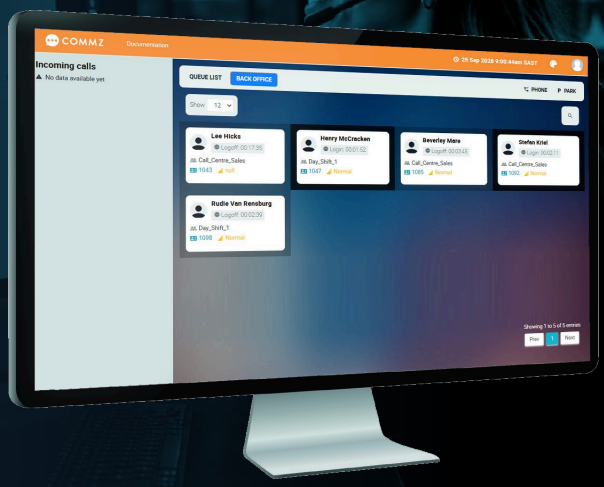
PABX

smartz SOLUTIONS

Your contact centre. Your back office. One platform.

Smartz PABX gives organisations the unified communication and telephony platform they always needed — integrated back-office telephony, built in, without compromise.



1

platform, vendor and support relationship for contact centre and back office

11

enterprise-grade PABX features for every user in the business

3

simultaneous outbound calls per user with multi-line calling

THE CHALLENGE

Telephony has long been a tale of two systems.

For organisations running contact centres, contact centre agents get powerful, feature-rich tools. Back-office staff — finance, HR, operations, management — make do with basic PABX functionality that was never designed for a modern, integrated workplace.

This gap has cost organisations dearly.

- Fragmented vendor relationships and duplicate costs
- Poor caller experience when transferring between front and back office
- Call history, reporting and compliance recording that can't be consolidated
- IT overhead managing two separate telephony environments

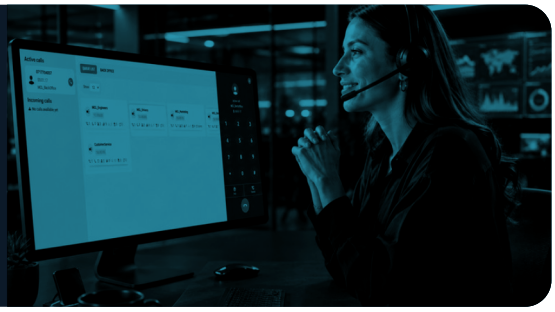
THE SMARTZ ANSWER · ONE PLATFORM. FULL CAPABILITY. NO COMPROMISES.

Smartz has closed the gap. Our enhanced PABX brings enterprise-grade functionality to every user in your organisation, whether they sit in the contact centre or the back office — the features your contact centre teams rely on are now available across the entire business. A complete communications platform: use what you need, when you need it.

IN ACTION

Front office and back office, unified

Every employee is reachable on the same platform as your agents — with call recording, video calling and the Smartz Switchboard in one application.



FITS YOUR ESTATE

Keep your numbers, your phones and your Teams.

Moving telephony shouldn't mean starting again. Smartz PABX works with the numbers, devices and collaboration tools your business already relies on.

0860
Share Call (0860 / 0861) numbers can be ported, depending on your telco

Any
SIP carrier — bring your own telco, or let Smartz provide one

10-digit
participant and administrator PINs on every conference bridge

Every kind of phone

SIP desk phones such as Yealink, the integrated desktop softphone, the WebCall browser softphone and mobile app — or extensions on an existing third-party PABX such as Yeastar.

Microsoft Teams calling

Connect Teams by SIP trunk for calls and transfers both ways, or with Operator Connect for presence, simultaneous ring and dial-in conferencing.

Your numbers, ported

Bring your existing numbers across, including Share Call numbers, or keep them with your incumbent provider and route them to Smartz.

CALLING FEATURES

Small details that make a big difference.

Follow-me & ring groups. Ring a set number of times, then move on in sequence — Phone 1, then Phone 2, then Phone 3 — so calls reach people wherever they are.

Conferencing done properly. Bridges with PINs, a participant limit, lock-out after wrong PINs, join and leave announcements, hold music and optional recording.

Voicemail that gets actioned. Password-protected personal voicemail delivered to email as an attachment, plus queue voicemail with its own SLA, 15–240 second messages and call-back before wrap-up.

Switchboard in control. Operators drag calls into queues or to back-office users, and a queue name whisper tells the person answering where the call came from.

- Call waiting & do not disturb
- Classic, Light & Dark themes
- Warm, blind & supervised transfers
- Time zones & daylight saving

ON A CERTIFIED PLATFORM

Smartz PABX runs on the same platform as the rest of the Smartz Suite — ISO/IEC 27001:2022 and PCI DSS v4.0.1 certified, independently penetration-tested every year, and hosted by default in Microsoft Azure South Africa North with a 99.95% availability commitment.

PART OF THE SMARTZ SUITE
CCaaS + UCaaS in one.

CX + EX = TX Total Experience

ONE PLATFORM
Commz · Analyz · Engage · PABX

FEATURE SHOWCASE

Enterprise PABX, for every user.

FEATURE	WHAT IT IS	WHY IT MATTERS	BENEFIT
Themes	Switchable background colours (Classic, Light, Dark)	Supports personal choice and reduces eye strain	Personalisation for user comfort
DDI (Direct Dial-In)	Unique direct-dial number per user or department, bypassing the switchboard	Gets callers to the right person first time	Faster, more professional customer experience
Call flows	Configurable flows, greetings, hold music and routing per business area	Ensures a consistent, tailored experience across brands and units	Presents the right face to every caller
Extension voicemail	Full voicemail per user, with retrieval and voicemail-to-email options	Covers staff who are unavailable or away from their desk	No enquiry or escalation goes unacknowledged
Call recording	Optional always-on recording with secure storage and retention controls	Supports compliance, QA and dispute resolution beyond the contact centre	Confidence in compliance organisation-wide
Advanced transferring	Warm, blind and supervised transfers between agents, departments and externals	Smooths the handoff point where CX often breaks down	Seamless, confident call handoffs
Multi-line calling	Manage up to 3 simultaneous outbound calls, with hold/switch and timers	Lets back-office staff juggle escalations and negotiations	Never miss a live conversation
Call forwarding	Forward calls to an external number	Enables flexible, mobile working	Always-on availability
Call history	Full call logs (inbound, outbound, missed, duration, outcome) per user and supervisor	Gives accountability and visibility beyond the contact centre	Complete picture of every call
Status break / call park	Real-time break and DND status visible to supervisors and colleagues	Supports workforce and queue management	Keeps callers comfortable, queues controlled
WebCall / mobile app	Browser-based softphone and mobile app — no desk phone needed	Keeps remote and travelling staff reachable on their business number	Full telephony power, anywhere

WHY SMARTZ

The vendor that understands both sides of the conversation.

Single vendor simplicity

One contract, one support relationship, one platform for your contact centre and back office — no more managing two telephony vendors.

Proven contact centre DNA

Smartz was built for contact centres. Every PABX enhancement is engineered to the same rigour and performance standards as our core platform.

Seamless integration

PABX and contact centre share a single platform, so reporting, recording, user management and administration are unified, not bolted together.

READY TO SEE THE FULL PICTURE?

Whether you're rationalising vendors, solving a compliance gap or simply ready to give your back-office team the tools they deserve, Smartz Solutions is ready to show you what's possible. **Let's talk.**

smartz SOLUTIONS

Let's simplify the complex.

Get Smart. Get Smartz. · Let's talk.

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HEAD OFFICE
Mauritius

OFFICE
South Africa

Request a demo →