



IP-PBX OFFICE PHONE SOLUTION

ACCESSIBLE TO ALL

Who is MicroAntix?

MicroAntix is a trusted leader in delivering value-based I.T solutions and products for businesses of all sizes, service providers, and OEMs in the Virgin Islands (British).

MicroAntix's offerings include Unified Communication as a Service (UCaaS) and Call Center as a Service (CCaaS) business phone systems, both on-premise and cloud, Communications Platform as a Service (CPaaS), SIP Trunking as a Service (TaaS), and telephony hardware which can also be deployed as a service.

MicroAntix's products and services are used in leading PBX, IVR, contact center, medical clinics, and data and hotels throughout the BVI.

MicroAntix is a primary supplier of the Grandstream products, the world's most widely used open source communications software, and the FreePBX project, the world's most widely used open source PBX software.

Businesses can achieve enhanced levels of collaboration, productivity, and ROI with MicroAntix.



PLATFORM

SMBs, Enterprise and Contact Centers

Grandstream, based on the open-source Asterisk IP-PBX, is a fully-featured UC platform delivering productivity and collaboration tools enabling users to work flexibly from the office or remote. The integrated online portal lets businesses instantly add on extra features to their deployment, a-la-carte, such as enhanced contact center functionality, from one central location.

MicroAntix's open-source nature makes it the perfect choice for advanced deployments where the installation environment requires complex configuration and customization.

FLEXIBLE DEPLOYMENT OPTIONS

Our phone systems can be deployed in multiple ways, each with the same feature set.

Leased*



MicroAntix Cloud is the optimal solution for delivering the best customer service with little or no upfront costs.

- No onsite hardware to maintain and control
- Simplify access to communication tools for sales, support, and agents
- IP phone rentals available

On-Premise



Deploying MicroAntix PBX on your business premises represents a low total cost of ownership and allows your staff to maintain and control the system.

- Maintain full control of your solution
- Dedicated hardware appliance backed by Sangoma
- No racks of specialized equipment

Virtualized



MicroAntix PBX offers the option of virtualization for organizations that already host a virtual environment or seek to do so.

- Use your preferred virtual machine
- Leverage failover for High Availability options
- Save on stand-alone appliance costs

Why Choose Us?

Saves You Money

Unlike other proprietary systems, our system gives you more value for your purchase. With all features included, flexible deployment options, less add-on fees, and a simplified pricing model, MicroAntix PBX is the best value in the BVI.

Remote Worker Friendly

Operate your workforce wherever they are located, on whatever device they are using, while having full access to communication, collaboration, and productivity tools. Desktop and mobile softphones, user dashboards, auto-provisioning IP phones and customer service tools - What else could you ask for! Plus, there is very little setup when transitioning from office to remote working.

Integration with Your Existing Tools

Enable click-to-dial and screen-pop from within the tools you are already using such as Salesforce, Zendesk, Zoho and other browser-based helpdesk tools.

Advanced Call Queues

A robust set of add-on features to help process inbound calls more efficiently while enhancing the customer experience with priority caller and call-back support, amongst many others.

Flexible IVR

Route inbound calls more efficiently and reduce agent call administration time, while providing customer features such as multilingual options, custom music-on-hold to play special announcements, and priority routing.

Powerful Reporting

Advanced call reports can be created ad-hoc or scheduled directly from the web client and detail granular information in graphical format, making it quick and easy to know how well your business is helping your customers.

Global Support

Our phone system supports dozens of world-wide languages from sound prompts, IP phone applications to IVR language detection so that your customer get the tailored experience, no matter where your business operates.

Easy to Manage

An intuitive dashboard allows you to manage every aspect of MicroAntix PBX from anywhere you have Internet access. Advanced call control, extension customizations and centralized endpoint configurations all from one place.

Many Products in One

Our System is more than just an IP-PBX. When coupled with IP phones, SIPStation SIP Trunking service and VoIP Protection software it's an entire turnkey communication solution for your business, whether it be in the hospitality, contact center, auto-dealership or retail sector.

PBX FEATURES



Presence

See who is in the office, on a call, or away from their desk, using the Desktop Softphone, mobile client or IP phones. Call rules update automatically based on an employee's presence.



Contact Center / Call Queues

Whether you operate a small or large help desk, sales team or contact center MicroAntix PBX offers big customer service and call processing features to help you boost revenue.



Chat and SMS

Improve employee communication with integrated chat. Employees can use their extension to send/receive SMS messages.



Customer Relationship Management (CRM) Integration

MicroAntix PBX offers native integration with Salesforce, Zendesk®, sugarCRM and Zoho, with the ability to integrate nearly any other browser-based CRM. Your sales and service organization will have customer information right at their fingertips when they receive a phone call.



Interactive Voice Response (IVR)

The extensive built-in IVR allows you to provide information to callers, collect information about the customer's needs, and transfer callers to the appropriate person or department. Multi-language options, custom Music-on-Hold for special announcements and Callback make the IVR even better.



Recording and Monitoring

Great for training and auditing calls. Managers can easily monitor, whisper, barge, and record calls from the UCP Wallboard dashboard. You can also record calls directly from your Softphone.



Integrated SIP Trunking and Fax Support

Setup the award-winning SIPStation SIP Trunking and FaxStation reliable fax service directly from the PBXact admin dashboard, delivering rich VoIP.



Conferencing

Built-in conferencing allows all of your employees to manage their own conference rooms on-demand, using the UCP dashboard. See who is in the conference call and who is speaking, with the ability to mute or dismiss participants. In addition, easily invite customers to conferences using a pin number.



Collaboration

Collaborating over long distances has never been easier with integrated video calling, screen-sharing, and group chat built into the desktop softphone. The Mobile softphone allows employees to stay connected while on the go.



Advanced Recovery

Guarantee service during catastrophic failure where your communications automatically fails over onto a secondary system if the primary fails.

INTUITIVE IP PHONES DESIGNED FOR OFFICE.

Offering the tightest integration possible, they incorporate plug-and-play installation with auto-provisioning—saving you time.

All Models Include:

- Zero-Touch Auto-Provisioning
- HDVoice
- Customizable Busy Lamp Field (BLF) Keys
- Power Over Ethernet (POE)
- Interactive voicemail
- Interactive, real-time status
- Parked calls
- Contacts
- Transfer & conference calls
- Record & monitor calls
- Agent/manager queue



COMPANIES USING OUR SYSTEM

TRUSTED BY MANY BUSINESS IN THE BVI



GROUP OF COMPANIES



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