



**BEST SOLUTION FOR:**

Leveraging existing PBX Investment and gaining CTI Integration

The customer does not want to replace their existing legacy phone system, but needs CRM/CTI Integration for agents.

Our Hybrid Cloud would seamlessly interconnect designated groups of users, normally contact centers, who require superior telephony functionality.

Example: A 1,000 seat organization has a 300 seat Contact Center labeled:

- Telemarketing Department
- Service Center
- Technical Support Desk
- Customer Service Center

ActivePBX would implement the Hybrid Cloud, which would interconnect with the existing phone system via SIP Trunks. This would allow for easy 4-digit dialing between both the Existing PBX and our Hybrid Cloud Phone System. Calls can also be routed to and from each system for seamless call-flow.