Epygi Cloud QX Service (ecQX) - Affordable, Flexible, Robust

Epygi Cloud QX Service (ecQX) is a **Unified Communications Solution** in the **CLOUD**. It is simply a cloud-based hosted IP PBX that will enable companies to swiftly transition from on-premise phone systems to a more adaptable and cost-effective CLOUD solution. This adaptable PBX platform seamlessly operates with a variety of SIP phones on-site and establishes a SIP trunk connection to the PSTN through any carrier. Its inherent redundancy guarantees automatic fail-over within minutes during hardware or network issues, significantly reducing downtime to mere moments.

Transitioning to a cloud-based solution becomes effortless with ecQX's auto-provisioning feature, simplifying phone configuration for companies. Additionally, ecQX supports remote provisioning for certain IP phones via a VPN tunnel, bypassing NAT-related issues and ensuring reliable two-way communication. Analog phones connected to an Epygi QXFXS24 Gateway can also be provisioned remotely through the VPN, ensuring comprehensive accessibility.

With ecQX, you have the freedom to host the ISO image at your data center or opt for hosting it on our systems. This flexibility sets ecQX apart from other products that limit your hosting choices.

Epygi offers ecQX services through a monthly subscription per extension, supporting up to three thousand extensions and including a free eQall license for each extension. The sign-up process is simple and cost-effective—no lengthy commitments, contracts, or upfront fees. Customers have the flexibility to pay on a monthly basis and can cancel at any time without constraints.

It is exclusively sold to integrators and resellers, not directly to end users. It comes with direct Epygi technical support accessed through our dedicated portal. For each customer, an instance of the ecQX is ordered, and if desired, additional options can be conveniently added to the shopping cart. Placing an order through our portal is straightforward. Once your selection is finalized, you'll proceed to checkout and easily make payments using

PAYPAL. Payments will be automatically charged per month to the PAYPAL account tied to the user on the Epygi portal.

A variety of other valuable features can be obtained for an extra monthly fee, such as:

eQall: A software phone available for MS Windows, Apple iOS, and Android. It offers flexibility by allowing VoIP calls from various devices, ensuring communication ease and mobility.

eQall Receptionist Console: Enhances call management, enabling real-time monitoring, voicemail handling, call transfers, and improved receptionist capabilities.

eQall SMS/WhatsApp Messaging: Allows sending or receiving SMS/WhatsApp messages by eQall extensions globally.

CRM Integration: Enhances customer service. Automatically integrates CRM contacts upon receiving inbound calls from customers, supporting Salesforce, Vtiger, and Zoho CRM.

IP Phone Extension: Facilitates easy expansion of communication lines without additional hardware costs.

Call Recording: Activates a Call Recording port on ecQX, expandable for simultaneous calls, and ensures compliance and quality control by recording calls.

Audio Conference: Adds audio conference ports for simultaneous participant capacity, with a maximum of 300 ports.

Call Center Bundle: Offers ACD, Barge-In, EAC, AOC, and Auto Dialer features, allowing centralized management and monitoring of call center operations.

Epygi Cloud Monitoring Service (ecMON)

ecMON is an additional web-based monitoring and management tool included in the ecQX service subscription and provides the ability to monitor over seventy different events on the ecQX and report them to the system administrator.

ecMON would help you:

- Monitor both cloud and on-premise PBX systems.
- Set alarms for over 70 events of the QX or ecQX PBX system, including bad-quality call reports.
- Save/restore and upload/download the configuration from QX systems to the cloud and your PC.
- Maintain software versions on QX systems.
- Inform device owners of system activity, view device uptime, and see registered endpoints.
- View graphical data illustrating CPU usage and concurrent call activity.
- Remotely access the GUI of the QX device and the endpoints registered to the same device.
- Restore configuration backup files onto selected QXs, or groups of QXs simultaneously.
- Simultaneously upload and install the chosen firmware file on selected QX units or groups of QXs.
- Upload and distribute music on hold and universal extension recordings to selected devices or groups.

Our ecQX stands out among other cloud-based solutions, delivering enriched functionality. Developed from Epygi's extensive market experience acquired over the years through the provision of Quadro/QX devices for on-premise installations, ecQX represents the culmination of our expertise. When integrating ecQX with our QX on-premise solutions, Epygi offers a blend of the finest features from both realms, delivering optimal advantages for businesses.