



# P-Series Cloud Edition Solution Brief

Accelerate Time to Market & Jump Start Revenue  
Growth



# Why Cloud PBX & Unified Communications



Numbers Don't Lie

Cloud

90%

New businesses that switch to cloud-based hosted VoIP can cut initial start-up costs by up to 90%.

Remote Working

80%

80% of the global workforce has already spent time working away from a desk each day.

Mobility

74%

74% of employees use mobile app for business calls with VoIP service. It is projected that there will be 3 billion mobile users of VoIP by 2021.

UC

32

Having unified communications help employees save an average of 32 call minutes per day.

# These businesses may find Cloud PBX a perfect fit



- Businesses short of IT staff and avoiding maintaining PBX equipment
- Seasonal businesses with fluctuating communications needs
- Companies operating at multiple sites
- Rapidly growing start-ups with unpredictable future capacity needs
- Businesses having a number of teleworkers and remote employees
- Companies lacking traditional office space

# High Scalability for Future Expansion

Easily add new users and expand the system as business grows

Particularly  
beneficial to  
these scenarios



Planning a move



Having seasonal staffing requirements



Supporting temporary staff



Pursuing a growth goals or geographic expansion

# Unifying Multiple Locations

- Connecting the headquarter, branches, remote offices, and a handful of teleworkers under a single cloud phone system
- Giving geographically dispersed employees the same features and continuity
- Realizing direct transfers and extension-dialing between multiple business locations
- Removing the need for IT professionals to manage communications systems at each site



# P-Series Cloud Edition



**P**-Series Phone System provides a Cloud Edition to help today's increasingly dispersed organizations stay connected and engaged. With both business customers and service providers in mind, it strikes the perfect balance between offering best-of-breed UCaaS and easing deployment and operation complexity.



# A full-featured Cloud PBX & UC solution



# Powerful Features & Flexible Plans

|                                      | Enterprise Plan | Ultimate Plan |
|--------------------------------------|-----------------|---------------|
| Standard PBX Features                | ✓               | ✓             |
| Team Chat                            | ✓               | ✓             |
| Remote Access Service*               | ✓               | ✓             |
| Remote SIP Service*                  | ✓               | ✓             |
| Call Center                          | ✓               | ✓             |
| Omnichannel Messaging                | ✓               | ✓             |
| Phonebooks                           | ✓               | ✓             |
| Call Accounting                      | ✓               | ✓             |
| Voicemail Announcement               | ✓               | ✓             |
| CRM and Helpdesk Integration         | ✓               | ✓             |
| Microsoft 365 Integration            | ✓               | ✓             |
| API                                  | ✓               | ✓             |
| Windows Active Directory Integration |                 | ✓             |
| Video Call                           |                 | ✓             |
| Video Conferencing                   |                 | ✓             |
| Linkus SDK                           |                 | ✓             |

# More Features at a Glance

## Telephony Features

- Call Forwarding
- Call Transfer (Attended/Blind)
- Call Monitoring (Listen/Whisper/Barge-in)
- Call Parking
- Call Pickup
- Call Waiting
- Call Flip/Switch
- Call Merge
- IVR
- Queue
- Priority Queue
- Queue Missed Call Disposition
- Ring Group
- Paging & Intercom
- Conference Rooms
- CDR & Basic Reports
- Dial by Name
- AutoCLIP
- Caller ID
- CID-based & DID-based Call Routing
- DID (Direct Inward Dialing)
- DND (Do Not Disturb)
- DOD (Direct Outward Dialing)
- DNIS

## Business Features

- Call Recording
- Call Allow/Block List
- BLF Support
- Business Hours & Holidays
- Busy Camp-on
- Boss-Secretary
- Custom Prompts
- Distinctive Ringtone
- Music on Hold
- MOH Playlist & Streaming
- T.38 Fax
- Fax to Email
- Voicemail
- Group Voicemail
- Voicemail to Email
- LDAP Server
- PIN List
- Speed Dial
- Emergency Number
- Emergency Notifications
- IP Phone Concurrent Registrations
- Operator Panel
  - Monitor Call Status
  - Monitor Presence Status (Extension, Ring Group, Queue, Parking Slot)
  - Drag & Drop to Dispatch Call
  - Advanced Call Control

## Administration & Security

### Administration

- Web-based GUI
- Dashboard
- Auto Provisioning
- User Role & Permission
- Extension Group & Organization
- Bulk Import & Export (Extension, Trunks, Route, Contacts)
- Operation Logs
- Event Logs & Notifications
- Backup and Restore
- Troubleshooting
- Built-in SMTP Server
- AMI (Asterisk Manager Interface)
- Network Drive
- SNMP Support

### Security

- SRTP & TLS Call Encryption
- Auto & Static Defense
- Global Anti-hacking IP Blocklist
- Certificates
- Password Policy Enforcement
- Two-factor Authentication
- Allowed Country IP's & Codes
- Outbound Call Frequency Restriction

## Unified Communications

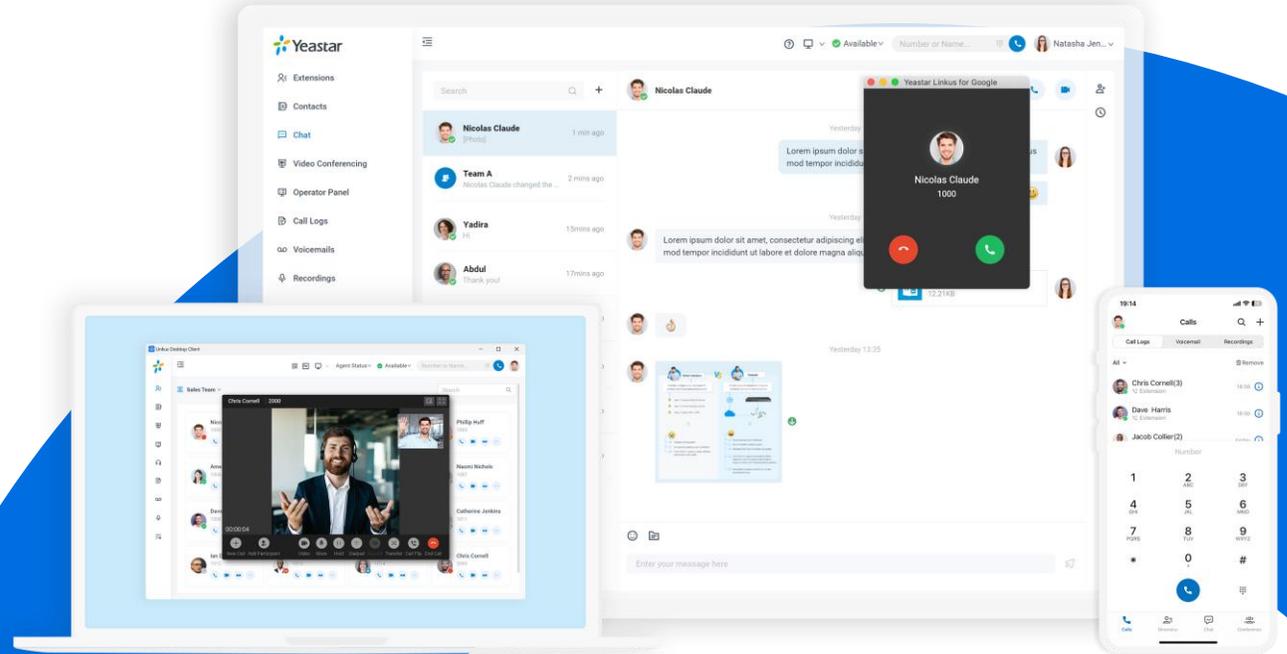
- Linkus UC Clients
  - Web Client
  - Mobile Client (iOS & Android)
  - Desktop Client (Windows & MacOS)
  - Google Chrome Extension
  - WebRTC Audio Call
  - Function Keys on Web Client
  - Hotkeys on Desktop Client
- Presence
- Personal and Company Contacts
- Audio Conferencing
- CTI on Desktop Client
- Door Phone Video Preview on Web & Desktop Client
- Voicemail
  - Voicemail Transcription
  - Group Voicemail
  - Voicemail to Email
- Pop-up URL
- Microsoft Teams Integration (via Call2Teams)
- Headset Integration

# Linkus UC Clients



Stay Connected Anywhere Anytime

- Single phone number, universal directory, enterprise telephony, reduced call costs
- Same calling experience from browsers, mobiles, and desktops
- Check colleague's presence and availability, and chat with them for efficient collaboration
- Work from anywhere quickly and securely, and stay engaged and productive



# Linkus Web Client



Combine calling, meeting, collaboration, and more in one place.



## Calling

Make and receive calls directly through the web browser anywhere anytime.



## Meeting

Bring teams and customers closer together no matter where they are.



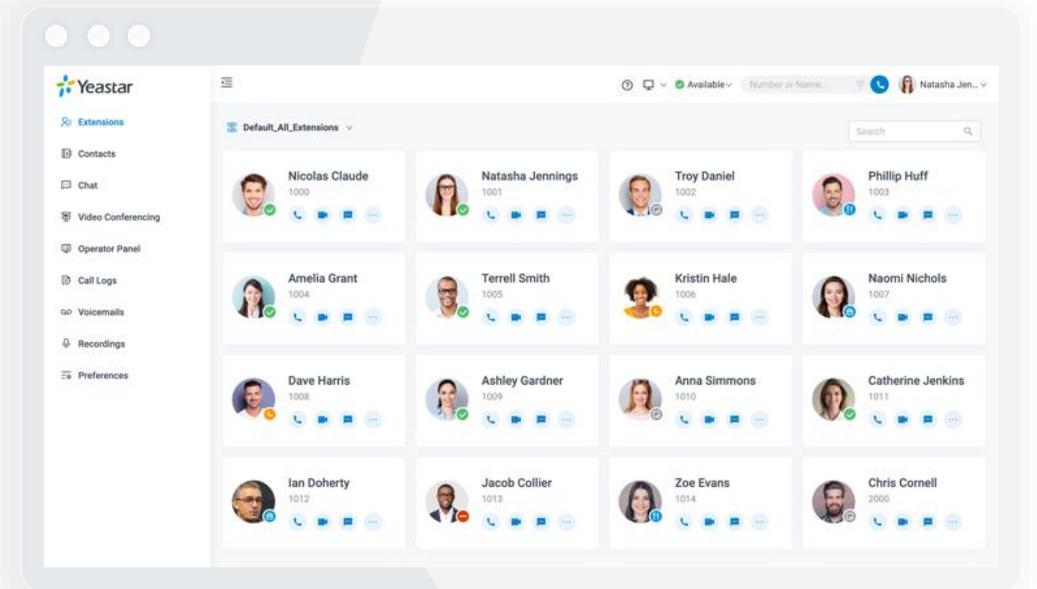
## Work from Anywhere

Stay connected anywhere with secure and hassle-free remote access.



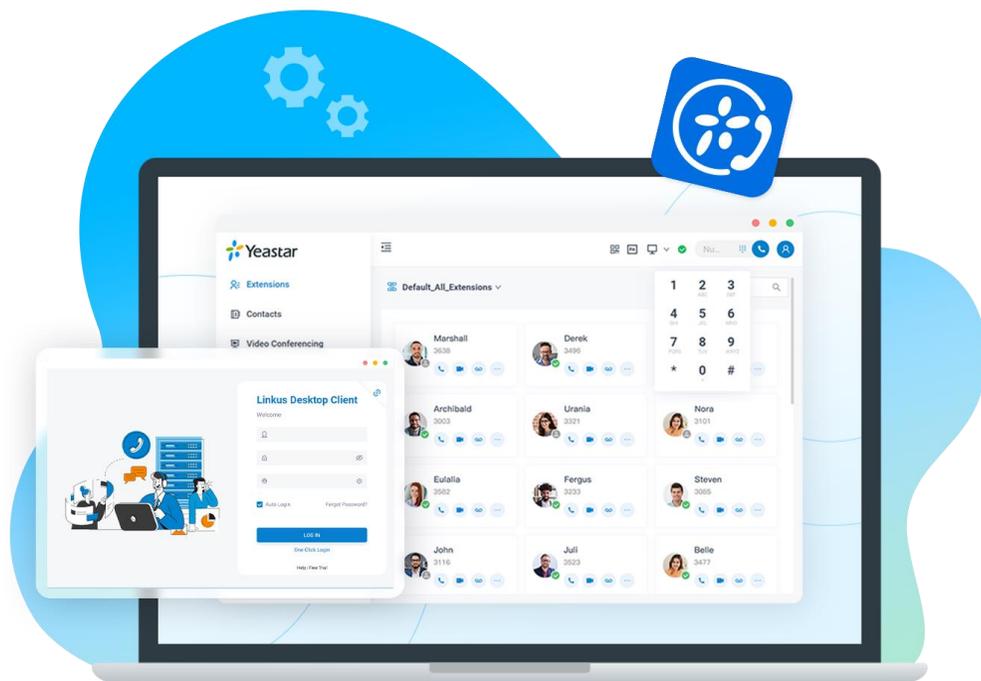
## The Right Set of UC Features

Instant messaging, enterprise & personal contacts, presence, voicemail, call history, operator panel...



# Linkus Desktop Client

All Communications in One App



- Available for Windows and MacOS
- Easily make and receive calls in one place
- Personalized functions keys and forwarding rules
- Presence and contacts synchronization across Linkus UC Clients
- Support CTI to control the IP phone
- Integrate with your existing applications: Outlook, Microsoft Teams

# Yeastar Linkus for Google



Manage your office calls easily and never miss a call with the chrome extension

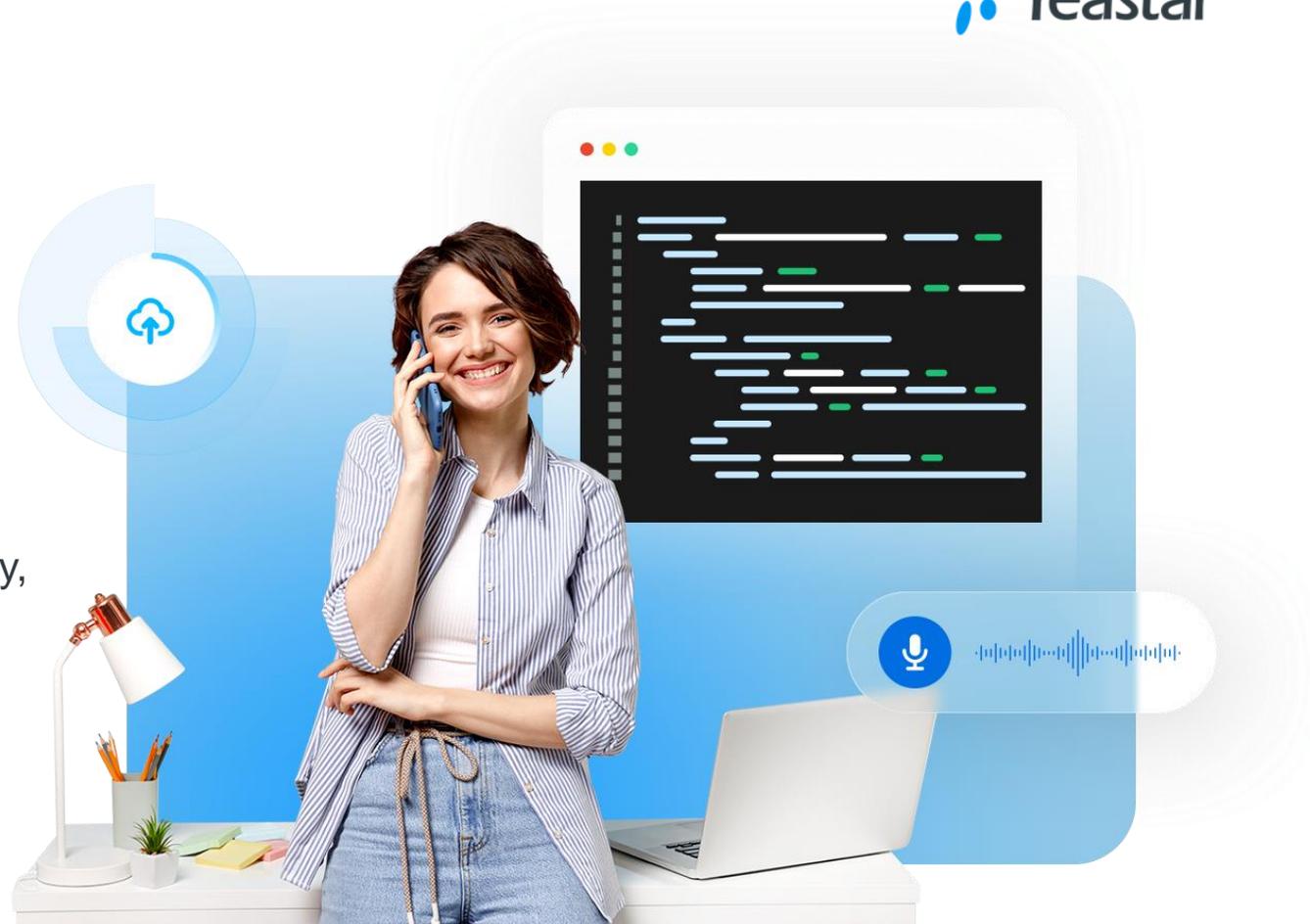


- Receive incoming call pop-up even when the browser is closed
- Easy dialpad and PBX-integrated contact search & auto-matching
- Web-based audio/video calls, call transfer, hold, mute, record, CTI, etc.
- Click and dial phone numbers available on any web pages, including web-based CRMs
- Notifications for new voicemails and missed calls
- Switch Extension Presence to Available, Away, Do Not Disturb, etc.

# P-Series Linkus SDK



- Integrate voice calling to any application easily
  - Web/Browser SDK
  - Mobile SDKs: Android, iOS
  - Desktop SDKs: Windows, MacOS
- Feature-rich voice experience within your app
  - HD Calling, Call Control, Call Recording, Call History, Notifications, and more features.
- Rich, programmable code samples and UI
- Secure authentication with tokens
- Faster and standardized development





# Linkus Mobile Client Video Call



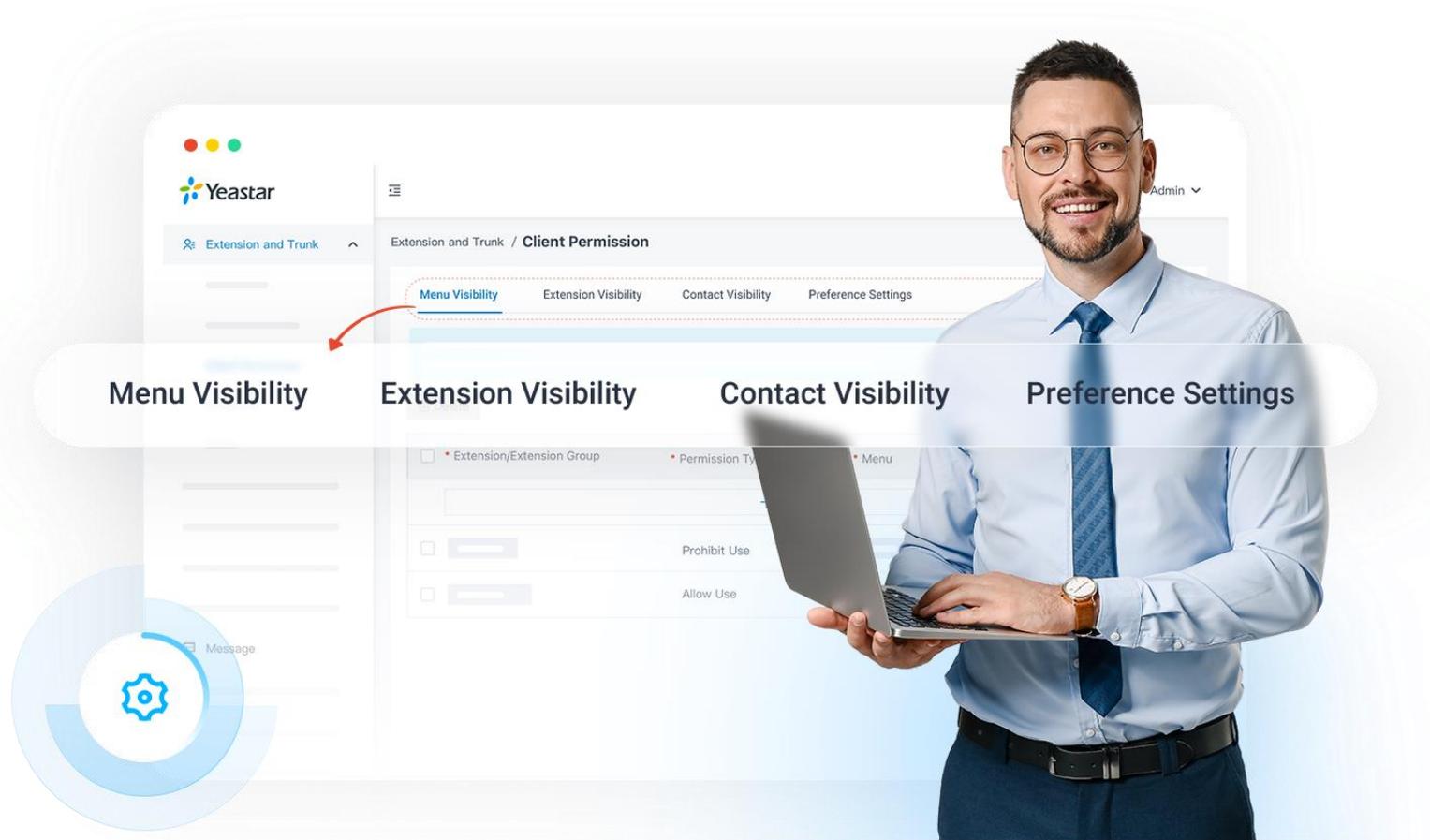
- Initiate a video call right from your Linkus Mobile Client (iOS)
- Receive video calls with real-time push notifications
- Switch a voice call to video call by one tap
- Support on Android client coming soon



# Linkus Client Permissions



- Control who can access which functions on Linkus UC Clients—extension directory, contacts, messaging, and more.
- Only allow function access to those who need it.



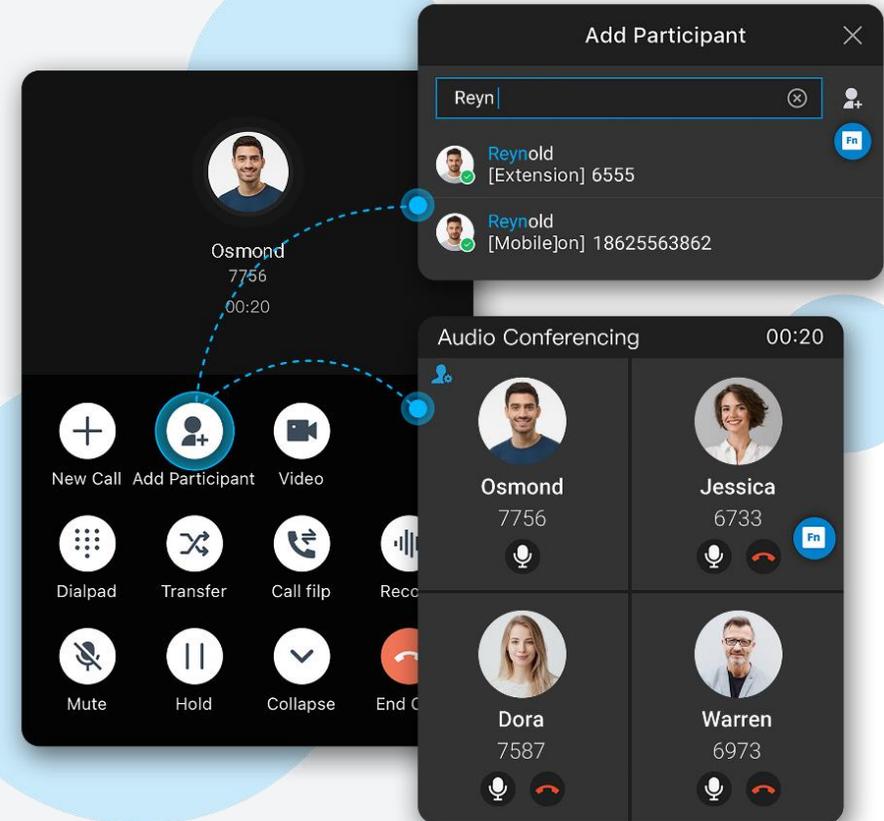


# Linkus Web Client Audio Conferencing



Start an instant meeting during a call

- Initiate audio conferencing during the phone call without leaving the conversation
- Invite any member, including internal colleagues and external participants
- Max. 9 participants in one audio conferencing
- Control the audio conferencing such as mute/unmute, members add/delete, and recording enable/disable with a few clicks



# Every SME Needs a Call Center Solution



P-Series Phone System tightly integrates call center and unified communications capability to put everything you need on a single, integrated system to impress your customer, empower your agents, and elevate your business.

## Practical Features

- Automatic call distribution
- Agent & supervisor portal
- Priority queue & queue callback
- Missed call disposition
- Wallboard & SLA monitoring
- Advanced queue & agent reports



## Benefits

- Improve inbound call center productivity
- Real-time queue performance & statistics
- Instantly control queue calls
- Boost customer experience



# Wallboard & Queue Panel



Customer Service [6406] Today

Agent Status Available Amelia Grant

**2**  
WAITING CALLS

**5/5**  
AGENTS LOGGED IN

**88.8...**  
ANSWERED RATE

**00:00:26**  
AVERAGE WAITING TIME

**00:04:25**  
AVERAGE TALKING TIME

**00:01:20**  
MAX WAITING TIME

**0**  
AVAILABLE AGENTS

**3.70%**  
MISSED RATE

**1**  
MISSED CALLS

**24**  
ANSWERED CALLS

**5**  
ACTIVE CALLS

**7.41%**  
ABANDON RATE

**2**  
ABANDONED CALLS

**27**  
TOTAL CALLS

**85.16%**  
SLA

**12:18**  
08/31/2020

**Mon.**

Customer Service [6406] Today

Agent Status Available Amelia Grant

**85.16%**  
SLA

**24**  
Answered Calls

**2**  
Abandoned Calls

**1**  
Missed Calls

**00:01:20**  
Max Waiting Time

**00:00:26**  
Average Waiting Time

**00:04:25**  
Average Talking Time

**Waiting Calls (0)**

| Caller     | Callee                  | Status  | Time     | Details                     |
|------------|-------------------------|---------|----------|-----------------------------|
| 9347302234 | Customer Service [6406] | Waiting | 00:00:16 | External, Waiting in Que... |
| 3829002482 | Customer Service [6406] | Waiting | 00:00:18 | External, Waiting in Que... |

**Active Calls (5)**

| Caller     | Callee               | Status  | Time     | Details  |
|------------|----------------------|---------|----------|----------|
| 4609027806 | Carlos Mendez [1007] | Talking | 00:02:49 | External |
| 5302119744 | Maria Douglas [1008] | Talking | 00:03:18 | External |
| 2249901278 | Rafael Reid [1001]   | Talking | 00:03:47 | External |
| 9492023450 | Sarah Blaese [1002]  | Talking | 00:04:33 | External |
| 7928343909 | Ashley Miller [1003] | Talking | 00:04:53 | External |

**Agent Login (5/5)**

**Carlos Mendez**  
1007  
Static Agents

3 Answered 0 Missed 24:19 Total Talks

**Maria Douglas**  
1008  
Static Agents

5 Answered 1 Missed 26:30 Total Talks

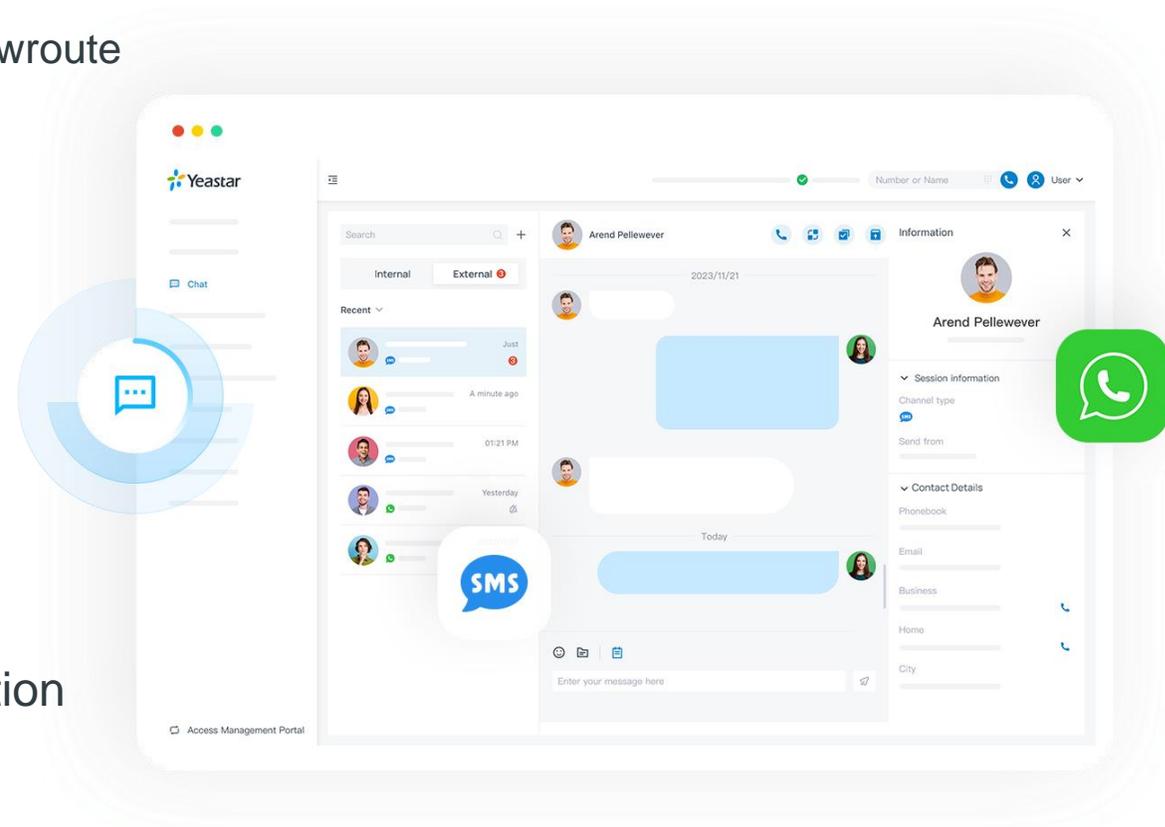
**Rafael Reid**  
1001  
Logged in 08/31/2020

3 Answered 0 Missed 14:54 Total Talks

# Omnichannel Messaging



- Send, receive, and manage all your messages in one place
  - SMS & MMS Support: Twilio, Telnyx, Bandwidth, and Flowroute
  - Social Media: WhatsApp Business Platform
- Automatic contacts matching
- Message to queue & chat transfer
- Elevate chats to calls in one click
- Comprehensive chat logs
- Total messages sent/received statistics per channel
- Unlimited SMS trunks & WhatsApp accounts integration





# Integrated Video Conferencing Solution



Empower your work-from-anywhere teams with engaging collaboration experience



## Remote Teams

Online meetings keep staff working from different locations collaborative and on the same page.



## Natural Conversation

A humane way to communicate with nonverbal cues, quickly reach mutual understandings, and achieve faster actions.



## Beyond Your Organization

Instead of a sense of distance, virtually meet with external participants, whether your customers, or other peers.



# Take advantage of video conferencing



## Get started in seconds

Initiate an instant or planned meeting and share the meeting link.



## Participate via links

Click to participate in video conferences right on the web browser.



## Stay Interactive

Simultaneously share your screen to all participants and chat with others instantly.



## Stay in Control

Host can password protect the meeting, mute participants, and remove one.



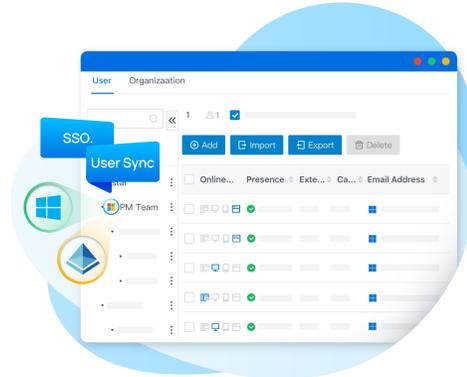




# Integrate with CRM, Outlook, Directory, etc.



Do more by combing the power of different platforms



- Click-to-call
- Call pop-up
- Call journaling
- Contacts synchronization
- Creating new contacts

- User synchronization
- OU/Group synchronization
- Single Sign-on (SSO)
- Auto updates of user information
- Auto assignment of extensions

### API support for:

- PBX configuration
- Call control
- UACSTA call control
- Event notification
- Hotel PMS, and more



# CRM Integration



Click to call



Call Popup



Contact Synchronization



Call Journaling



Create New Contact for Unknown Caller

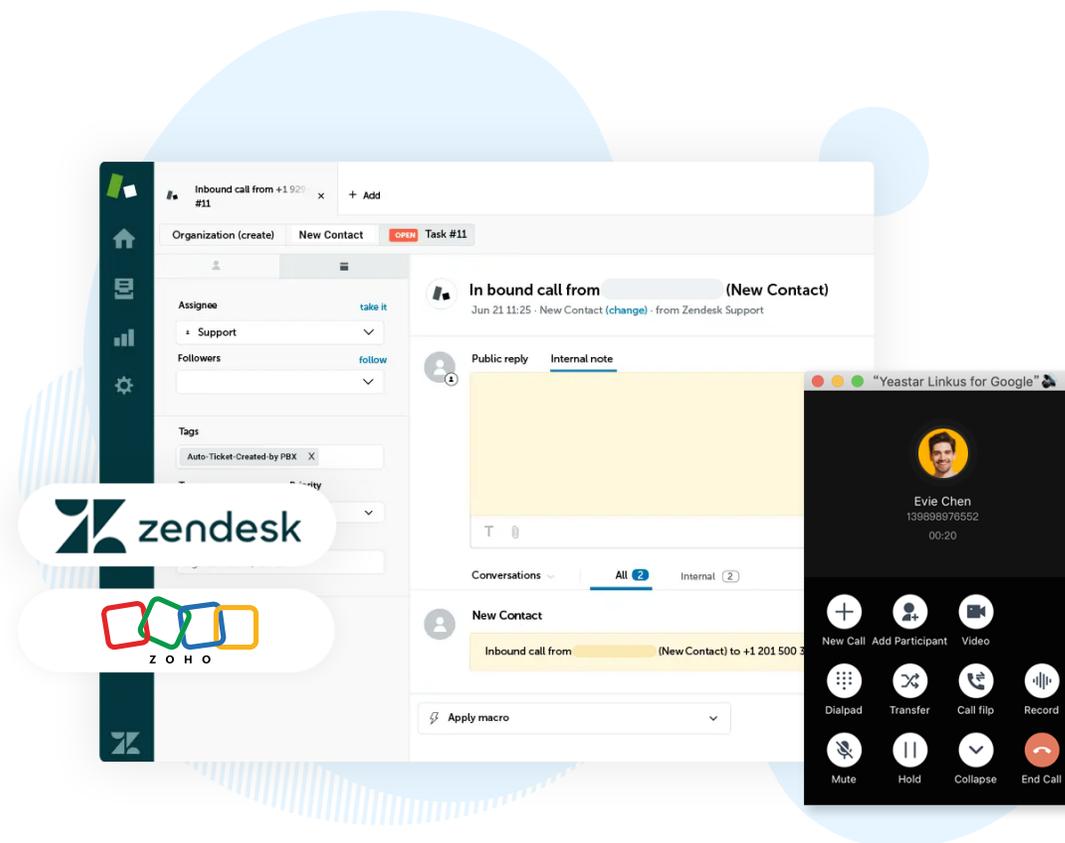


# Helpdesk Integration



Close support tickets faster with call automation for your helpdesk system.

- Sync Helpdesk Contacts
- Create New Contacts
- Create New Ticket
- Call Journaling
- Click to call
- Call Pop-up

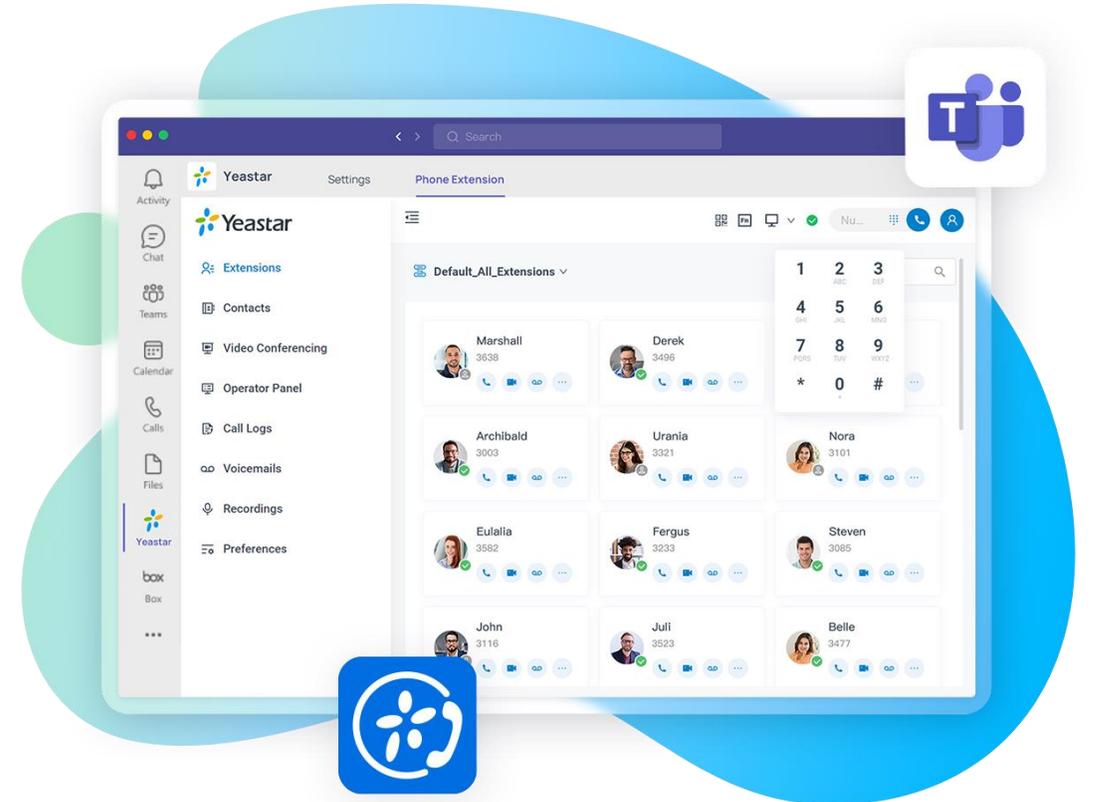


# Microsoft Teams Integration

Free embedded App with no extra charges



- Seamless calling experience from Linkus Desktop Client
- Keep your original Teams using habits
- A fully-featured PBX within your Teams app
- Hassle-free installation and maintenance
- Start from Microsoft 365 Business Basic, don't need a Teams calling license



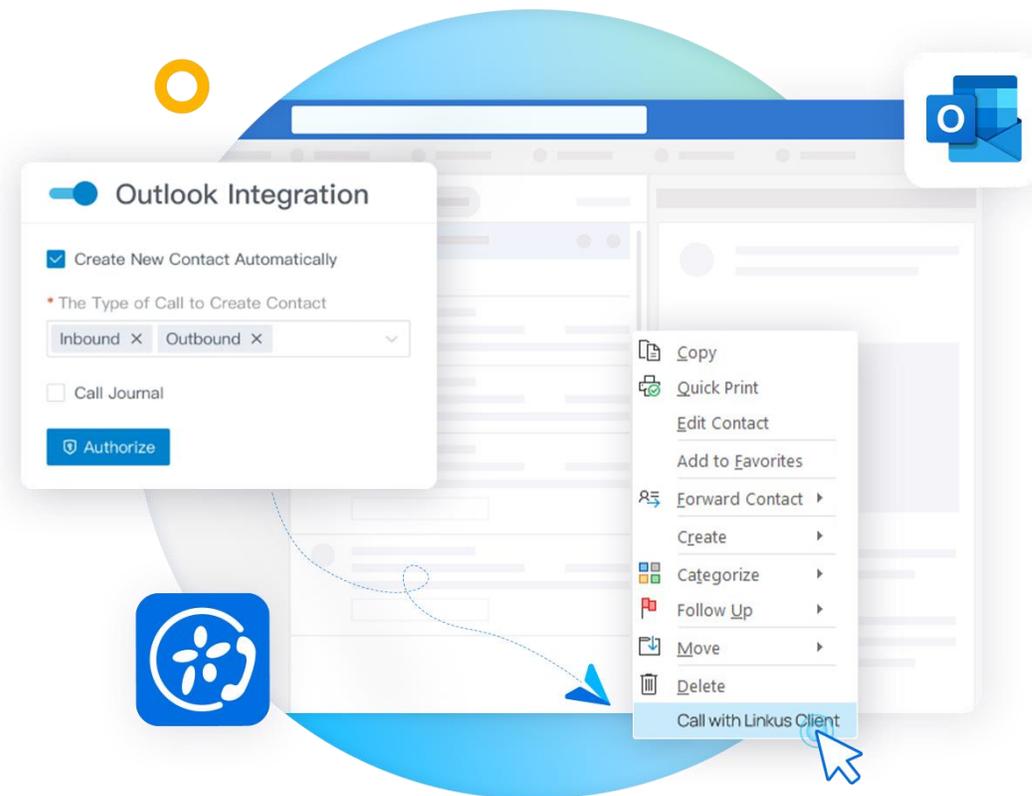
# Outlook Integration Add-in



- Click to call from Outlook contact list or mailbox
- Outlook contacts incoming calls automatically popup
- Call Journaling saved to Outlook contacts' notes
- Create New Contact for Unknown Caller

## *Outlook Integration Notes:*

- *Outlook PC Edition: Outlook 2016 and above*
- *Windows Edition: Win10/Win11*





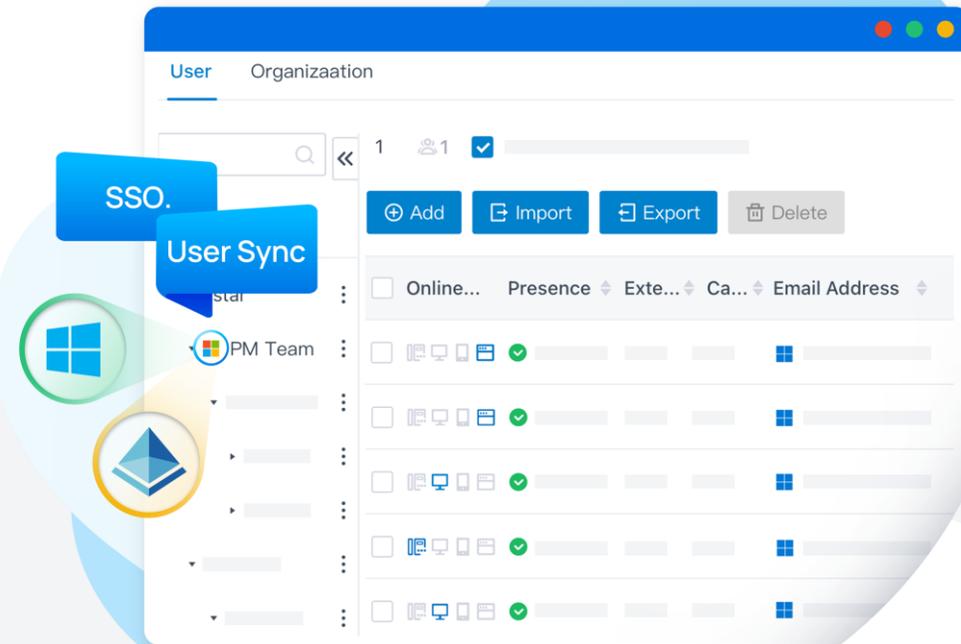
# Integrate PBX with Microsoft Directory Service



Microsoft 365 Azure AD

Sync users, contacts, and Teams status across the platforms and allows users to log into their Linkus UC Clients by Microsoft account.

- User Synchronization
- Single Sign-on (SSO)
- Group Synchronization
- Personal & Shared Mailbox Contacts Synchronization
- Synchronize Teams Status to Extension Presence

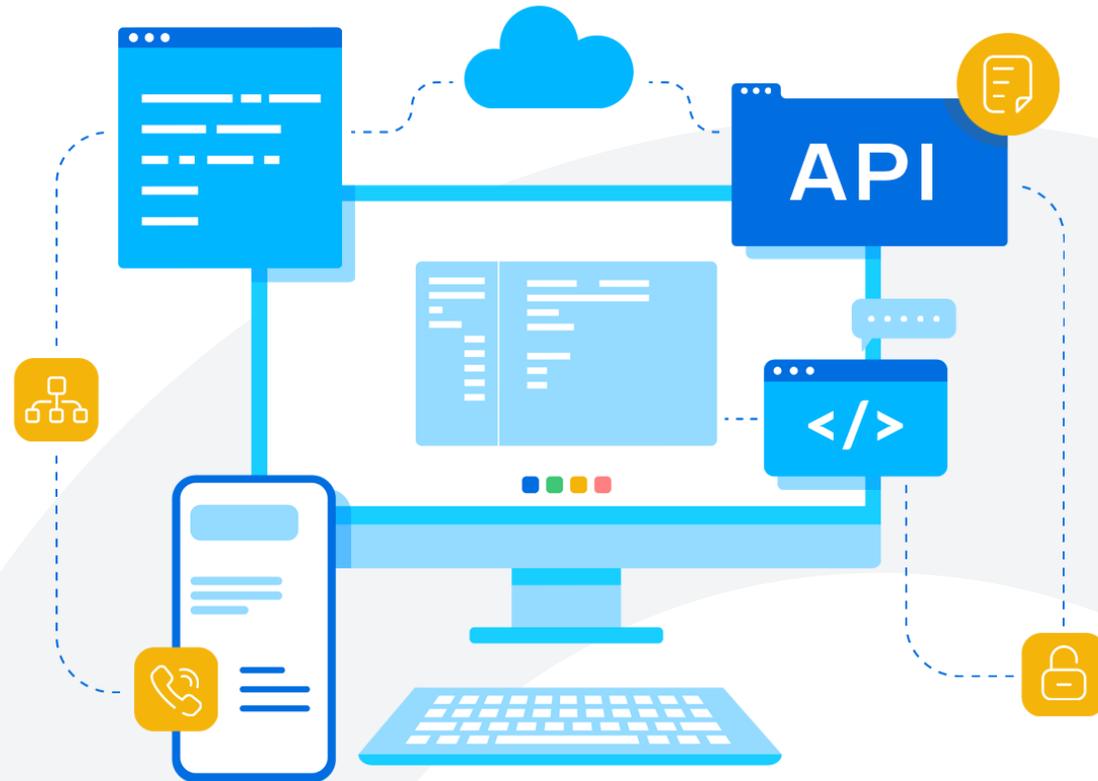




# API Interfaces

## Supported Interfaces:

- PBX Configuration
- Call Control
- UACSTA Call Control
- Event Notification
- Hotel API Updated

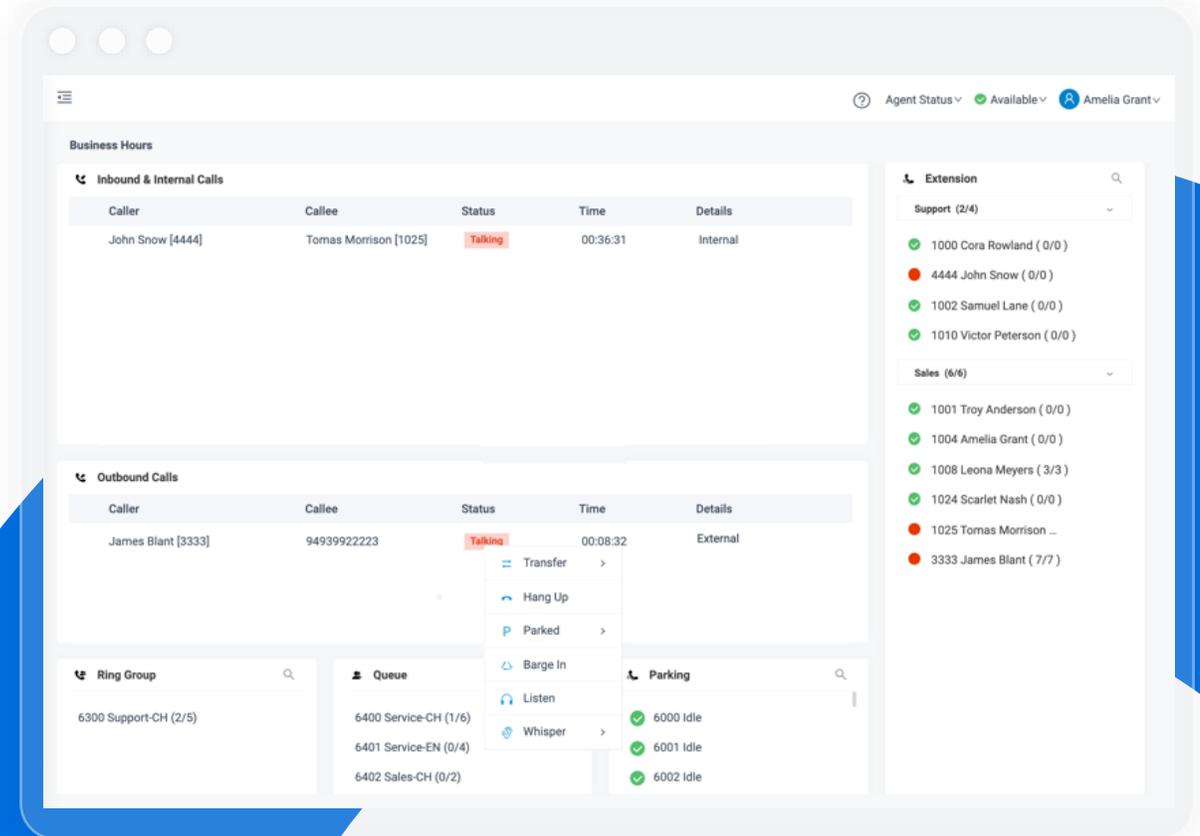


# Operator Panel

Gain Complete Control of the Call Flows



- Intuitive and visualized web-based console
- Manage incoming calls based on the real-time availability of employees.
- Drag and drop on the panel to dispatch calls to extensions, ring groups, and queues
- Click to transfer, park, pick up, hang up, monitor, etc.



# Call Flip & Call Switch

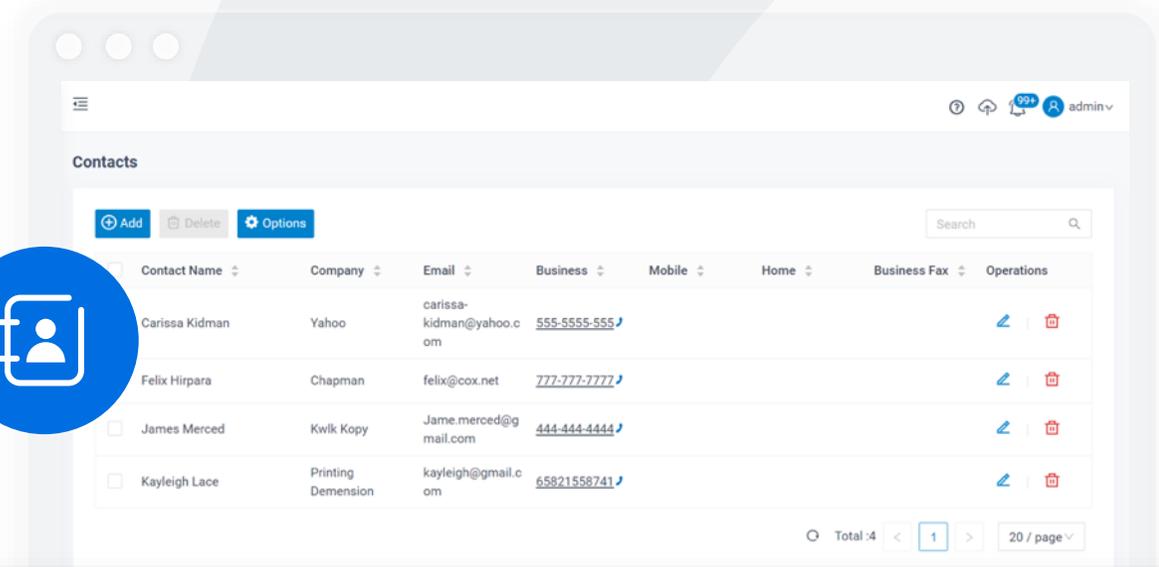


- Continue your calls on another device without interrupting the conversation
- Move a live call between your PC, mobile, and IP Phone within seconds



# Native Contacts Management

- Access a shared directory of external contacts
- Create and manage personal contact entries
- Find the contact number and dial out quickly
- Display a known caller's name on the screen
- Sync Contacts across Linkus UC Clients



| Maximum Number of Extension (N)   | <b>N ≤ 50</b> | <b>50 &lt; N ≤ 200</b> | <b>N &gt; 200</b> |
|-----------------------------------|---------------|------------------------|-------------------|
| Company contacts (total)          | 50,000        | 200,000                | 500,000           |
| Company phonebooks                | 100           | 200                    | 500               |
| Personal contacts (per extension) | 100           | 200                    | 300               |



# Phonebooks

- Grant Permissions separately for different departments
- CRM Contact (e.g. ZOHO, Salesforce) auto synchronization
- Adding remarks to contacts
- Identify callers when the Caller ID matches a contact in phonebooks
- Automatically synced between Linkus Mobile & Web Clients

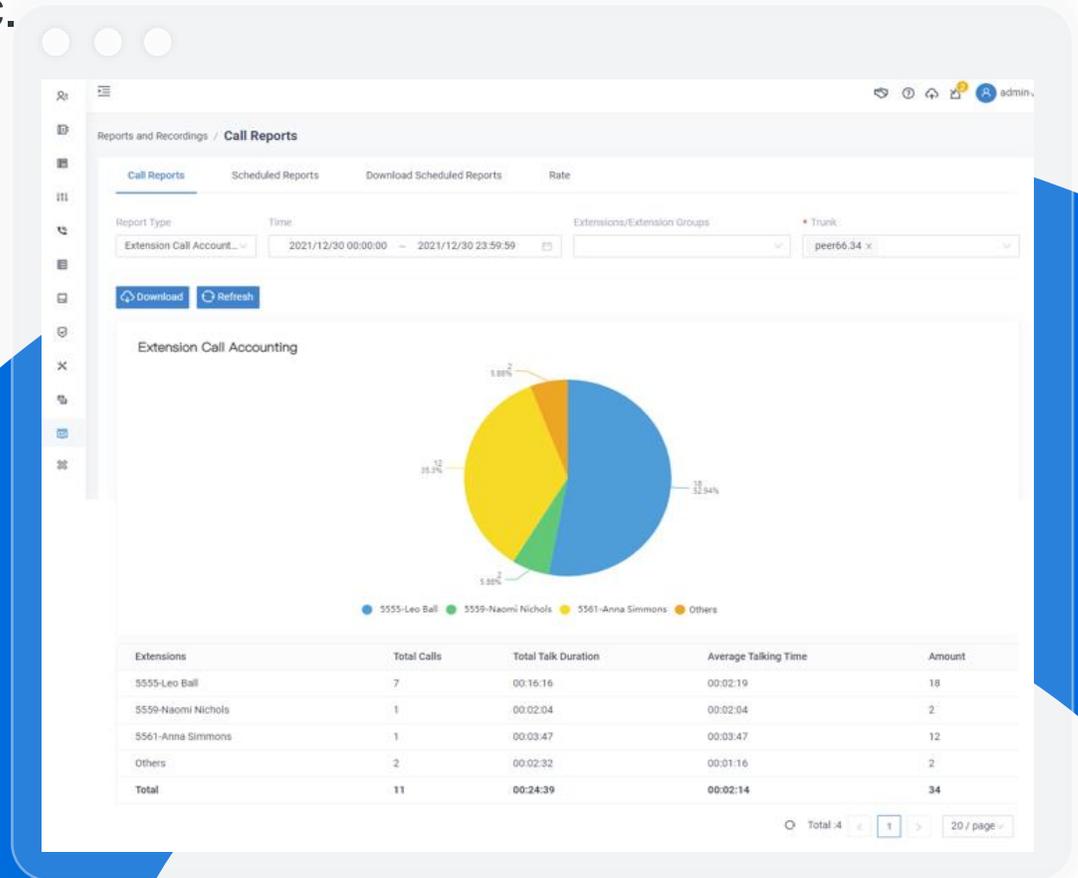


# Call Accounting



Apply flexible call rates to outbound calls and get dedicated call accounting reports for each phone call, extension, extension group, etc.

- Provide visibility into the calling patterns and activity of employees
- Accurate accounting of individual and departmental phone costs
- Identify suspicious calls and telecommunication misuse
- Effectively plan telecom budget

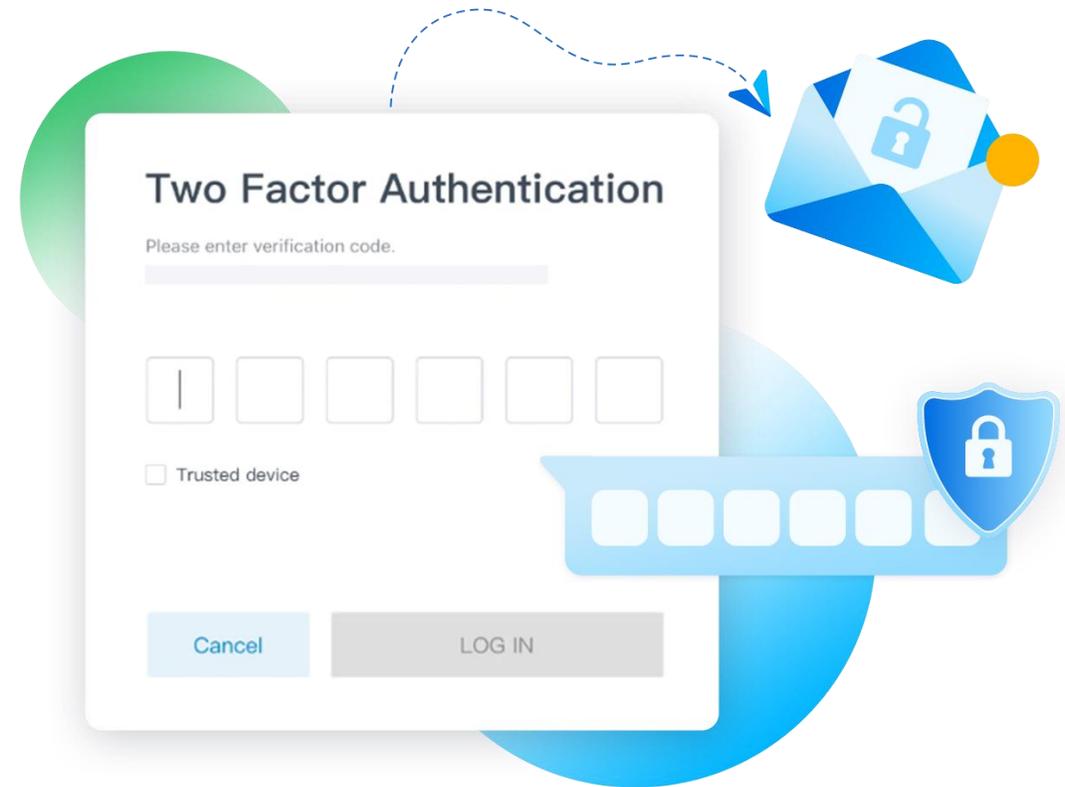




# Two-factor Authentication

Add an extra layer of support of security

- Authentication options include Authenticator App on Smartphone and Email Authentications
- Save trusted devices that can skip the 2FA
- Works on P-Series Management Portal login, Linkus login, and YCM login.





# P-Series Cloud Edition for Service Providers





# Jump-start your business with ease



Be the service provider and own your customers



Start in minutes with least upfront. No IT expertise or server is required.



Simple management portal for easiest Cloud PBX service delivery & management.



Create your own service packages with IP phones, SIP trunking, and other services



Each customer gets its own cloud service delivered over regional data centers.



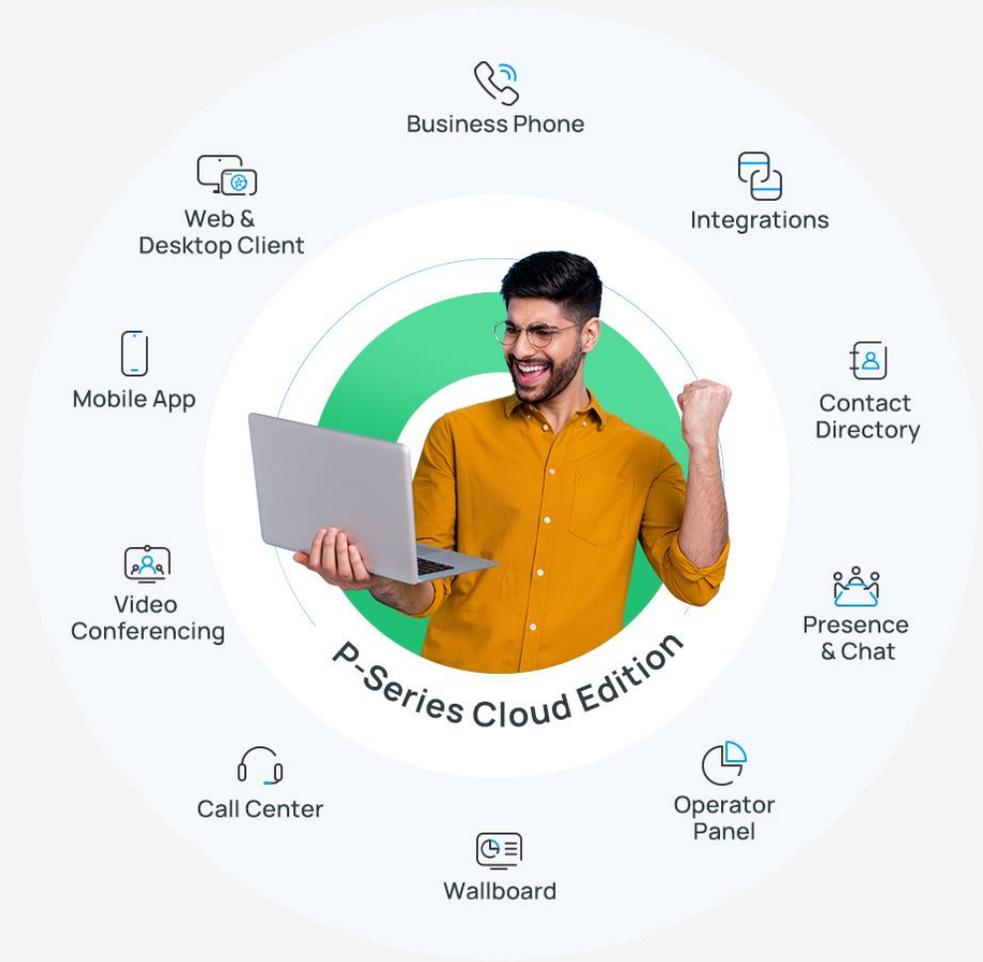
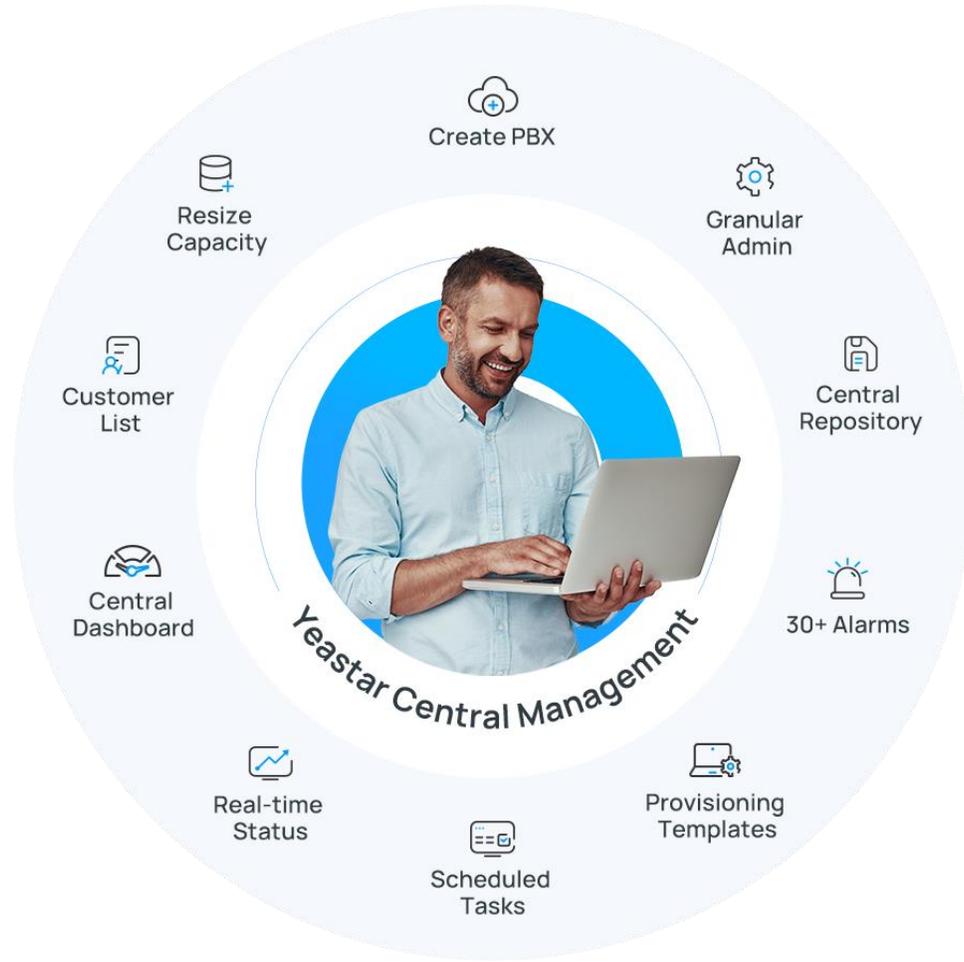
Unlimited scalability. Go at your own speed to scale up and down users and feature plans at ease.



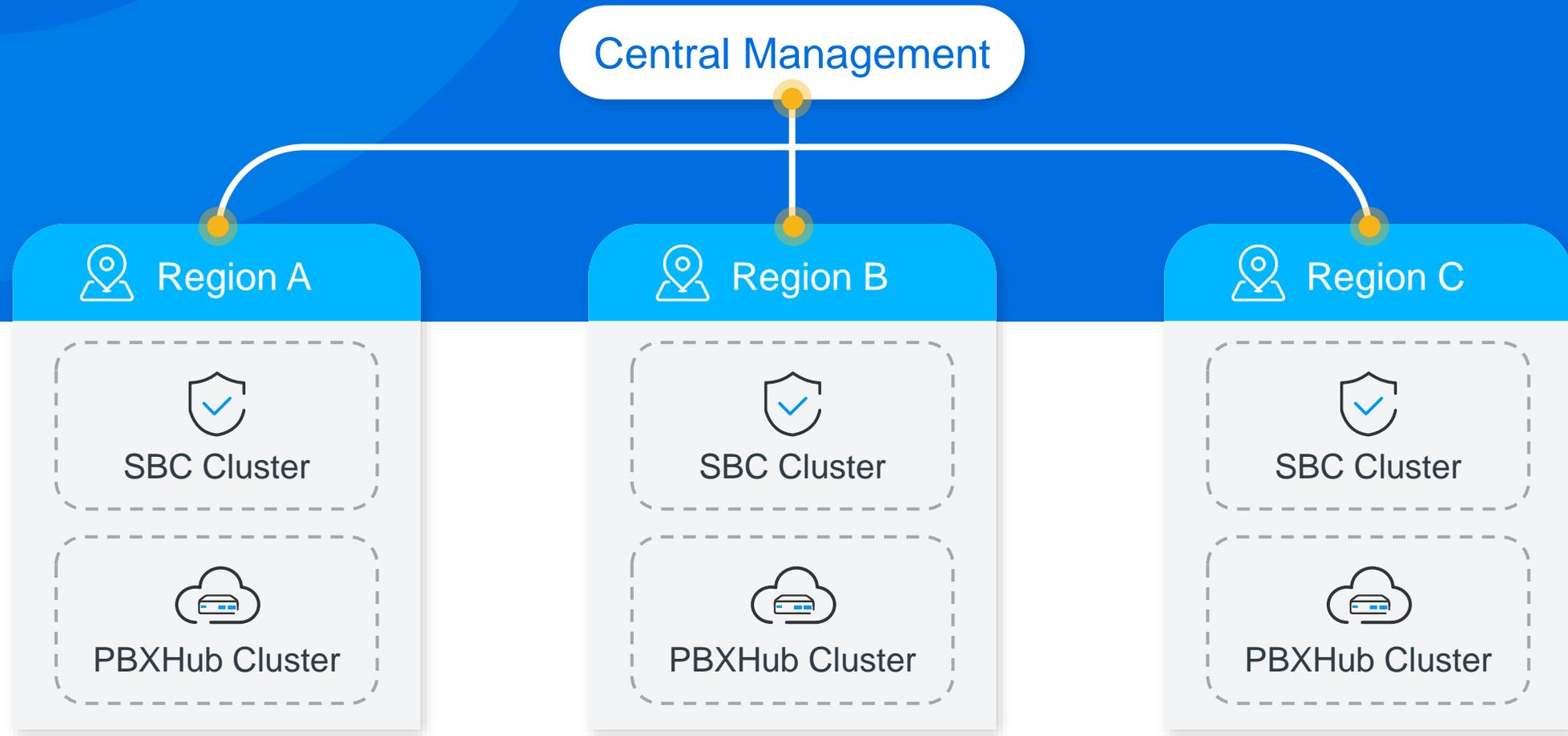
Enterprise-grade reliability with 99.99% uptime, load-balancing, and active-active high availability.



# With you and your customers in mind



# Enterprise-grade Hosting Architecture



# Global Data Centers



- From a single platform, partners can choose a suitable region to provide services to their enterprise customers
- Reliable data centers and deployments powered by Amazon Web Services

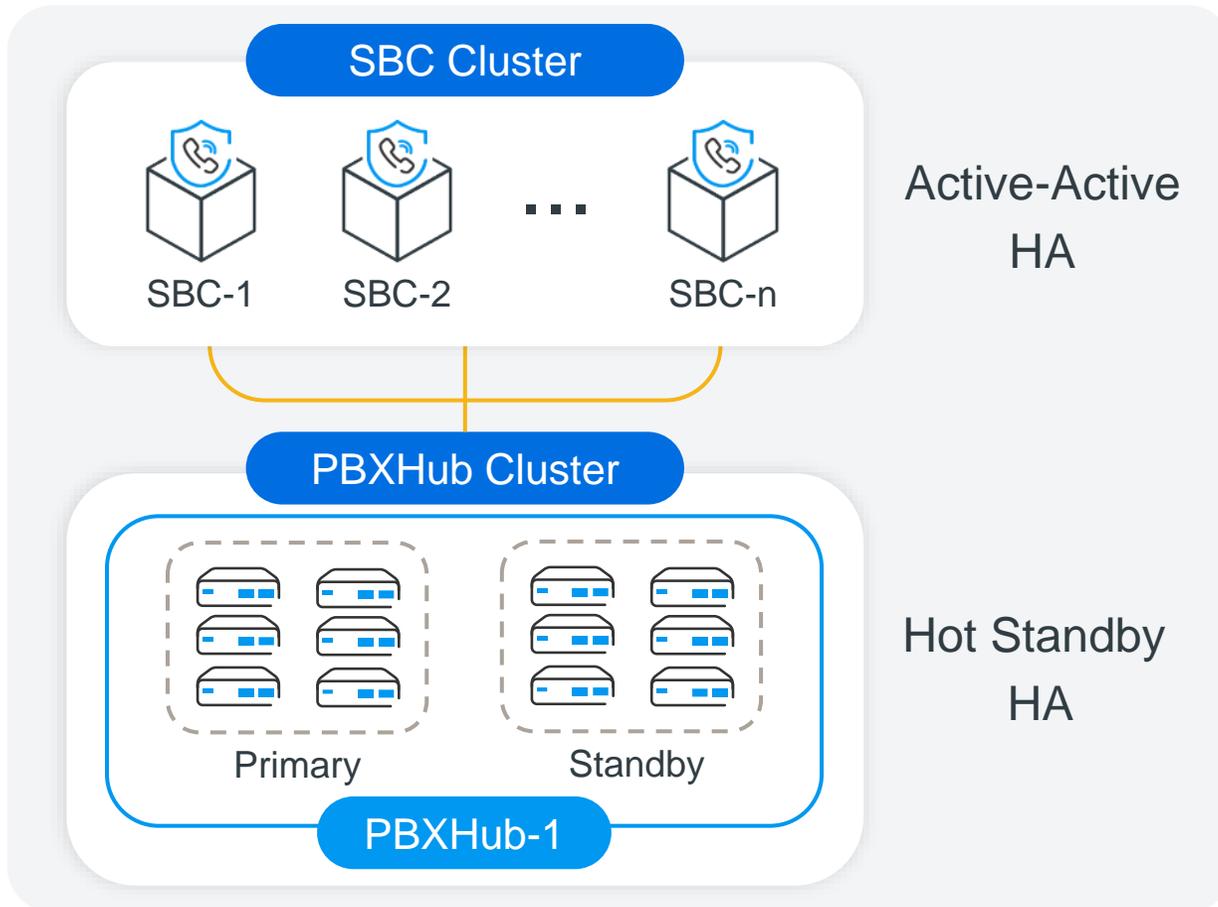


*\*As of Aug. 2023*

# High Availability



Region A



## SBC Cluster

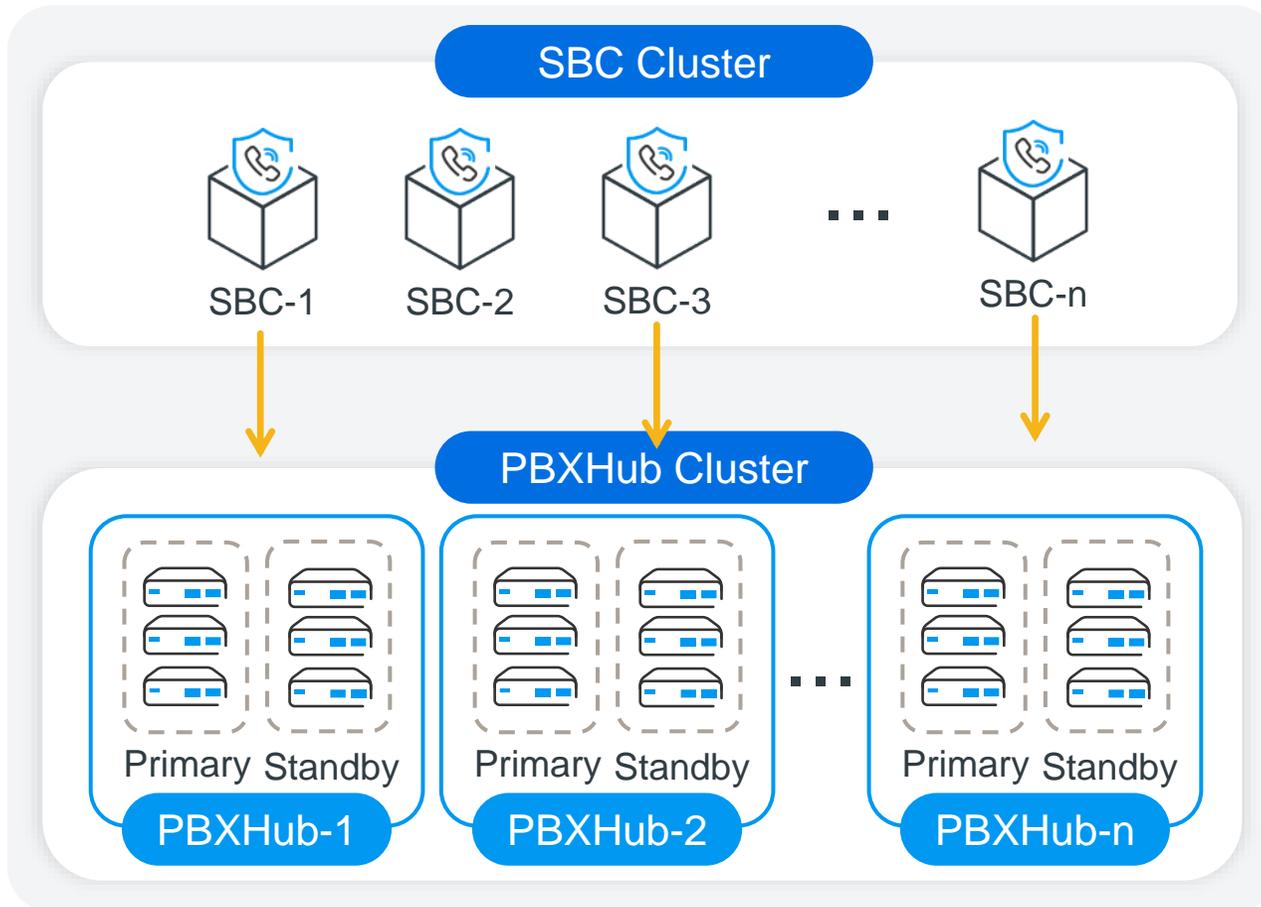
- Provide Active-Active high availability and load balancing
- Secure SIP registration and calling, account trunk, and PBX Web Access
- Safeguard the system against malicious attacks

## PBXHub Cluster

- PBX Infrastructure Server and provide essential PBX features
- Provide Hot Standby high availability in both the PBXHub and PBX level

# High Scalability

Region A



- The unique architecture allows us to increase resources and adapt to your growing needs so you can grow without worrying about the limit on instances and users.

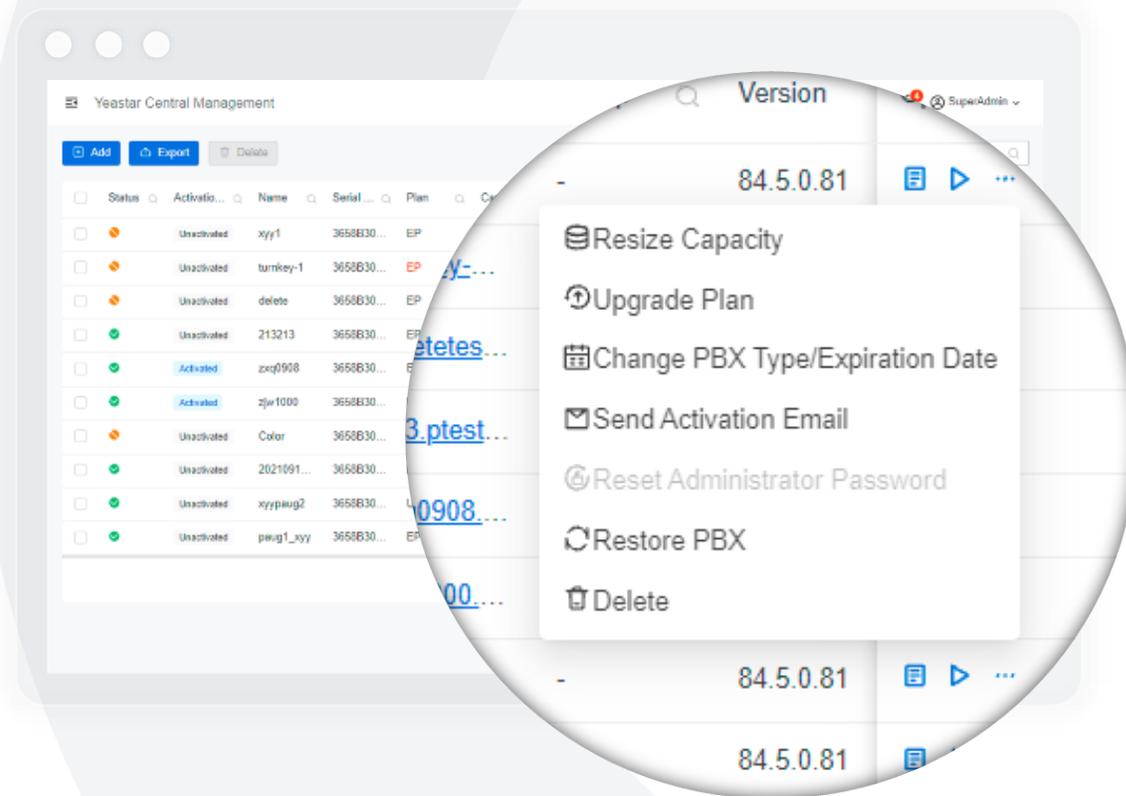


# Easy Cloud PBX Delivery



All-inclusive partner tools to simplify your business operation

- **Easy Creation.** Only take a few clicks to create a PBX that will go live immediately
- **Easy Welcome.** One-click sending PBX onboarding email to customers
- **Easy Tracking.** Monitor all your PBXs' status, capacity, feature plans, EXP. date, and all other commercial info in clear list view
- **Scale on Demand.** Renew, upgrade, resize PBX instances within clicks





# Easy Management: Service on Autopilot



## Automated Tasks for Technicians

- Automate PBX provisioning, upgrade, backup, restore and more tasks with advanced tasks management, PBX provisioning templates, and file repository features.

## Central Monitoring & Alerts

- Customizable dashboard for central monitoring
- 30+ types of alarms. Get instant alerts when a critical system issue occurs to your customers.

The screenshot displays the Yeastar Central Management dashboard with several key components:

- Dashboard Overview:** Shows overall system health with metrics for Device Status (128), Task Status (68), Cloud PBX Status (188), and User Overview (13).
- Device Status:** A donut chart showing 100 Online, 19 Alert, and 9 Offline devices.
- Task Status:** A donut chart showing 30 Pending, 30 Executing, and 8 Other tasks.
- Cloud PBX Status:** A donut chart showing 160 Running, 3 Stopped, 1 Starting, 16 Upgrading, and 8 Restoring PBXs.
- Alarm Trend:** A line graph showing Information, Warning, and Alert trends over the last 7 days.
- Firmware List:** A table listing firmware versions for P-Series Cloud Edition.
- Alarm List:** A table listing active alarms with columns for Time, Alarm Type, Alarm Level, Alarm Name, Source Name, Serial Number, Group, Receiver, and Details.

# Flexible Service Bundling

Proven interoperability and seamless integration



## Control Your Margin

The ownership is totally yours



## Bring your SIP services & devices

Open & operable ecosystem

Create your own service packages, bundle IP phones and other hardware, add on SIP trunking, wrap other ancillary services, set your own prices, and provide Level 1 support.



# White Label: Sell Under Your Brand

## Rebrand P-Series Cloud Edition as Your Own



Customize your services with your branding, logo, name, etc.

- Customize to match your brand's look
- Expand your service suite
- Strengthen your brand recognition
- Create customer loyalty
- Increase your visibility in the market
- Differentiate from competitors

The screenshot shows a configuration page titled "Other Information". It contains three sections for branding customization:

- \* Logo**: Includes "Rectangle Logo" and "Square Logo" options, each with a placeholder image and instructions to drag and drop or click to upload. Supported file formats are PNG, JPG, JPEG, with PNG recommended.
- \* Login Page Illustration**: Includes a "Login Page Illustration" option with a placeholder image and similar upload instructions.

To the right of these options is a "Preview - Login Page" window. The preview shows a login page with a blue header containing the "Branding" logo and "UCaaS Solution" text. Below the header is a large blue area with the "Branding" logo and "UCaaS Solution" text. To the right of this area is a "Welcome Message" section with input fields for a name and password.

At the bottom of the configuration page is a section titled "Configuration Effective Time" with two radio button options:

- Update Immediately (after you save the configurations, all your Cloud PBX will be rebooted immediately to sync the changes)
- Update Later (the changes will be synced to your Cloud PBX only after you reboot the Cloud PBX)

Select your preferred configuration effective time



# Choose a Partner Model That's Right for You



More choices and flexibility on how to get started and go-to-market



## Hosted by Yeastar

- Fully managed by Yeastar
- No server needed
- Low upfront costs
- Fast time-to-market
- No infrastructure to maintain
- Minimum technical expertise needed



## Bring-Your-Own-Infrastructure

- Full control over the hosting environment
- In public cloud service platforms
- In your data center through virtualization
- Direct assistance in installation



## CONTACT US

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Digital Value, Delivered.

# THANK YOU

