

# OpenpbX.io



## OPENPBX.IO

Agami Tech's all new Office telephony Solution, Openpbx.io provides agents with Cloud telephony capabilities and delivers comprehensive customer information within one powerful console. We help agents engage with the customers, the way they want to. Openpbx.io is a modern technology which delivers unprecedented ease of use, designed to simplify multi-channel communications and cultivate a knockout mobile customer experience.

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# INTRODUCTION

Pratham Enterprises was established in 1997 with a Residential & Commercial Project. They are first real estate Company in Gujarat offering aesthetically designed spaces equipped with high security standards to fulfill corporate and personal living objectives. With a blend of their professional expertise with futuristic ideas, they are making lives productive, comfortable and cheerful. Their business was initially Vadodara based but now they have expanded it to Mumbai as well.

Source: [Pratham Enterprises](#)

# BUSINESS CHALLENGES

Pratham Enterprise was looking to upgrade their legacy telephony system to an IP Telephony setup which is cost effective and provides an efficient interoffice communication and integrates seamlessly with the existing telephony interfaces and backend systems. Apart from the standard telephony features the following were the Key Requirements of the Customer:

- Audio Conference and ability to create multiple conference rooms, Video calling, Integration with branch wise company directory.
- Skype Integration and its inclusion as one of the communication channels. Ability to use soft phone along with the IP Phone at extensions.
- Informative and Analytical branch level dashboard.

# CASE STUDY

CLIENT: PRATHAM ENTERPRISES  
INDUSTRY: REAL ESTATE  
HEADQUARTERS: VADODARA, GUJRAT

## CLIENT REQUIREMENT

- IP telephony infrastructure
- Video Calling feature
- Skype Integration as one of the communication channel
- Audio conferencing room setup

## RESULTS DELIVERED

- Audio conferencing
- Advance Call Control/ Handling
- One to One Video Calling
- Voice and Text Messaging
- Voice Broadcast
- Phone Book and Directory Management
- Intelligent Branch wise dashboard
- Skype Integration
- Call Monitoring and Recording

# SOLUTION PROVIDED

Basis the customer's need, Agami-Tech proposed its state of the art OpenPBX.io -UC platform which was centrally deployed at Pratham Enterprise's Vadodara Location and extended the platform's access to their Mumbai setup over MPLS. The entire setup was made live in a record time of 4 Days. OpenPBX.io provided them all cloud telephony capabilities and comprehensive customer information within one powerful console.

To incorporate a unified communication system across all channels, we placed Sangoma SBC to manage SIP signaling between Agami Tech's multi-channel communication technology OpenPBX.io and Skype for Business Mediation Server and, thus integrated the both. By using GSM & analog gateways, FXS and PSTN, we created a complete solution as a strength for business to set up an uninterrupted internal as well as external communication.

## ABOUT AGAMI TECH

Headquartered in Mumbai, India, Agami Tech is a multi-cultural Information Technology Solutions and Business Consulting Company.

We believe in building rock-solid relationships with our clients, to conceptualize and realize technology driven business transformation initiatives in the world of Unified Customer Interaction Management and Analytics.

Our vision is to become a world-class provider of consulting & information solution services focusing on and leveraging the synergies between three core areas of operations, telecommunications, Information Technologies and IP telephony.

We take pride in the fact that we have helped our clients achieve superior returns on their technology investments, which we have delivered through our best in class industry solutions, passion, the immense collective domain expertise of our people, and our global approach towards each project.