

Voice

## Spitfire 3CX Cloud

Spitfire's 3CX Cloud delivers a fully featured, enterprise quality, unified communications platform on a simple, per extension, per month, pricing structure.

Scalable and optimised for use in the office, on the road or at home, 3CX Cloud supports flexible and remote working through web-conferencing, presence, softphones, smartphone clients and desktop handsets.



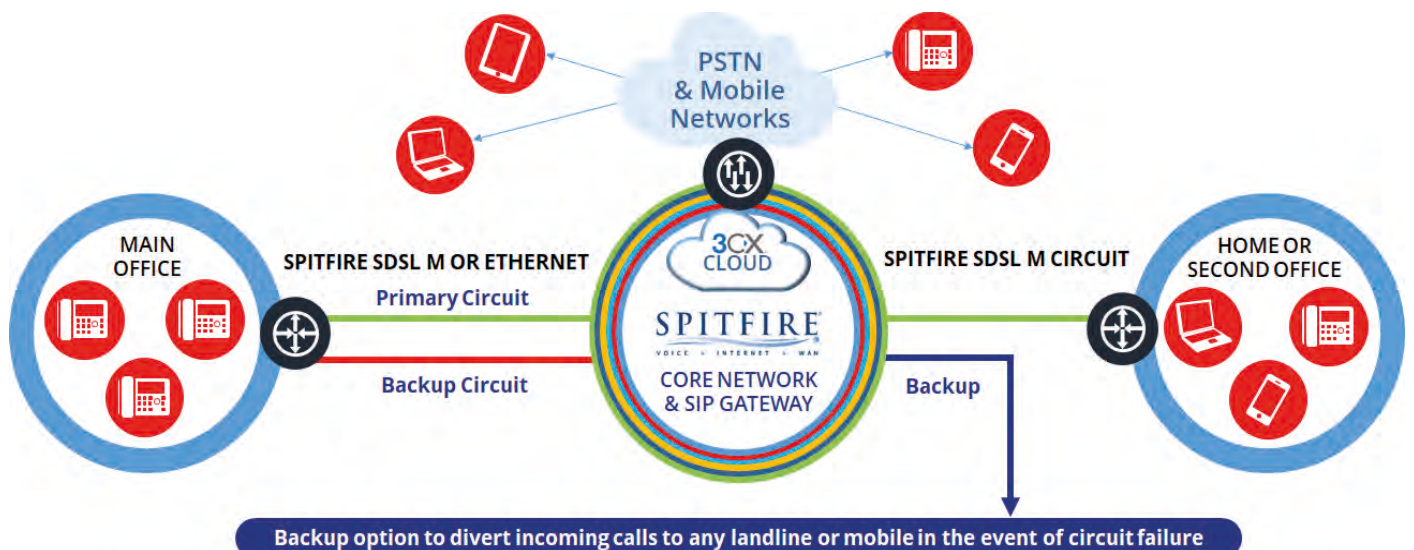
Macaw Parrot  
[Ara Macao]

*Parrots are capable of amassing vocabularies of up to 1000 words or more, and using the words that they learn to speak in context. Spitfire's 3CX Cloud - a complete Unified Communications system, intelligently applied with lower costs.*

### How does it work?

At the heart of the Spitfire 3CX Cloud service is the Spitfire SIP network. A network dedicated to SIP voice traffic, isolated from the public internet and directly connected to the traditional PSTN telephony network. When combined with a Spitfire voice approved Ethernet or Broadband circuit, call quality from the handset to the PSTN network can be ensured at all times.

Spitfire 3CX Cloud uses Spitfire SIP trunks - included at no extra cost within the monthly extension rental charge - providing low cost phone calls and eliminating the need for traditional on-premise analogue or ISDN phone lines. Spitfire is the only UK based 3CX partner able to offer 3CX as a Cloud solution, delivered from our own dedicated SIP network with on-net SIP Trunks.



## Key Features

With Spitfire 3CX Cloud, each customer benefits from a dedicated instance of the feature-rich 3CX Cloud Phone System application. All features are available within a simple monthly subscription.

### Voice quality ensured, by design.

We understand that poor voice quality is not acceptable for a business telephony system, and quality can only be ensured with appropriate connectivity. Spitfire 3CX Cloud connects directly to the telephony network, utilising Spitfire's SIP network, while Spitfire Ethernet and Voice Approved Broadband circuits are recommended for connectivity to the customer premises. By using these components, the public internet is avoided and Quality of Service (QoS) is ensured from the customer premise to the PSTN telephony network.

### Flexibility and scalability

By its nature, Spitfire's 3CX Cloud provides full flexibility and scalability. Extensions are not restricted to a physical location, so a single 3CX Cloud can be used by staff who are spread across multiple locations - or indeed at home or connected by Wi-Fi. By using the 3CX Softphone app on smartphones, tablets, PCs or Macs, the phone system can be utilised from wherever your staff need to work from.

A mobile user with an internet connection will simply work as if they were at their desk, with the added benefit of calls to other extensions being free - so no more diversion charges for home or remote workers. As your business grows, simply add another extension and connect a softphone or handset. No need for additional server hardware or licenses.



#### FULL IP PBX FEATURES

- Fully customisable Interactive Voice Response (IVR)
- Digital receptionist
- Call queues
- Hunt groups
- Automatic routing
- Voicemail and voicemail to email



#### UNIFIED COMMUNICATIONS FEATURES

- Integrated user presence
- Instant messaging
- Video webmeeting
- Conference call bridge



#### MANAGEMENT FEATURES

- Call reporting
- Call recording (MiFID II Compliant)
- Time based routing
- Granular security
- Delegated administration privileges
- Users readily added or removed
- Customer administration option



#### ACCESSIBILITY FEATURES

- Support for a wide range of SIP handsets
- Free softphone client for Windows and Mac
- Free softphone App for Apple IOS and Android
- Remote extensions and WiFi support



**Contact your Spitfire Account Manager to learn more about 3CX Cloud and Spitfire MPLS**

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Innovative • Flexible • Reliable • Supportive • Cost Effective