and advanced functionality such as our Cloud Dialer and UCme softphone.

uPBX IS...



EASY TO MANAGE

uPBX is super simple to manage. Access all of your system settings through an easy to use portal and make changes as you please.



PLUG & PLAY

Don't get stuck having to configure a handset. uPBX is Plug & Play – this means handsets will auto-provision from the Telair Cloud.



NBN™ READY

Take comfort with knowing uPBX will work seamlessly when making the switch from traditional DSL to a brand new, super fast nbn™ service.



ANALYTICAL

uPBX includes a range of graphical reports which put the competition to shame. See real time stats to help you manage your business, in a nice and easy to view format.



HIGHLY SCALABLE

uPBX is designed to scale with you as your business grows. From a simple 3 user system to a multi-site call centre with over 500 agents, uPBX can handle it all with ease.



RELIABLY DEPENDABLE

uPBX is hosted across multiple servers in multiple Data Centres across the nation, offering you steadfast reliability.

KEY FEATURES

uPBX includes an assortment of features that will make the daily use and management of your phone system a breeze.

We also include these Premium Features at no additional charge, unlike our competitors.



Offices & Users



Call Routing



Day/Night



Holidays



Ring Groups



Call Queues



Valet Parking



Recorded Sounds



Music on Hold



Announcements



Virtual Extensions



Blacklist



Auto-Attendant



Reporting



Call Data



Call Recordings



PBX PORTAL

The PBX Portal is your home for all things uPBX.

Add or change users, configure handsets, set up diversions or just explore the many self-management features available!

Get an overview of what's configured on the system, and deep dive onto extension information, including the IP address each extension is connecting.


Did you know we also have our own Unified Communications Solution called UCme?

Download it here within the portal, it's that simple!


The screenshot displays the Telair PBX Portal interface. At the top, the Telair Pty Ltd logo is visible. The navigation bar includes links for Home, My Services, My Help Desk, My Clients, and My Account. The main content area shows a breadcrumb trail: > all services > Telair Office Demo PBX. There are two buttons: Return To All Services and View Dashboard. Below this is a grid of 18 icons representing different PBX features: Offices & Users, Call Routing, Day/Night, Holidays, Ring Groups, Call Queues, Valet Parking, Recorded Sounds, Music On Hold, Announcements, Virtual Extensions, Blacklist, Auto Attendant, Reporting, Call Data, and Addons. The main content area is titled 'pbx_telairofficedemo' and is divided into two sections. The left section, 'Active Users', shows 'Current Online Users: (16)' and a 'Click for Detailed View' button. Below this is a 'User List' table with columns for extension number, email address, and a 'Reboot' button. The right section, 'Overview', has 'Settings' and 'View Change Log' buttons. It lists various system metrics: Offices (17), Physical Extensions (88), Virtual Extensions (12), Ring Groups (9), Call Queues (9), Softphone Licenses (0), Service Name (pbx_telairofficedemo), Registration Address (telairofficedemo.mycloudpbx.com.au), Service Plan (Hosted PABX), Billing Start Date (01 Dec 2019), and Billing End Date (31 Dec 2019). A 'Friendly Name' field is set to 'Telair Office Demo PBX' with a 'Save' button. Below the screenshot is a blue banner with the 'UCme' logo. Underneath, the text reads 'UCme softphone' and describes it as a software application that provides all the functionality of a desk phone. It is available for Windows, Apple Mac, Android and iPhone/iPad and can be installed on both desktop and mobile with the same MyCloudPBX user to provide mobile access to your office extension from anywhere. UCme Softphone is available for a small monthly fee, by enabling each phone system user for the software from within the "Offices and Users" tab on your hosted phone system. If you have any questions please call us. Below this text is a 'Download Now:' section with four buttons: 'Get it from Microsoft', 'Download on the Mac App Store', 'GET IT ON Google Play', and 'Download on the App Store'. To the right of these buttons is an image showing a desktop monitor, a smartphone, and a tablet, all displaying the UCme interface.

LIVE DASHBOARDS


WIDGETS




Call Queue
Displays the time users are on calls and shows how many users are in-call/available.




Top Users By Call Count
Displays the top users by the number of calls made / received.




Top Users By Inbound Calls
Displays the top users by total incoming calls received.




Top Users By Outbound Calls
Displays the top users by total outgoing calls made.




Top Users By Total Call Duration
Displays users by total time spent on calls.




Top Users By Average Call Duration
Displays users by average time spent on calls.




Day Night Status
Displays the current work period.




Call Queue Members
Displays the queue of users to answer calls.




Busiest Numbers
Displays the most active numbers.



Longest Time to Answer
Displays users with the longest average time to answer calls.



Shortest Time to Answer
Displays users with the shortest average time to answer calls.



Inbound Call Number Details
Displays the number details for inbound calls.

IMPORTANT CALL STATS

TOP USERS BY CALL COUNT

LK	Lucas Karbanowicz (8870)	16
NV	Nick Vecchio (8873)	14
SK	Serena Keefer (8876)	13
AT	Ange Toso (8872)	6
JB	John Borja (8871)	6

TOP USERS BY INBOUND CALLS

LK	Lucas Karbanowicz (8870)	11
JB	John Borja (8871)	4
RT	Ryan Turner (8875)	4
SK	Serena Keefer (8876)	4
KT	Kris Trad (8880)	2

TOP USERS BY OUTBOUND CALLS

NV	Nick Vecchio (8873)	9
SK	Serena Keefer (8876)	9
LK	Lucas Karbanowicz (8870)	4
MA	Michael Anders (8881)	3
AT	Ange Toso (8872)	2

TOP USERS BY TOTAL CALL DURATION

LK	Lucas Karbanowicz (8870)	01:32:20
JB	John Borja (8871)	00:56:42
SK	Serena Keefer (8876)	00:55:39
NV	Nick Vecchio (8873)	00:46:56
CC	Colin Crake (4884)	00:36:27

TOP USERS BY AVERAGE CALL DURATION

LM	Lee Matheson (8885)	00:14:41
CC	Colin Crake (4884)	00:12:09
MA	Michael Anders (8881)	00:11:36
JB	John Borja (8871)	00:09:27
CW	Chris Wells (8874)	00:07:31

LONGEST TIME TO ANSWER

0892734977	00:01:15
0731208892	00:01:07
0892734999	00:00:59
0731208890	00:00:59
0731208887	00:00:36

SHORTEST TIME TO ANSWER

0731208893	00:00:13
0731208857	00:00:24
0731208866	00:01:03
0731208851	00:01:05
0731208870	00:00:03

BUSIEST NUMBERS

0731208890	20
0731208891	9
0892734977	5
0731208887	5
0731208892	4

INBOUND CALL ANSWERING PERFORMANCE

INBOUND CALL ANSWERING PERFORMANCE

81/89 Telair Main Line
0731208800

INBOUND CALL ANSWERING PERFORMANCE

19/25 Technical Support
0731208891

INBOUND CALL ANSWERING PERFORMANCE

28/28 Premium Support
0731208890

INBOUND CALL ANSWERING PERFORMANCE

48/48 MIT Premium Support
0711208891

INBOUND CALL ANSWERING PERFORMANCE

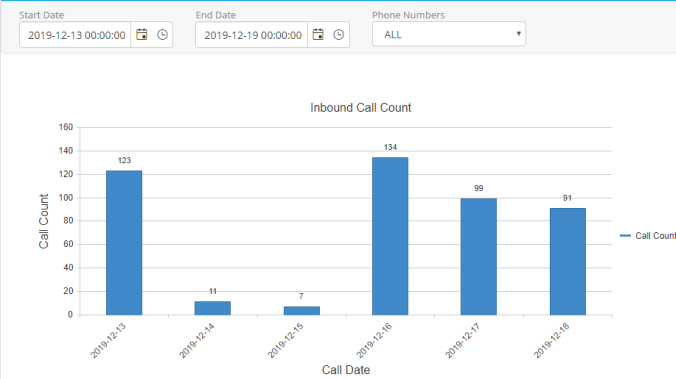
53/58 Sales
0731208828

INBOUND CALL ANSWERING PERFORMANCE

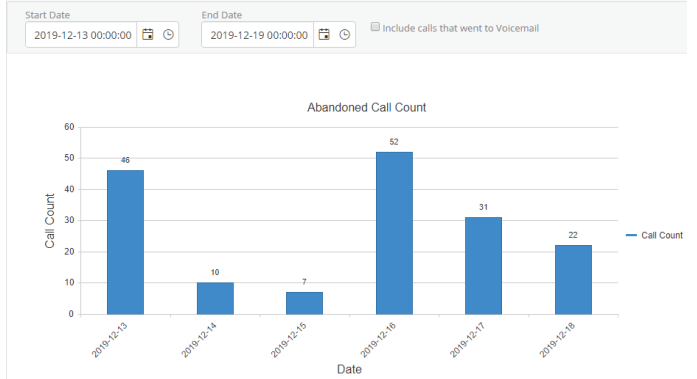
41/45 Channel Partners
0736384848

POWERFUL REPORTS

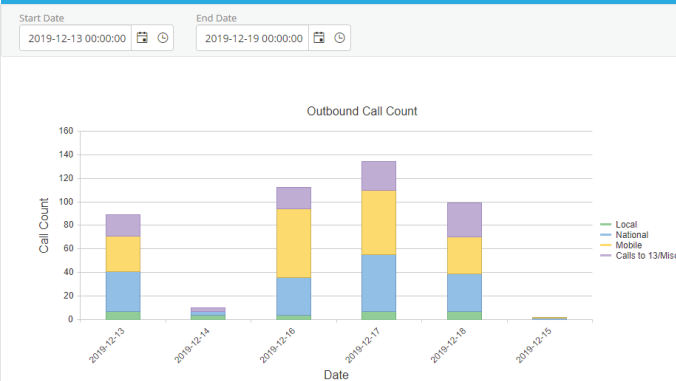
Incoming Calls



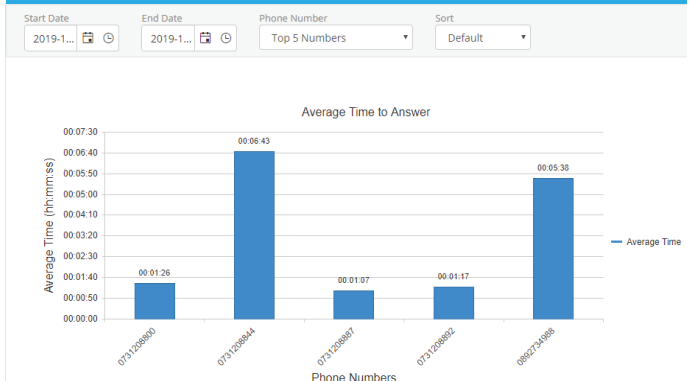
Abandoned Calls



Outbound Calls



Time to Answer



Export Call Records

Start Date: 2019-12-18 00:00:00 | End Date: 2019-12-19 00:00:00 | Phone Number: ALL

[Download CSV](#)

View Call Recordings

Start Date: 2019-12-18 00:00:00 | End Date: 2019-12-19 00:00:00 | Search: | [Get Calls](#)

Origin	Target	Duration	Call Date	Download	Play
8873	1800040488	58	18-12-2019 15:07	Download	Play (***) (***)
04688881111	0731208800	288	18-12-2019 15:07	Download	Play (***) (***)
8873	1800181903	19	18-12-2019 15:06	Download	Play (***) (***)
8873	1300683313	487	18-12-2019 15:06	Download	Play (***) (***)
8872	0417565135	155	18-12-2019 15:01	Download	Play (***) (***)
0357330227	0731208800	8	18-12-2019 15:00	Download	Play (***) (***)
8872	1300788957	546	18-12-2019 14:58	Download	Play (***) (***)
0432721741	0731208800	1418	18-12-2019 14:58	Download	Play (***) (***)

Account Code

General | **Specific Code**

Start Date: 2019-12-01... | End Date: 2019-12-18...

Category	Unit	Cost	Minimum	Flagfall
Local	1 min	0	0	0
National	1 min	0	0	0
Mobile	1 min	0	0	0
International	1 min	0	0	0
Other	1 min	0	0	0

[Save Changes](#)

Excel | [Download Summary Report](#) | [Download Detailed Report](#)

Plus more!

Get all these great reports and many more!

- Active Users
- Total Call Count
- Average Call Duration
- Cost Allocation
- IVR Analysis
- Queue Monitor
- Quality Monitor



Committed to delivering what we promise



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