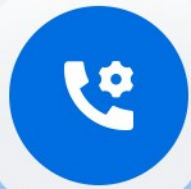




UniCaaS Cloud Phone System

Empower, streamline, and future-proof your business communications



Solution at a Glance

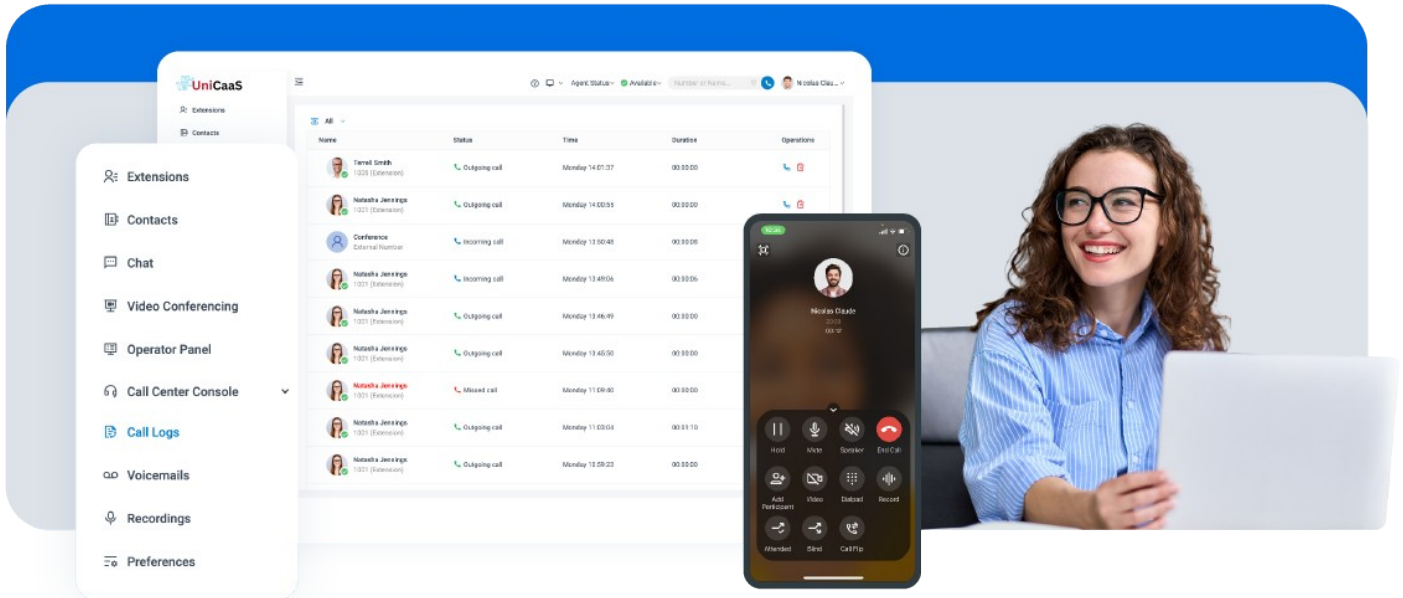
Easy-first unified communications on a platform trusted by 450,000+ businesses

Easy to Use

Easy to Manage

Easy to Scale

Easy to Deploy



Key Solution Capabilities

Built around "easy-first unified communications", the UniCaaS Phone System connects teams, elevates the customer experience, simplifies IT, and boosts productivity – all in one platform.

PBX

Call Center

Omnichannel Messaging

Video Conferencing

Easy User Apps

Extensive Third-Party Integrations

For Business Owners

- Future-proof communications with UCaaS + CCaaS on one platform
- Grow engagement and revenue with omnichannel
- Lower telecom costs and manage every service in one place

For Employees

- One app for calls, meetings, and messaging – anywhere, on any device
- 100+ enterprise-grade features out of the box
- Work smarter with integrations and automation

For IT & System Administrators

- Simple setup and management
- Easy control of user permissions and access
- High availability, even during outages

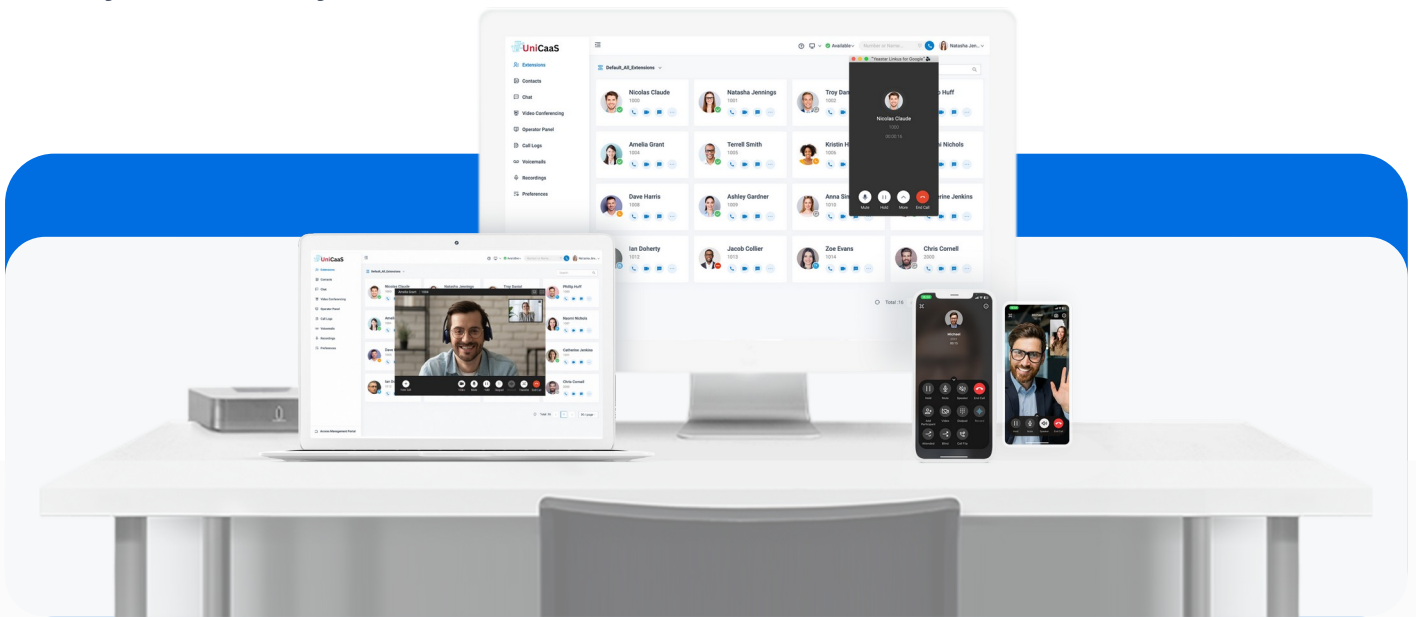
Everything your team needs to get work done – easy to use, high-performing, reliable, and cost-saving.

Calls, Meetings, and Chat – Anytime, Anywhere

With the UniCaaS Phone System, your extension goes wherever you go, turning any smart device into an all-in-one communications hub.

Stay connected with the [UniCaaS UC apps for web browsers, Android, iOS, Windows, and macOS](#).

 Any Device. Anywhere.



Never Miss a Call



- Audio and video calls from your computer or mobile device
- Transfer, hold, mute, and record calls
- Access call history, voicemails, and recordings
- Click-to-call phone numbers on any web page
- CRM and helpdesk integration for full call context
- Route calls automatically based on presence status

Collaborate as a Team



- Switch seamlessly between calls, video, and chat
- Send messages and share files securely
- See coworkers' real-time availability and call status
- Start or join conference calls and video meetings
- Manage personal and shared contacts

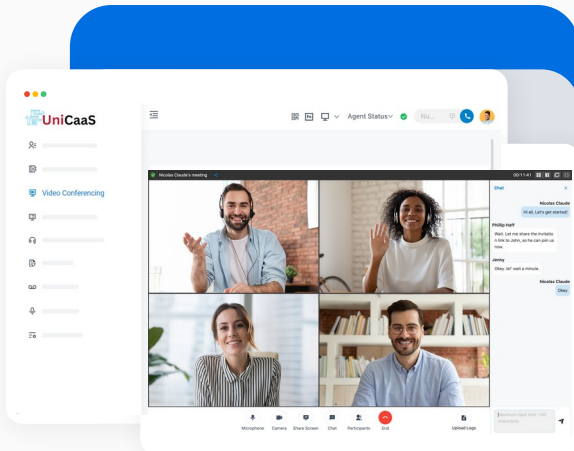
Connect Every Device



- A consistent experience on desktop, mobile, and web
- Ring apps and desk phones simultaneously with SIP forking
- Flip active calls between devices without dropping

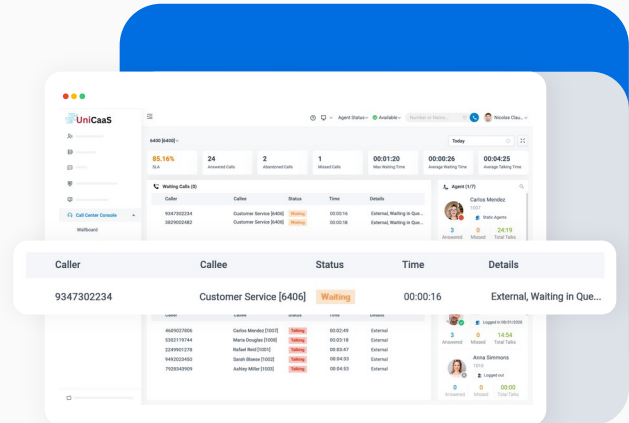
Do More with the Desktop and Web App

Video Conferencing



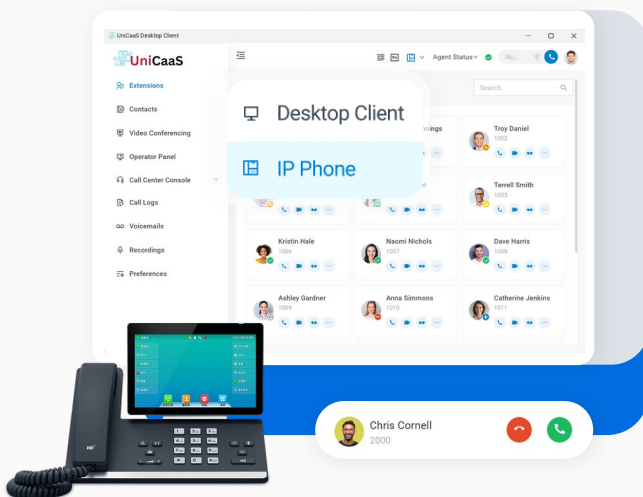
Start or schedule web-based video meetings in just a few clicks. Participants join from a custom meeting link and collaborate with screen sharing and chat.

Operator Panel



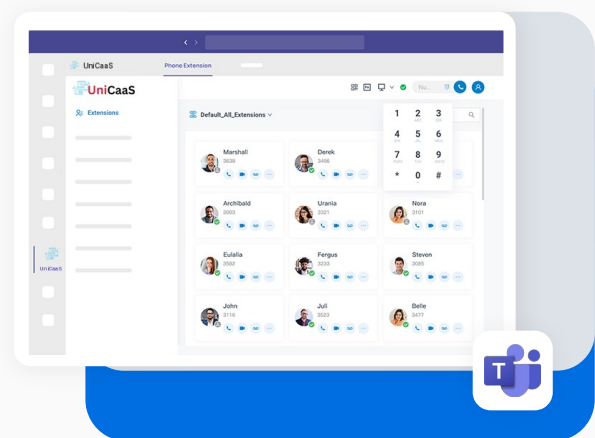
Manage calls from a switchboard view. Monitor every inbound and outbound call and drag and drop calls to extensions, ring groups, queues, or park slots.

Desk Phone Control (CTI)



Pair the desktop/web app with your desk phone, then dial and control calls right from your computer.

Free Microsoft Teams Integration



Embed the UniCaaS app directly in Microsoft Teams for click-to-call, contact search, voicemail access, and more – no extra Teams Phone license or middleware required.

Boost Engagement & Revenue

The UniCaaS Phone System lets you reach customers on the channels they prefer and helps call center, support, and sales teams work more efficiently.

Run an Efficient Call Center

Turn Visitors into Leads and Customers



Faster Call Resolution



Easier Agent Management

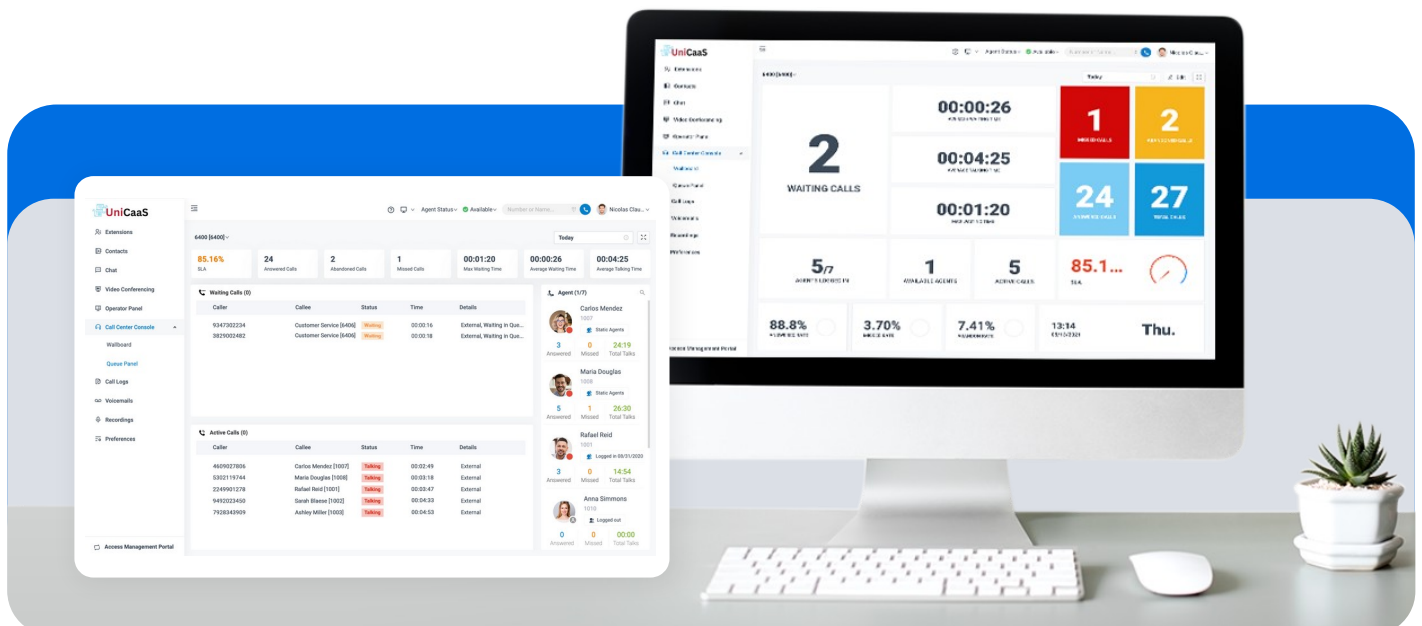


Better Customer Experience



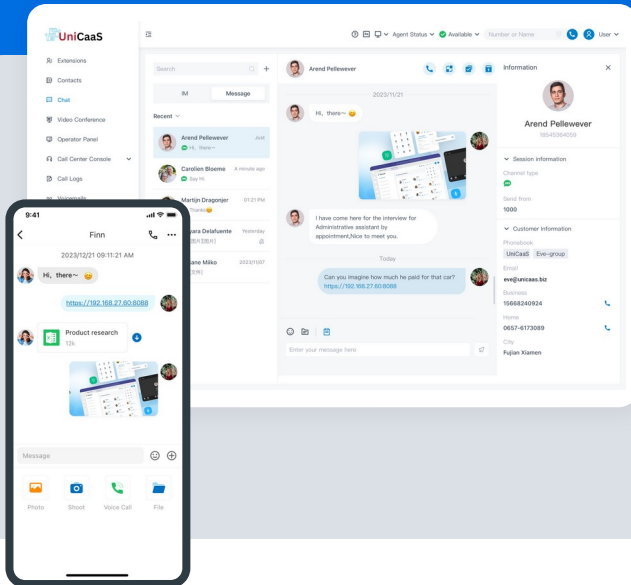
With a built-in WebRTC trunk plus advanced SDK and API capabilities, you can easily add click-to-call buttons to your website or build calling features directly into your own applications.

- Advanced call routing, self-service IVR, and ring groups
- Unlimited queues and priority handling for VIP calls
- Flexible queue ring strategies (e.g., round robin, least recent)
- Callback options during peak call volume
- Wallboard with real-time queue statistics
- Switchboard-style queue panel for all agent activity
- Agent coaching with listen, whisper, barge-in, and call recording
- Classify missed calls and follow up with ease
- Graphical real-time, historical, and scheduled call center reports on queues, agent performance, SLA, and more
- Automated greetings, wait-time announcements, hold music, and more
- Post-call surveys and customer satisfaction reports
- CRM and helpdesk integration for a complete customer view



Add SMS and WhatsApp Messaging

Engage customers on the channels they prefer. With the UniCaaS Phone System, you manage SMS, WhatsApp messages, and internal chats from a single interface.



- Unlimited SMS trunks and WhatsApp account integrations
- Send, receive, and manage messages anytime on web, desktop, or mobile
- Route messages to queues or hand off chats to teammates to share the load
- Turn any chat into a call with one click
- One view of every customer chat with full message history
- Reach customers on their preferred channels while keeping personal numbers private

CRM Integration for Deeper Customer Insight

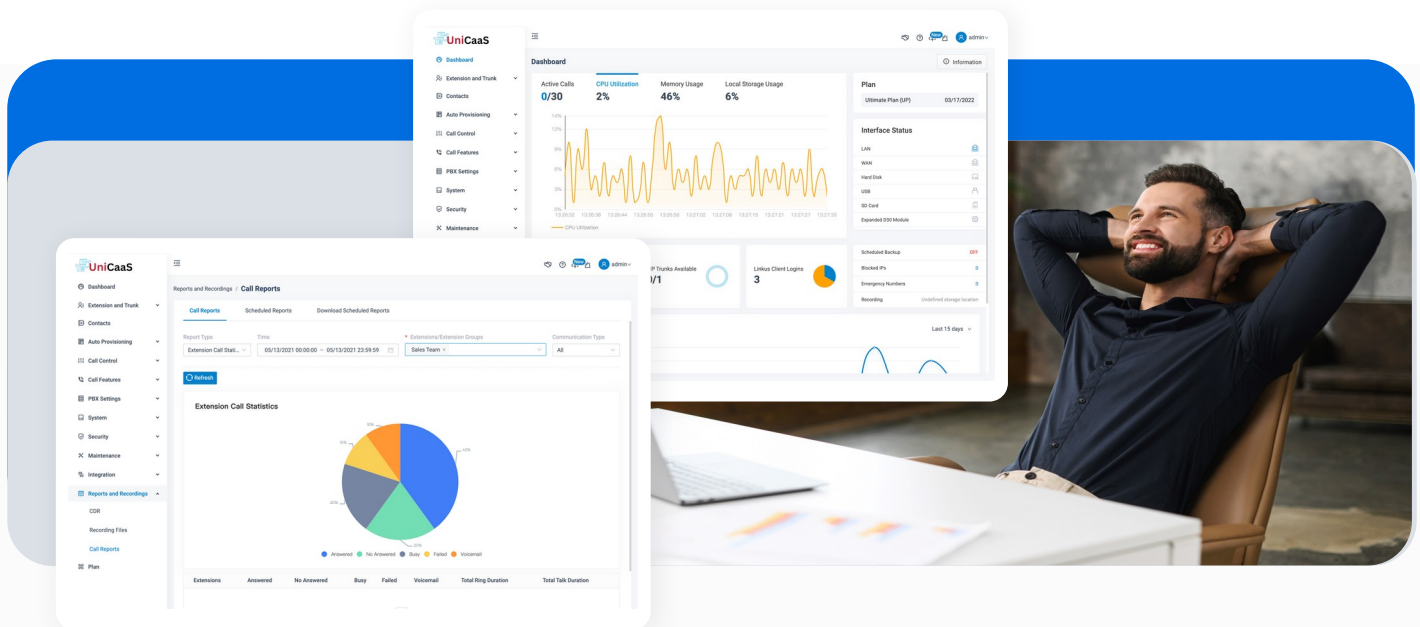
Connect your contact center to the rest of your business. UniCaaS integrates with leading CRM and helpdesk platforms:

- Instantly identify callers and incoming messages
- Automatically create contacts for unknown numbers
- Pop contact records on incoming calls and log every call in your CRM
- Deliver better service with the full customer history in one place



Effortless Administration

Spend less time managing your phone system and IT. The UniCaaS central admin portal simplifies settings and system management – set up call rules, extensions, and auto attendants in minutes, with no extra IT help.



Easy Setup

- No technical expertise required
- Point-and-click configuration
- Plug-and-play IP phones with auto provisioning
- Direct integration with Microsoft Active Directory and Azure AD



Easy Management

- Granular permissions by role and extension group
- Clear system and usage dashboard
- Easy-to-read call analytics, CDR, and reports
- Comprehensive event logs and alerts for system issues



Enterprise-Grade Security

- SRTP and TLS call encryption
- Automatic and static defense against SIP attacks and spam
- Auto-updated global anti-hacking IP blocklist
- Two-factor authentication for account sign-in
- Many more built-in security features

High Availability

99.99% uptime for the UniCaaS hosted cloud PBX. Its enterprise cloud architecture runs on highly available AWS infrastructure for added security and peace of mind.

Real-time failover: enterprise hot-standby solution for full PBX redundancy with dual servers, real-time data replication, automatic heartbeat checks, and near-instant failover. **Cross-region disaster recovery** keeps phone service running even during regional outages such as network failures or power loss.*

*Available with the on-premises software edition only.

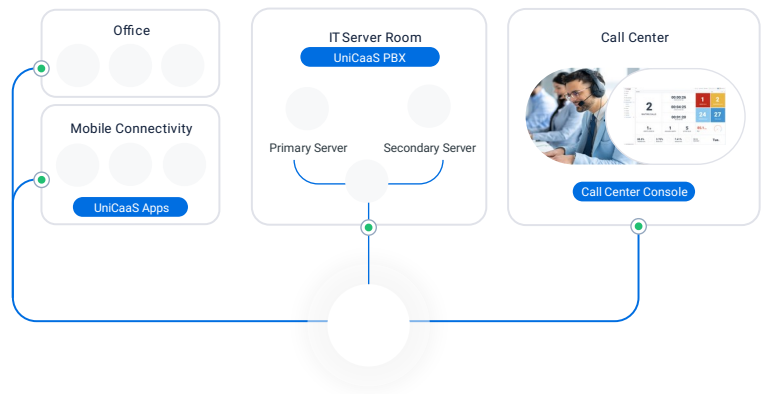
Built for Every Business

With communications that are easy to use, manage, and scale, UniCaaS helps businesses of every size and industry reach their goals.

Healthcare

Improve the patient experience with faster response times and better connectivity.

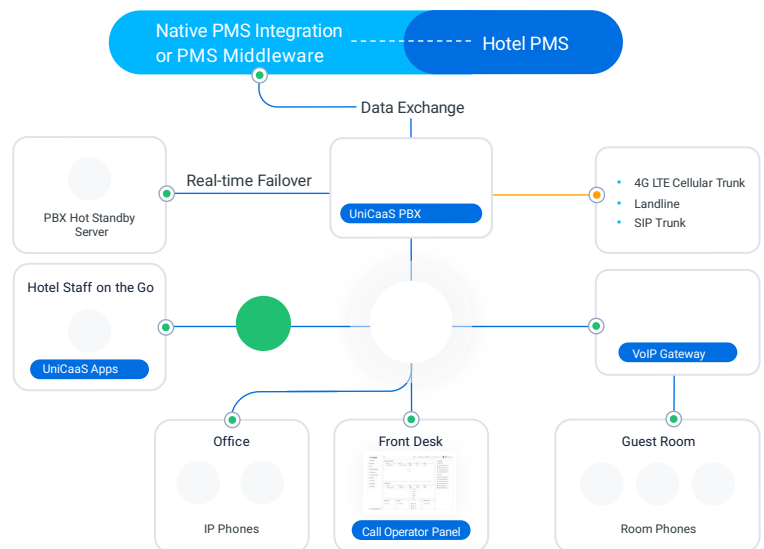
- Patient-focused call centers for faster response
- Keep doctors and staff mobile and always reachable
- Telehealth services with video conferencing
- Long-term stability and high system availability
- Simple system administration
- Secure, encrypted communications



Hospitality

Streamline hotel operations and keep phone service highly available.

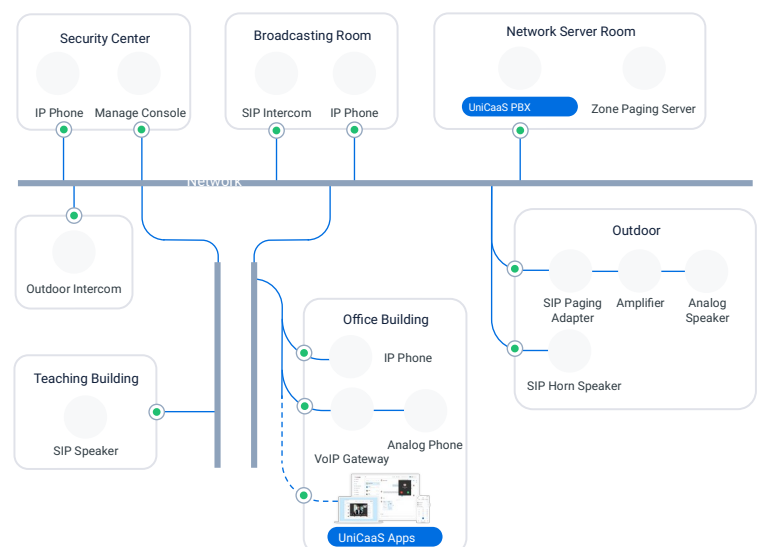
- Keep using existing hotel phones and phone lines
- Hotel PMS and PMS middleware integration: wake-up calls, guest check-in/check-out, call billing, housekeeping codes, outbound call blocking at check-out, and more
- Operator panel for room reservation calls
- Redundancy with hot standby and 4G LTE failover



Education

Give teachers and students efficient, secure communication on one central platform.

- One-time and scheduled announcements, timed bells, and emergency alerts
- Integration with SIP cameras, door intercoms, and other surveillance for access control
- Better communication across campuses and between students and teachers with a unified directory, conferencing, UniCaaS UC apps, and more



Features and License Plans

	Standard	Enterprise	Ultimate
Calling Features			
Business Features			
Administration & Security			
Unified Communications			
Team Chat - 1:1 or group chat with coworkers - File and image sharing			
Remote Access Service - Custom PBX domain name (FQDN) - Secure remote access to the PBX web portal - Remote connection for UniCaaS UC apps - Remote access to the LDAP server			
Remote SIP Service - Easy remote SIP registration - WebRTC trunk			
Phonebook	☐		
Call Billing	☐		
Voicemail Greeting	☐		
Advanced Call Center Features - Switchboard-style queue panel - Real-time wallboard & SLA - Queue callback - Call center reports	☐		
Omnichannel Messaging - Business SMS & WhatsApp integration - Unified message inbox - Route messages to queues & chat handoff - One-click chat-to-call	☐		
CRM & Helpdesk Integration - Supports Salesforce, HubSpot, Zoho, Bitrix24, Odoo, and Zendesk	☐		
Microsoft 365 Integration - Microsoft Teams Integration - Outlook integration - Azure Active Directory Integration - User sync & single sign-on (SSO)	☐		
API	☐		
Active Directory Integration - Sync users, organizational units, and groups - Auto-assign extensions to new users - Single Sign-on (SSO)	☐		
Video Calls & Video Conferencing	☐	☐	
UniCaaS SDKs - Build calling features into your own apps - Tools, documentation, and sample code	☐	☐	
Disaster Recovery*	☐	☐	
Hotel PMS Integration*	☐	☐	

* Disaster recovery is currently supported on the software edition only and requires an additional PBX redundancy server.

* Hotel PMS integration is currently supported on the appliance and software editions only.

Basic Feature List

Calling Features

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

Business Features

- Call Recording
- Call Allowlist/Blocklist
- BLF Support
- Busy Camp-On
- Boss-Secretary
- Business Hours & Holidays
- Custom Prompts
- Distinctive Ringtones
- Music on Hold
- MOH Playlist & Streaming
- T.38 Fax
- Fax-to-Email
- Voicemail
- Group Voicemail
- Voicemail-to-Email
- Voicemail Transcription
- LDAP Server
- PIN List
- Speed Dial
- Emergency Number
- Emergency Notifications
- SIP Forking
- Concurrent IP Phone Registrations

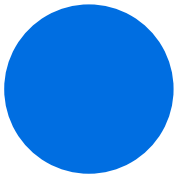
Administration & Security

- Web-Based Interface
- Dashboard
- Auto Provisioning
- User Roles & Permissions
- Extension Groups & Organization
- Bulk Import & Export (Extensions, Trunks, Routes, Contacts)
- Operation Logs
- Event Logs & Notifications
- Backup & Restore
- Troubleshooting
- Built-In SMTP Server
- AMI (Asterisk Manager Interface)
- Network Drive
- SNMP Support
- Security
- SRTP & TLS Call Encryption
- Automatic & Static Defense
- Global Anti-Hacking IP Blocklist
- Certificates
- Password Policy Enforcement
- Two-Factor Authentication
- Allowed Country IPs & Codes
- Outbound Call Frequency Limits

Unified Communications

- UniCaaS Apps
 - UniCaaS Web App
 - UniCaaS Mobile App (iOS & Android)
 - UniCaaS Desktop App (Windows & macOS)
 - UniCaaS Google Chrome Extension
 - UniCaaS Function Keys (Web/Desktop)
 - UniCaaS Hotkeys (Desktop)
 - UniCaaS CTI Mode for Desk Phone Control
- Operator Panel
 - Unlimited Users
 - Manage Active Calls (Redirect, Transfer, Hang Up, Park, Monitor)
 - Monitor Call Status (Inbound Calls, Outbound Calls, Extensions, Parked Calls, Ring Groups, Queues)
- Unified Presence Status
 - Control Extension Presence
 - Presence Status
 - Custom Presence Description
 - Personal & Company Contacts
 - Audio Conferencing
 - Call Pop-up URL
 - Door Intercom Video Preview

Contact us to schedule a product demo



Call or text: 408-444-5020

Phone systems: unicaas.biz

AI receptionist: agentaas.us

A LEWCO Asset Management, LLC company
