

# BLUEHUB SOFTPHONE PRODUCT OVERVIEW

Dive into Unified  
Communications universe



# BLUEHUB SOFTPHONE

A powerful desktop Unified Communications application specifically designed to take your business communications to a whole new level by tightly integrating with PBX, our VoIP Telephony Platform. Its main purpose is to simplify and enhance your day-to-day communication and collaboration experience.

It packs everything you need for a successful collaboration with your staff including IP Phone integration, Softphone, Messaging, Conferencing, CRM access, Faxing, File transfer functionality, and much more. All features are neatly packaged within a single elegant desktop application interface with a great user experience, available on all major desktop platforms.

Office, Business, Agent, and Supervisor Editions, each supporting specific features maximizing efficiency and productivity.

OFFICE EDITION ENABLES START-UPS AND SMBS TO USE THE CORPORATE CLASS PHONE SYSTEM TAILORED TO THEIR NEEDS AND BUDGET.

BUSINESS EDITION BRINGS MORE POWER, FLEXIBILITY, AND EFFICIENCY FOR SMALL AND MEDIUM-SIZED BUSINESSES AND LARGE CORPORATE CLIENTS.

AGENT EDITION IS DEDICATED TO IMPROVING THE CONTACT CENTRE AGENTS' DAY- TO-DAY EFFICIENCY AND PRODUCTIVITY.

SUPERVISOR EDITION IS DESIGNED TO ENABLE CONTACT CENTRE SUPERVISORS TO KEEP UP WITH AGENTS' PACE AND INCREASE THEIR EFFICIENCY.



## Deskphone Integration

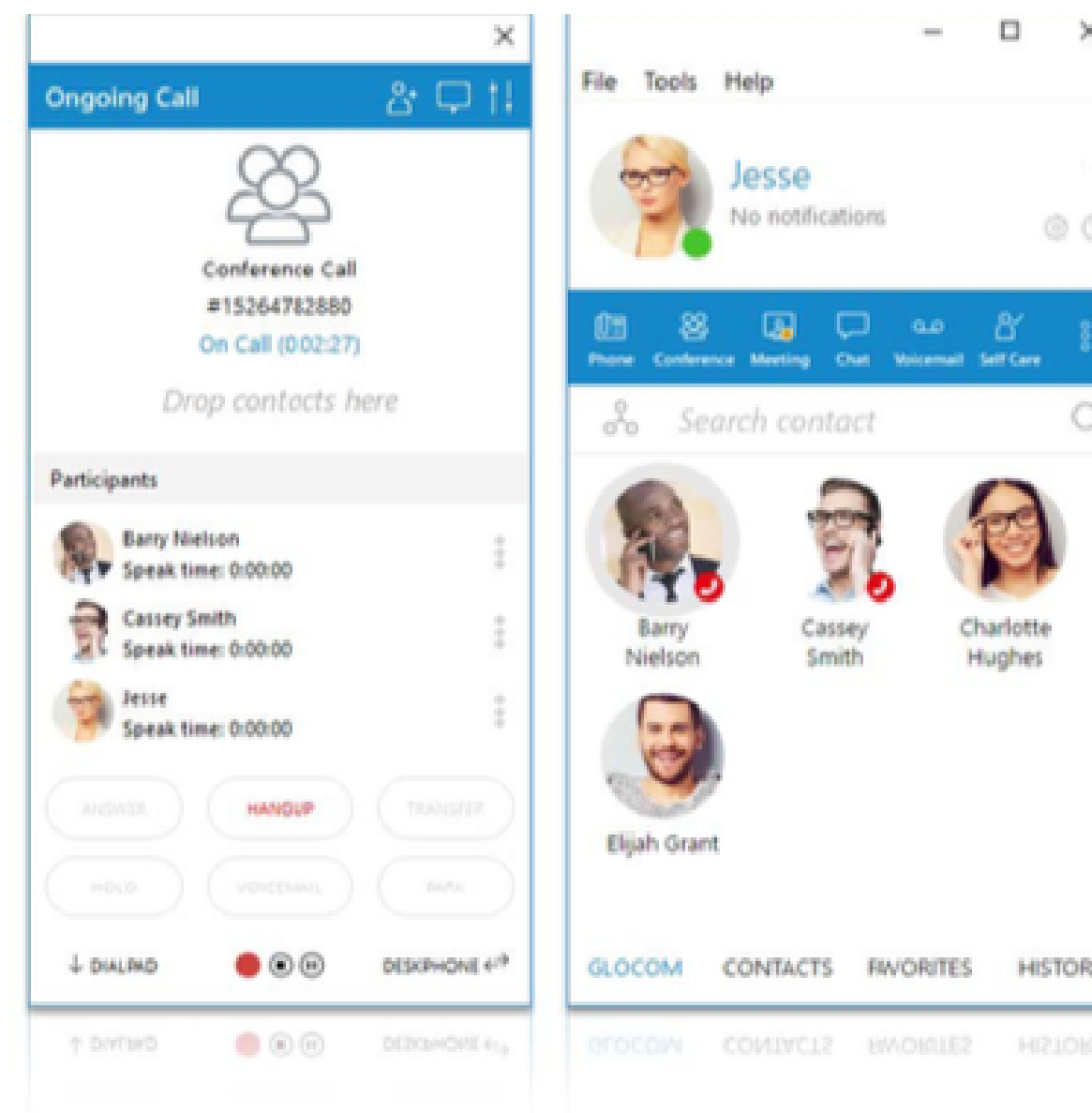
Answer and place a call using your desk-phone while having the ability to control the call right from your Desktop. The full range of features remains at your disposal at all times

## Connect and Collaborate

Designed to enable fast & simple utilization of Calls, Conferencing, Instant Messaging, Faxing, Online Presence, Contact centre functionalities, Outlook/MS Exchange Directory, CRM integration and so much more from a desktop or mobile device. Stay connected with your friends and colleagues in and out of the office with the Unified Communications application.

## Contacts Management

Keep your PBX, Outlook, Google, and Apple contacts in the intuitive Click-to-Dial interface, all in one application.



## Conferencing Facilities

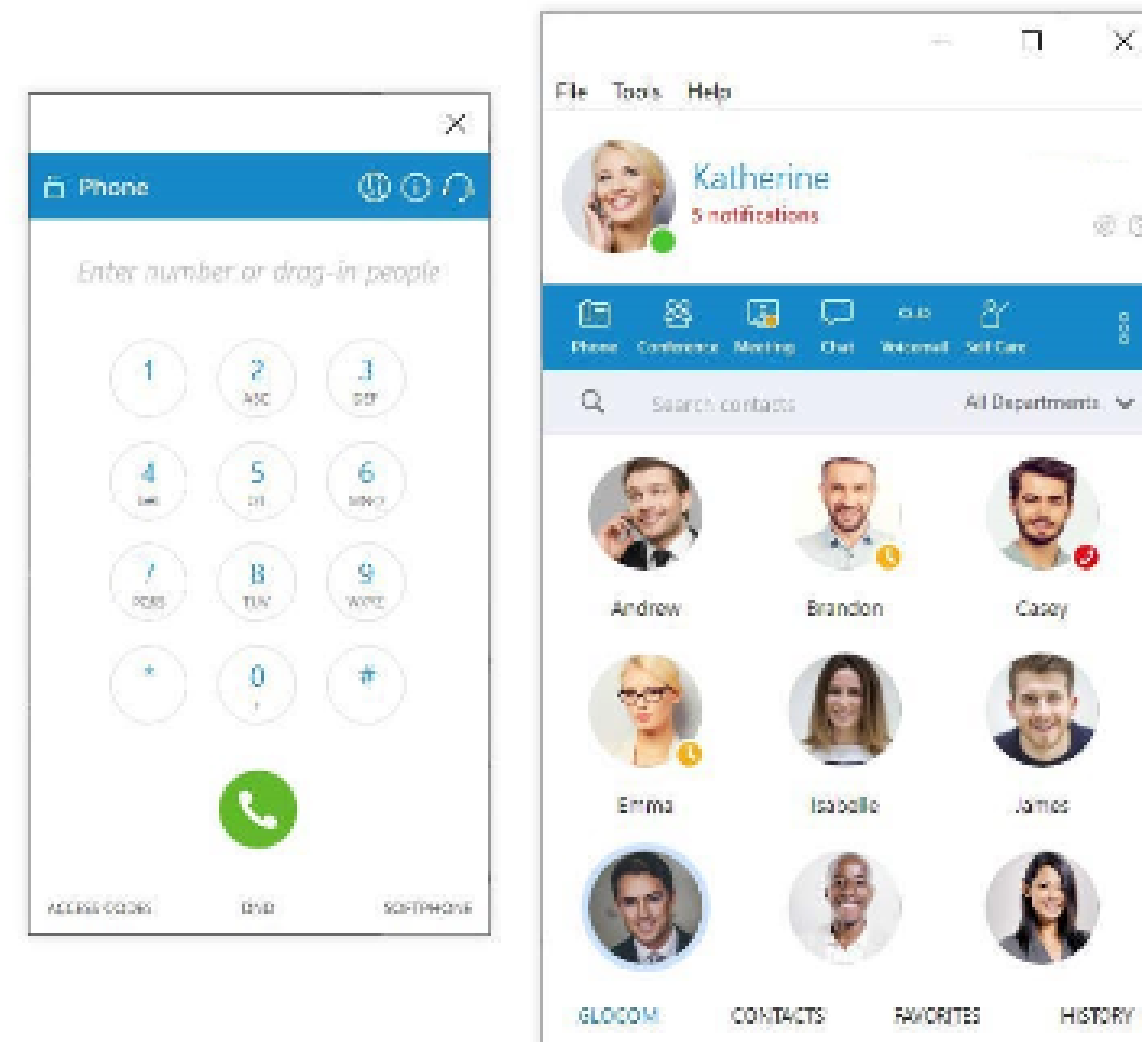
Create and control conference calls on any SIP phone or SoftPhone. Convert two-way calls into a conference call, and add as many participants as you like (dynamic conferencing or use dedicated conference rooms on the system to host conferences.

## Outlook & Exchange Integration

Sync Outlook and Exchange contacts and make calls directly or from the Outlook interface using the integrated Outlook plugin. On inbound calls, Outlook will display available information on contacts that are calling you.

## Improved Productivity

Maintain your focus on the important stuff during the day by efficiently managing your business communications. Do more work with less effort using the app on your desktop and mobile devices.



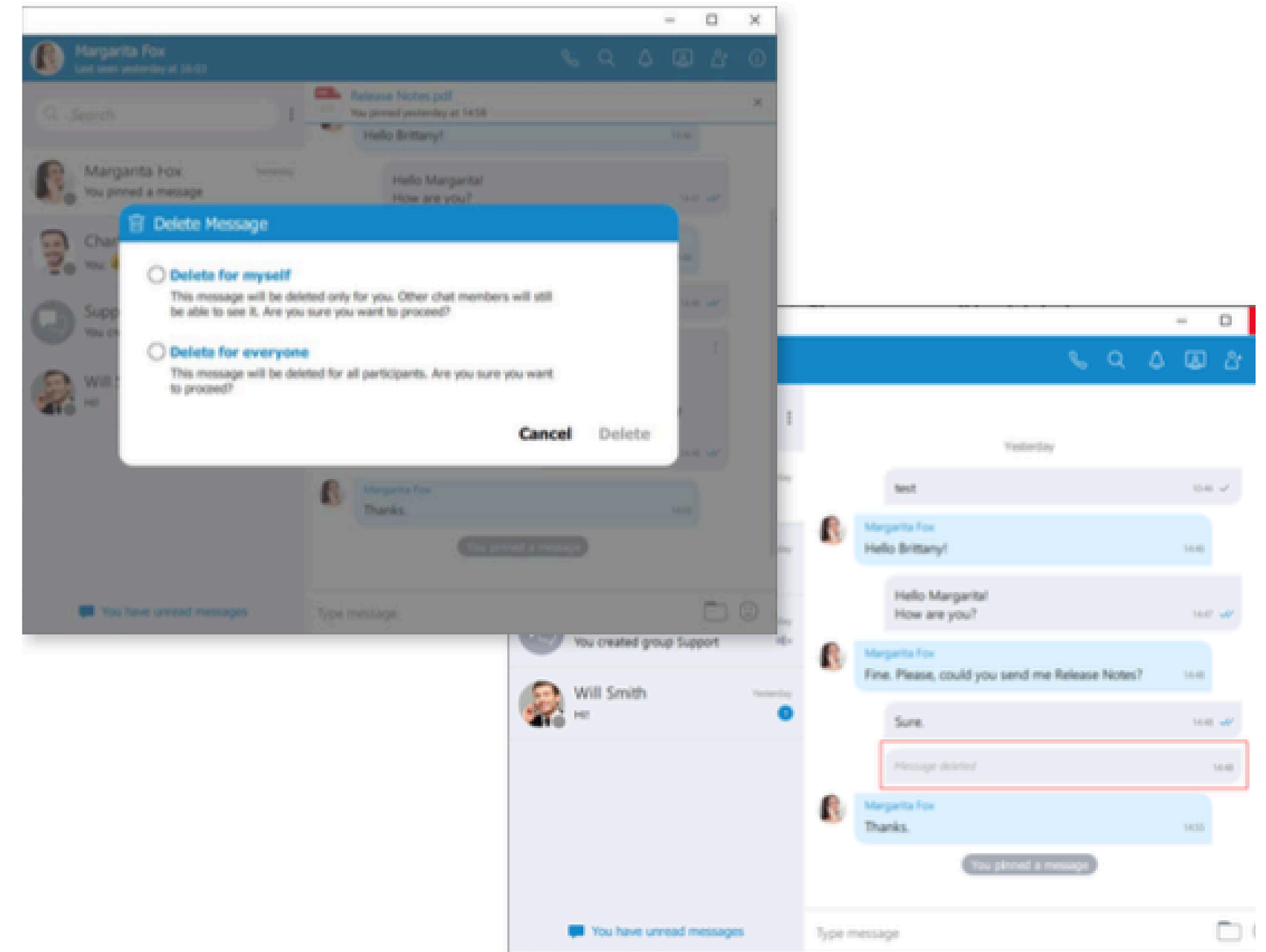
## Enhanced Usability

Users can explicitly mark chat any conversation as read and unread. If the user marks the conversation as 'unread', the unread indicator will show up for that conversation. If any action within that conversation occurred, the unread indicator would be removed. Also, opening that conversation or marking it as read will remove the unread indicator.

The user can rearrange pinned conversations according to their needs by using the drag and drop options. This allows them to define priority for pinned conversations.

v6.4 enables a delete chat messages option to users that allow deleting desired messages. The confirmation dialogue will show up with two options for outgoing messages - "Delete for myself" and "Delete for everyone." For incoming messages, there is only one option - "Delete for myself."

After deleting the message, the message delete indicator shows up.





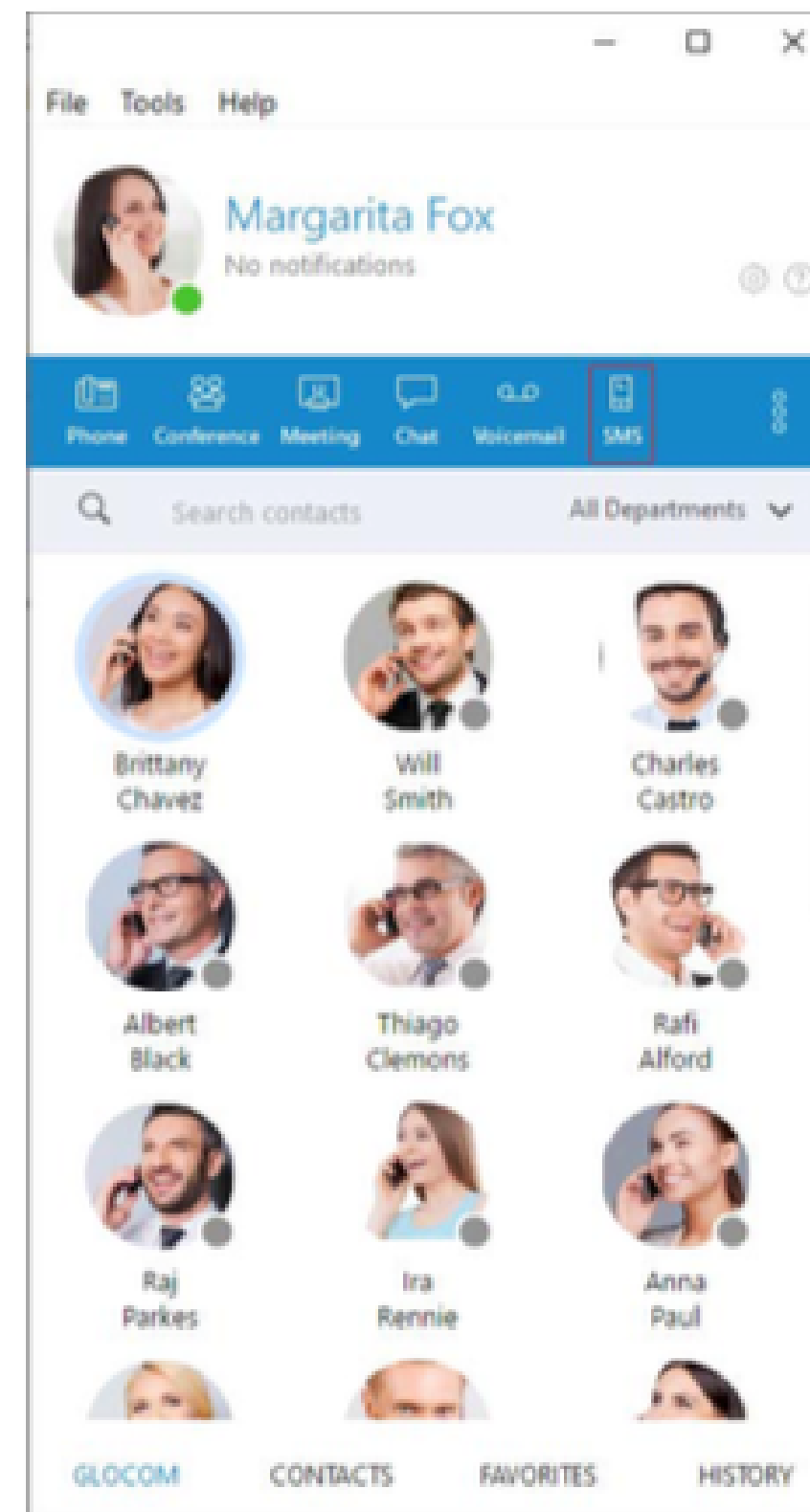
## SMS & MMS Messaging

SMS feature allows you to send & receive SMS messages. The SMS window has a similar look as the chat window. Right-clicking inside the rectangle allows users to copy the previously selected text. A search of existing SMS conversations and a full-text search function inside an SMS Conversation are also provided.

If a file is selected, an SMS message becomes an MMS message, which can be seen above the 'Send SMS/MMS' icon as the counter of the remaining kilobytes is displayed instead of the character counter.

The MMS message is an enhancement to the standard SMS message. The main difference between SMS and MMS messages is that the user can send multimedia and other files in their messages. It includes media such as videos, pictures, audio clips, GIFs, and much more.

After deleting the message, the message delete indicator shows up.



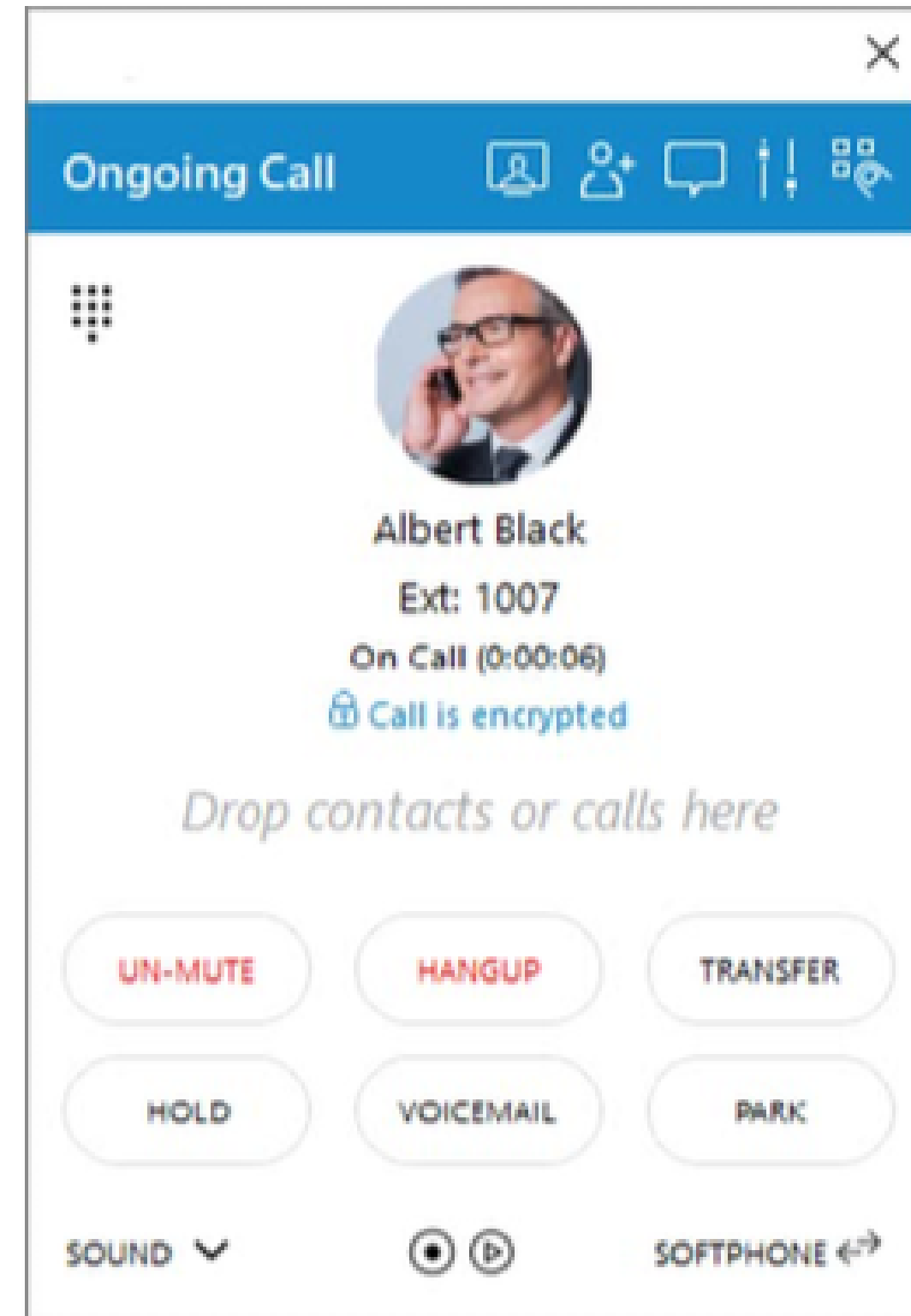


## Call History Sync

Starting with v6.4, call history sync between desktop and mobile apps is available. The application makes sure that the user's call history is synced on every login and that users have recent calls available on their own devices.

## Call Encryption Indicator

During an ongoing call, there is an indicator that shows call encryption if a call is encrypted. Call encryption settings are configured on the server by default, but users can override them within the app.







## Unified Communications on Desktop & Mobile

Unified Communications application available on Microsoft Windows, MAC OS, and Ubuntu Linux designed to provide business users with a set of features and benefits capable of transforming a companies communications system into a real powerhouse. For platforms that are not supported, for example, Chrome OS, there is the possibility to use Web.

While on the move – take your office with you and seamlessly transfer from desktop to your mobile device by using our mobile application available on Google Android and Apple iOS.





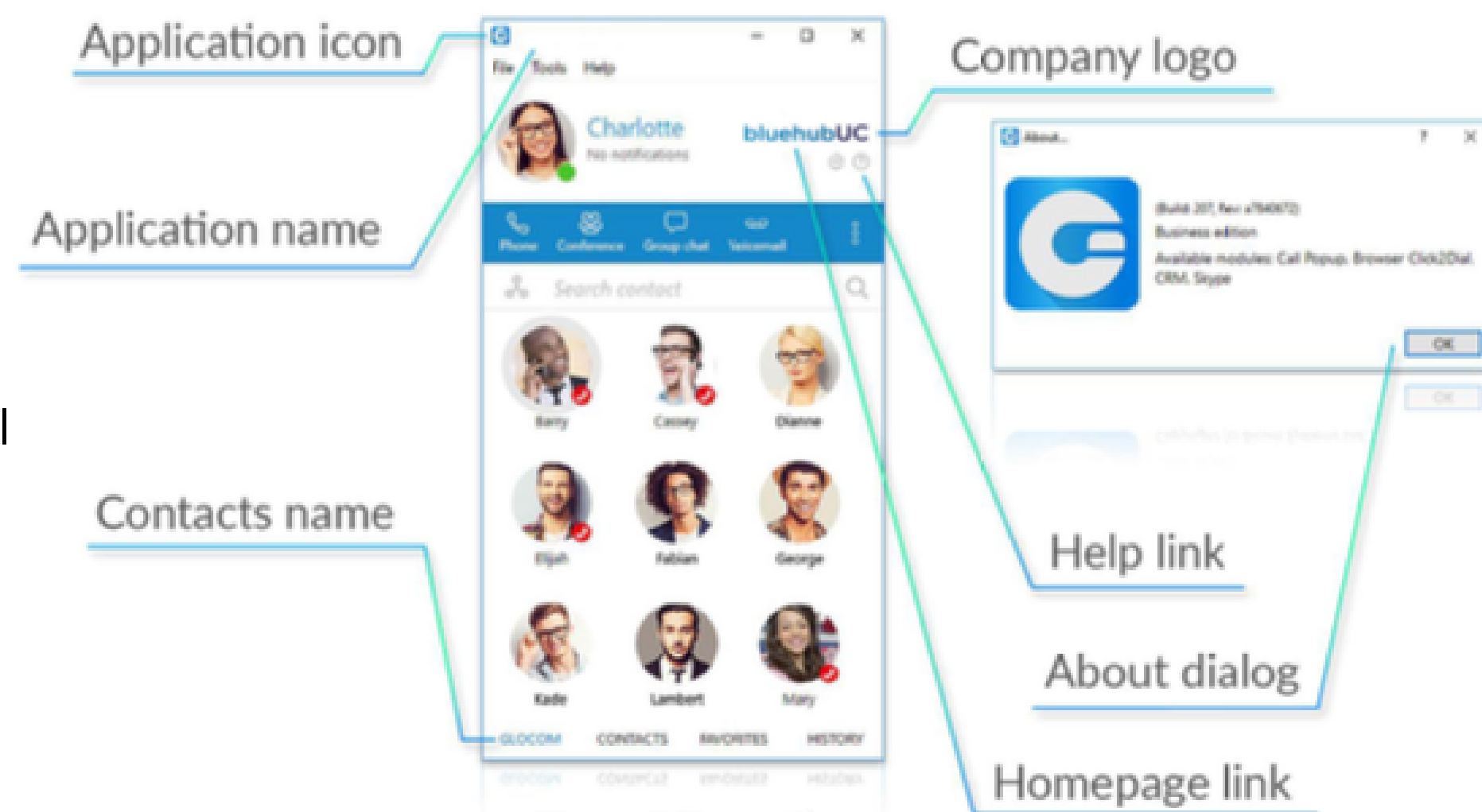
## Branding

Good branding sets you apart from the competition, improves a company's value, promotes recognition, and makes finding new customers easier. When choosing the right type of branding for your organization, there is no one-size-fits-all solution. This is why we have designed different branding options

: branded option includes the company's logo and branding.

**Bluehub Softphone:** A non-branded option that removes all mentions of . In addition to removing all of the brandings from the application, users have the option to set the homepage and the help page links, as well as their own company logo via Release Manager.

**OEM:** Branded according to customers' specifications. This branding option removes all mentions of and allows the customer to add their brand name, logo, set the homepage and the help page link, change the application name and icon.





# 24/7 EXPERT SUPPORT AT YOUR FINGERTIPS

Rest assured with round-the-clock support. Our highly trained experts are always available to address any system-related issues or questions that you may have, ensuring seamless operations and peace of mind.

## Phone

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## Email Address

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