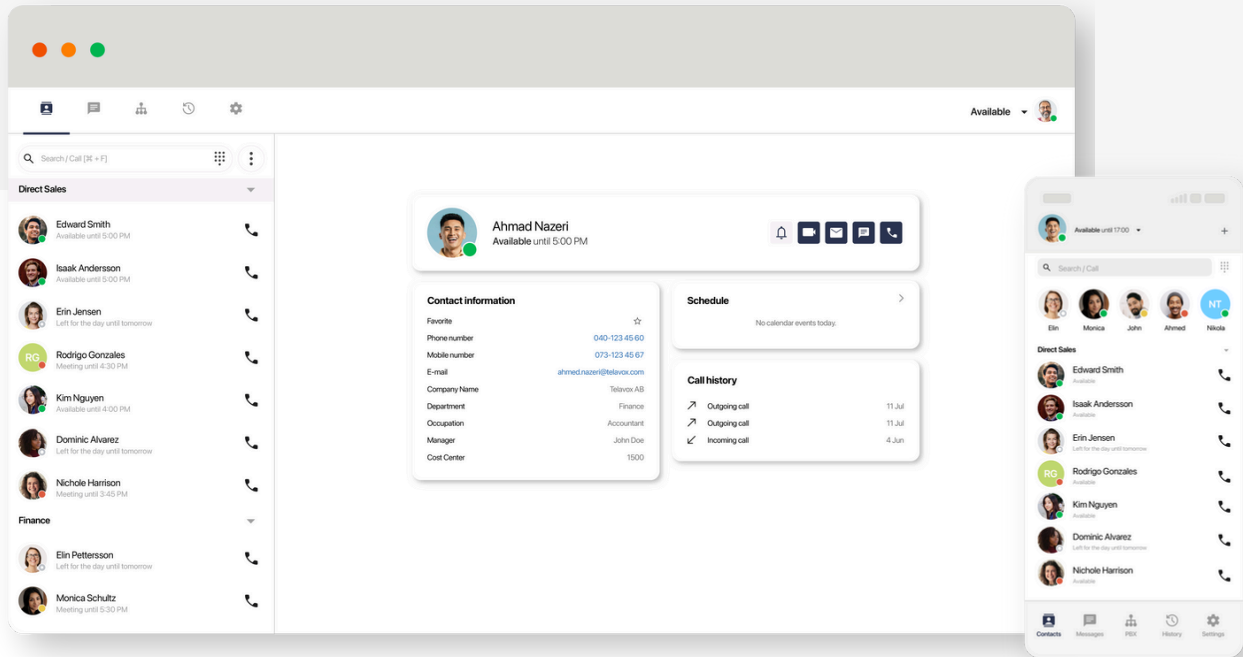




# Softphone and mobile application

Access telephony features using your browser, desktop or mobile app



## One interface, many platforms

Use Flex on whichever platform you choose. Enjoy the same user experience on browser, desktop or mobile.

Access the mobile application via the Apple App Store or Google Play.

## Features

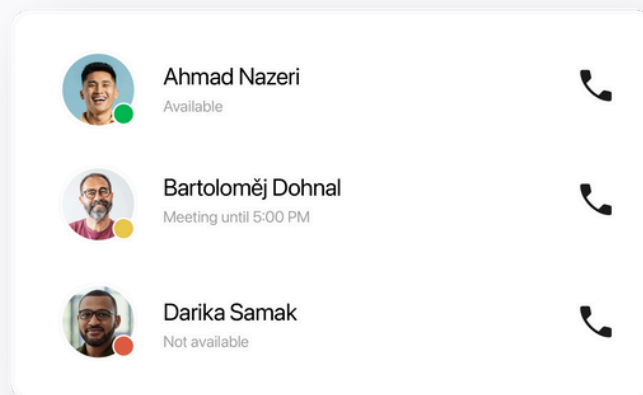
- Chat.
- Send text messages (fixed or mobile).
- Make, receive and forward calls.
- Access your contacts' and colleagues' profiles and availability.
- Create conference calls.
- Create queue systems with real-time statistics.
- Access all PBX services.



## Contacts & colleagues

### View your contacts' profiles and availability

See at a glance which of your contacts and colleagues are available.



### Sync your availability

Synchronise your contacts, calendar and working hours with your Google or Microsoft account. Automatically show when you are busy in a meeting or finished for the day.

### Customise profiles

Create your own profiles and customise which communication you can receive. Customise profiles to permit only internal or external calls, or decline all calls when you need to focus.





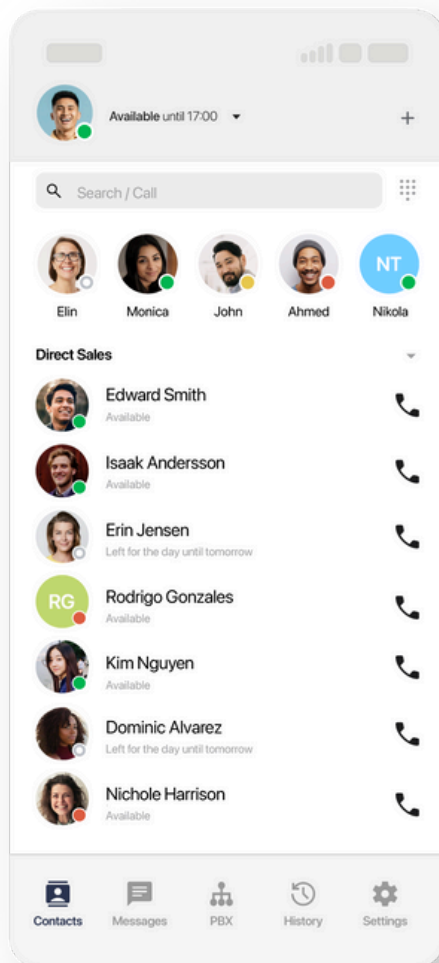
# Messaging

## Private or group chat

Chat message one-to-one or with larger groups.

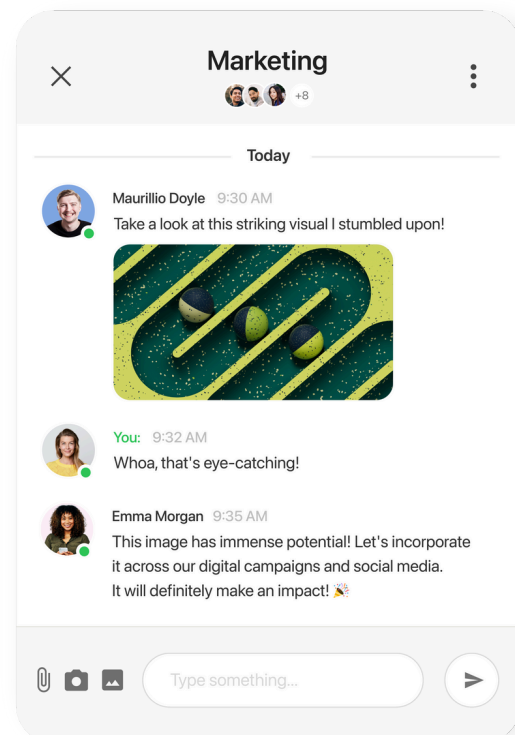
## Turn a chat into a call

Need to discuss things in more detail? You can instantly create a conference call with the chat members.



## Public chat rooms

Create public rooms based on topics for anyone in the company to join.





# PBX services

## Distribute calls

Distribute incoming calls to different queues based on a pre-defined strategy.

## Full queue management

Easily log in and out of queues manually, or based on your availability.

## Call forwarding and transferring

Direct calls into queues or to a specific colleague. Use blind transfer to transfer the call directly, or attended to speak to the recipient first.

## View statistics

See real-time statistics for specific queues or individual queue members.

