



# TOGETHER SIMPLE FLEXIBLE

Swyx Unified Communications  
and Collaboration Solutions





## CONTENT

Welcome to Enreach	3
Future-proof planning	4
Decide individually	5
Work flexibly	6
Seamless integration	8
Cooperate cleverly	12
Bundling information	14
Perfecting customer service	16
Control accessibility	18
Strengthen teamwork	19
Use flexibly	20
Can be used individually	21
Additional functions	22



## WELCOME TO ENREACH

Communication is changing nearly every day: New ways, new technologies and new devices create unfamiliar demands on companies and employees. Digitisation is shaping the way we communicate and collaborate with customers and colleagues - across different channels and devices. Digitisation is all about change - towards optimisation, virtualisation and simplification throughout all areas of the company.

**With Swyx solutions from Enreach, communication gets especially easy. For everyone. Swyx connects all employees with each other and ensures a fast and smooth exchange of information. Swyx enables streamlined workflows and represents the interface for communication with customers and partners.**

The experience of thousands of small and medium sized enterprises across Europe is incorporated into the design and development of Swyx products. Our knowledge of the challenges, expectations and needs of SMEs will continue to shape our offering in the future.

# FUTURE-PROOF PLAN

Today people have many ways to get in touch with each other: landline and mobile telephony, messaging, video communication and e-mail - each medium offers additional possibilities for use. In addition to the requirement to provide the appropriate infrastructure, all these channels require attention and a high degree of organisation from your employees.

**With Swyx, you have a software-based IP communications solution that bundles all channels into a single, user-friendly solution.**

Swyx is specially tailored to the needs of medium-sized businesses. The software intelligently combines all forms of corporate communication into one platform with a consistent user interface. Your employees can communicate without disruptive media breaks and unproductive waiting times - anytime and from almost any location.

With Swyx, you have more than just one of the most powerful IP telephone systems at your disposal. Numerous features and add-on options cover almost every requirement and enable service-oriented communication.

# INDIVIDUAL DECISION

Software forms the core of Swyx Unified Communications. This means that you are creating the basis for a future-proof communications platform, which is always kept up to date by means of functional extensions and upgrades today. For the installation and operation of the Swyx software, you have the option of choosing between different operating models.

## 1. Individually in the company

You install the software on a possibly virtualised Microsoft Windows Server within your company and have all options for integrating and customising the solution.

## 2. Directly from the Enreach Cloud

As a manufacturer, with SwyxON we offer you the option of obtaining the Swyx solution as a service from an Enreach data centre in Europe. You can obtain SwyxON exclusively from authorised specialist retail partners, who will provide you with competent advice on all questions.

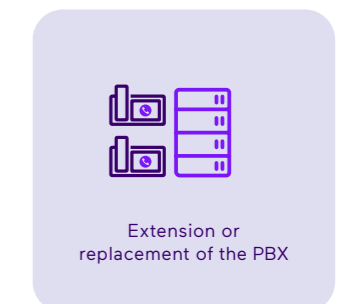
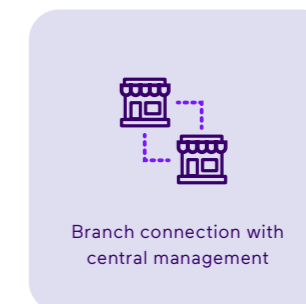
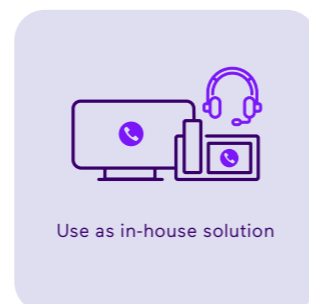
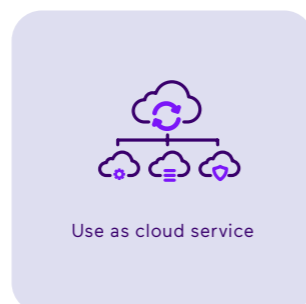
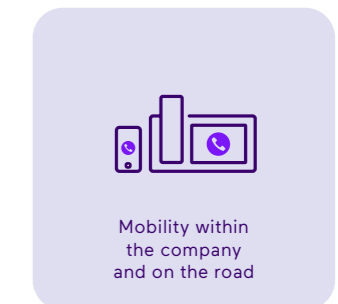
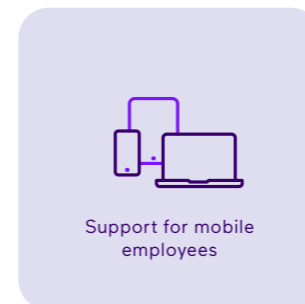
## 3. Flexible from the partner cloud

You obtain the solution as a service from a secure data centre from a certified partner and do not have to worry about system updates or hardware restrictions.

No matter which operating mode you choose, in-house or cloud: with Swyx you have the freedom to decide for yourself. Without restrictions on comfort and functionality.

## UNIFIED COMMUNICATIONS WITH SWYX-SOLUTIONS FROM ENREACH

- ✓ Complete telephone system functionality with voicemail for each user
- ✓ Communication on all relevant desktop platforms such as Microsoft® Windows®, Apple® macOS® as well as Support for smartphones with iOS and Android operating systems
- ✓ Integration with Microsoft® Outlook and Microsoft®Teams
- ✓ Improved collaboration with presence information, messaging, conferencing, desktop sharing and video telephony
- ✓ Intelligent call management and easy creation of complex voice dialogue systems



# YOU CAN USE SWYX WITH A WIDE RANGE OF DEVICES

## FLEXIBLE WORK

For telephony, use for example a practical handset or headset in combination with the communication software on your desktop or laptop.

Use the SwyxPhone desk telephone with large colour display or stay mobile within the company with cordless headsets and DECT telephones.

On the road, employees use their smartphone and can therefore use all important comfort functions with their mobile phone.

Only one telephone number needs to be communicated to customers, as calls are intelligently routed to the right unit in the company, depending on the current availability of the individual employee.

This allows Swyx to be optimally adapted to the respective requirements of all employees.



# SEAMLESS INTEGRATE

## Swyx integrates the office products Microsoft® Outlook and Teams.

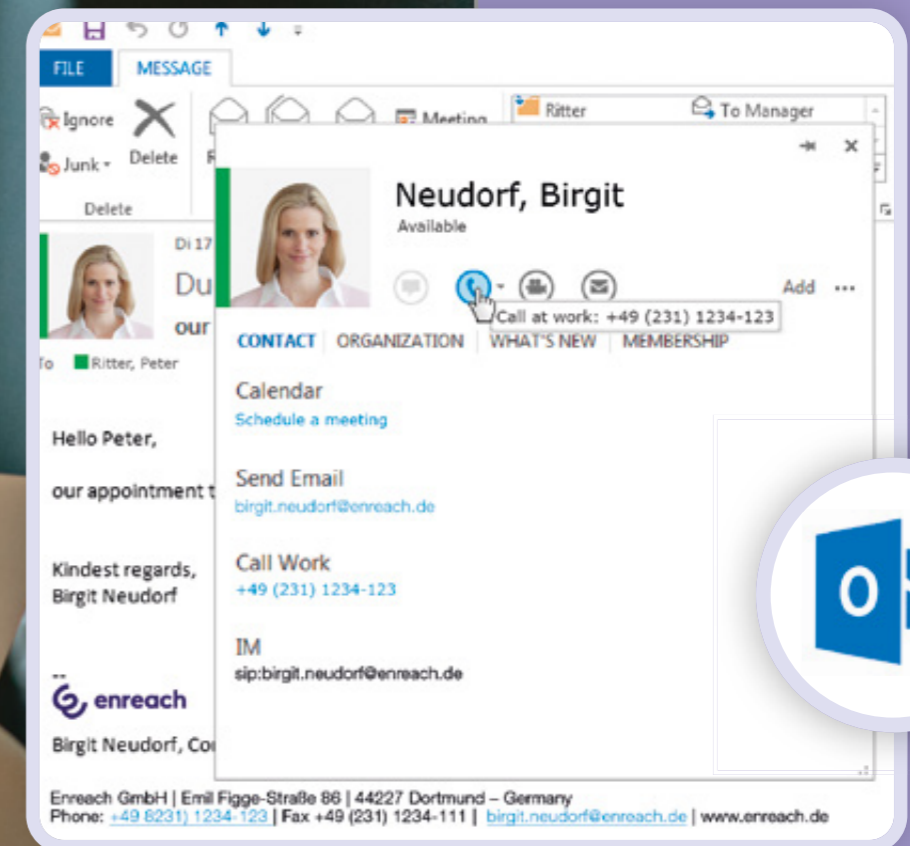
Making phone calls as easy as possible: you can start calls quickly and easily with a click of the mouse directly from any contact, incoming and outgoing calls are logged in the journal and voice and fax messages are easily sent to your own mailbox.

Swyx integration in Microsoft® Outlook makes even more possible. You can immediately see the availability of the respective Outlook contact in a message or an appointment. Depending on the presence status displayed, it is easy to make a decision about further contact - which saves a lot of time. The presence status of the respective user is also visible in all

Microsoft® Office products. Each user has their own voicemail system with extensive options. Voicemails can either be conveniently retrieved by telephone or sent as file attachments by e-mail.

Each user can individually configure their personal voicemail and select and record different greetings for special call handling scenarios. For example, you can greet important customers with an individual message.

- ✓ Shared inbox for emails, Voicemails, telephone calls and fax messages
- ✓ Possibility of call forwarding depending on calendar entries
- ✓ Phone calls per mouse click from contacts in Microsoft® Outlook
- ✓ Voicemails can also be listened to on the mobile phone while on the move
- ✓ Use of personal and company-wide address books and contacts
- ✓ Incoming and outgoing calls can be Microsoft® Outlook journal
- ✓ Presence information in Microsoft® Office products



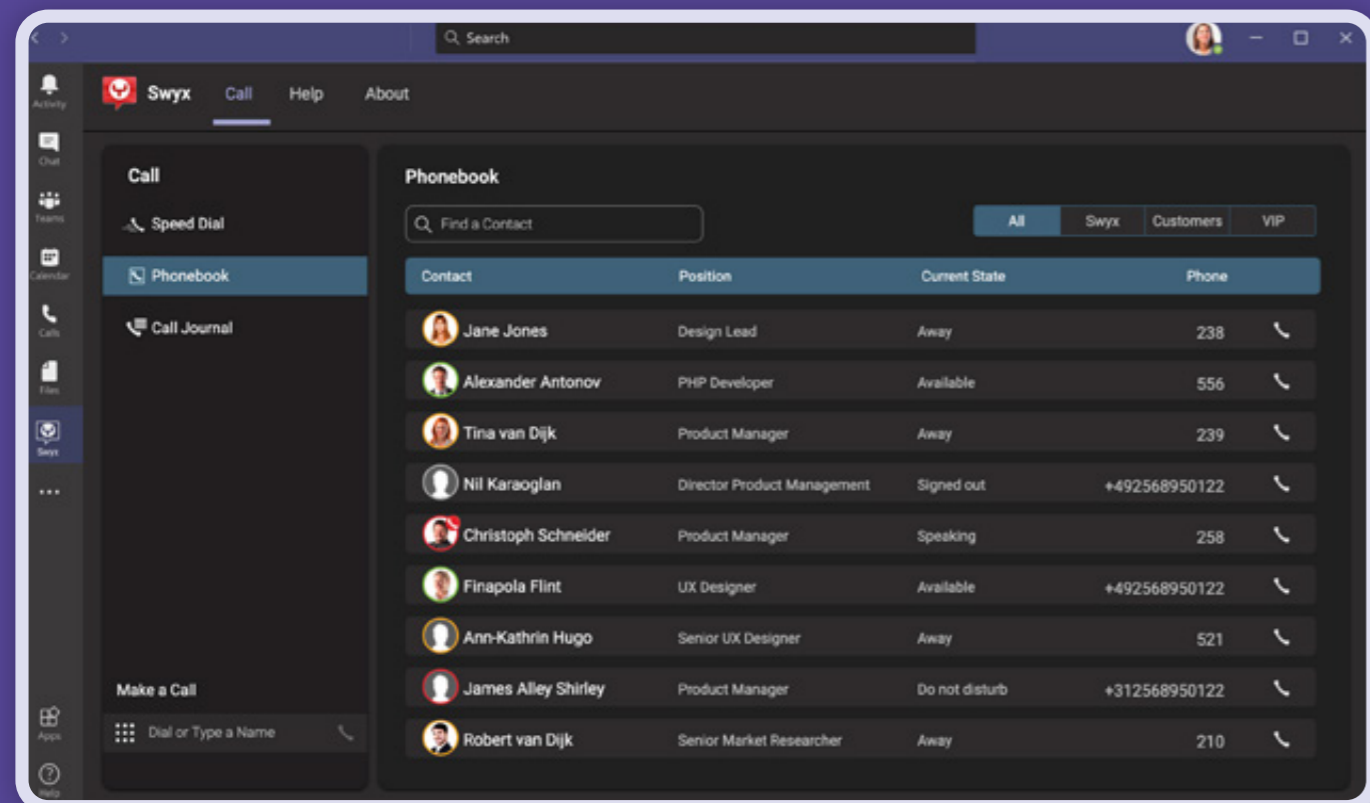
# TELEPHONY FUNCTIONS FOR MICROSOFT TEAMS

**With the extensive telephone system functionalities of Swyx, you can extend Microsoft Teams in an ideal way.**

The strong call routing options, the flexible end device support, but also the extensive connection options to the public telephone network ensure optimal availability in the company and thus enable perfect customer service.

With Swyx, businesses are able to manage all the business-critical communications applications that are in demand in businesses today, to ensure accessibility for customers.

- ✓ Individual control of your own accessibility with the Call Routing Manager (Automatic Call Distribution, ACD)
- ✓ Creation of complex speech dialogue systems with a graphical script editor (Interactive Voice response, IVR), e.g. for central call acceptance or individual answering systems for individual departments
- ✓ Use of the entire range of terminal devices: system and IP telephones, USB/conference telephones, IP a/b adapters
- ✓ Mobility within the company, e.g. on the company premises or in production halls: Seamless integration of DECT systems
- ✓ Contact centre functionality and queue management
- ✓ Integration of contact information: Integrate any database and quickly identify incoming calls



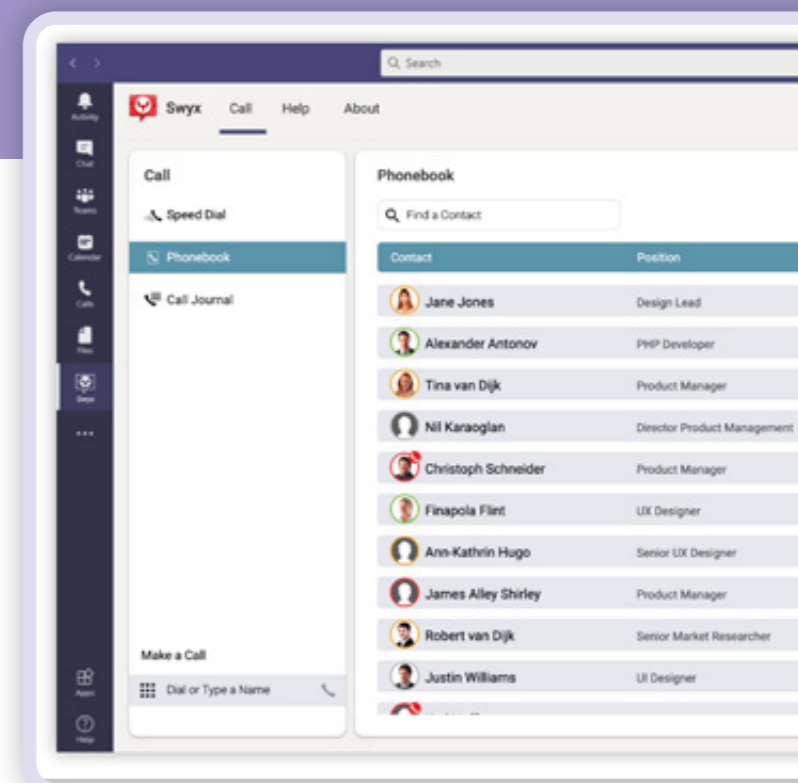
# TEAMS AND SWYX APPLICATION SCENARIOS

## Quickly and seamlessly integrated

With the Swyx Connector for Microsoft Teams you can easily integrate the most important Swyx telephony functions directly into the Microsoft Teams user interface. This offers maximum user-friendliness, as the telephony functions of Swyx can be used quickly and conveniently from the Teams client.

## HIGHLIGHTS

- ✓ Important, business-critical telephony functions can be realised via Swyx
- ✓ Seamless integration of the Swyx solution into the Microsoft Teams client
- ✓ Maximum ease of use by providing a compact user interface
- ✓ Simple and fast installation without high administration costs
- ✓ Free choice of telephone number and provider via Swyx solution
- ✓ No additional Microsoft licences for telephony functions necessary
- ✓ No additional hardware (Session Border Controller, SBC) required



# CLEVER CO-OPERATION

## See and be seen - the presence information

Presence information in Swyx makes it possible to show the status of your own availability to other employees. In this way, team members can see who is logged on or available, and can reach the desired participant straight away. This way you save time and avoid unsuccessful communication attempts.

## Always stay flexible - stay informed with your smartphone

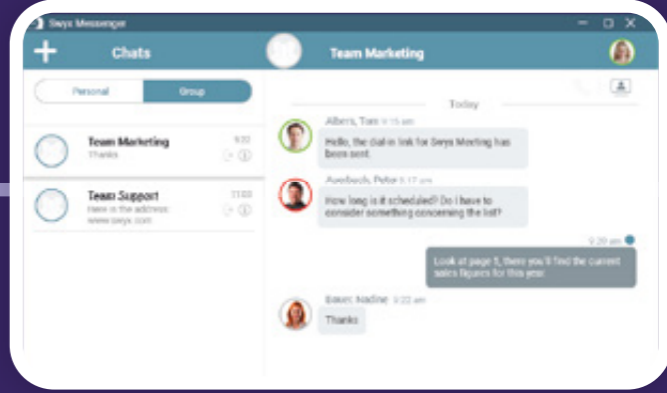
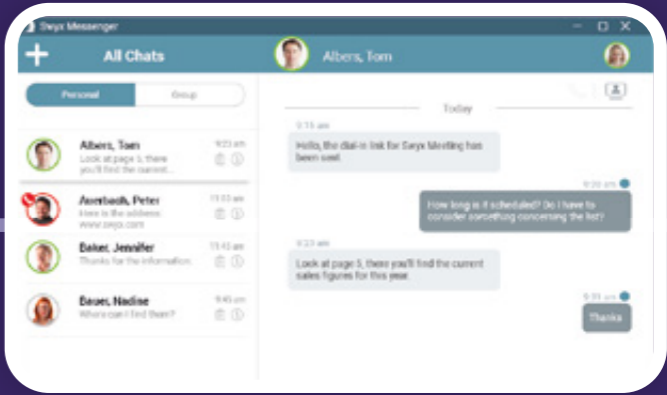
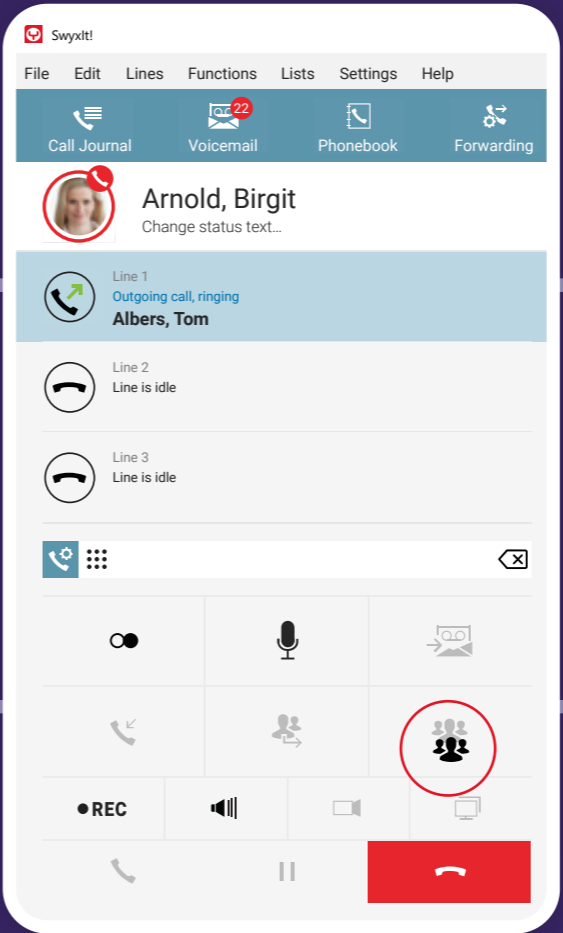
With Swyx you can seamlessly integrate your smartphone into your business communication. Simply download the Swyx Mobile App on your iPhone or Android end device and your mobile phone becomes a fully-fledged extension. A major advantage of Swyx Mobile is the availability under a single telephone number. If you prefer, you can communicate exclusively your business phone number. With the Swyx Mobile App on your smartphone, you not only have access to all company contacts. You can also view their presence status to avoid unsuccessful connection attempts. This saves time and you can concentrate on the essentials.

## Conferences for better cooperation

Swyx has an integrated conference function with which you can set up and conduct internal and external conference calls with any number of participants. Conferences can be initiated by any user. Callers also have the option of dialling directly into a virtual conference room with their own extension. For example, conference rooms can be protected with a PIN or dial-in can be restricted to participants with a specific telephone number.

## When time is of the essence - the integrated messenger

The integrated Swyx Messenger is specially designed for use in the business environment and enables instant messages to be exchanged within a company in real time. Operational procedures and processes can thus be designed more quickly and efficiently. For example, during a customer call, a sales employee can use messaging to quickly, easily and unnoticed by the caller and can ask a colleague from the technical or accounting department for advice.



# INFORMATION BUNDLE

With the VisualContacts option, you bring together distributed contact information in the company.

This gives all employees quick access to telephone numbers and other relevant contact data from a wide range of company applications. The intelligent contact preparation also enables direct searches within the Swyx Windows client and quick identification for incoming telephone calls.

Due to the use of different database systems in a company, the search for employee and contact data is often very time-consuming. VisualContacts solves this problem by consolidating all relevant information in a central database based on the LDAP protocol (Lightweight Directory Access Protocol). In addition to the preparation of phone numbers and contact data, this enables an efficient and customizable search for contact data in different databases. For example, Microsoft Dynamics products, CRM and ERP systems, HCL Notes and public Exchange folders, as well as any SQL databases can be integrated with minimal effort.

In practice, this means for a company that all employees are optimally informed about the important contacts in their work environment, regardless of the systems, end devices and applications used. This includes, for example, the name and title as well as the availability via different various media, the telephone numbers, instant messaging and e-mail addresses. Organisation-specific information can also be made available, such as cost centres, room numbers, customer numbers, payment modalities, but also in which IT systems further detailed information is stored.



Call Journal Voicemail Phonebook Forwarding Messenger

Arnold, Birgit  
Change status text...

Line 1  
Outgoing call, ringing  
Albers, Tom

Line 2  
Line is idle

Line 3  
Line is idle

Distribution Support Marketing VisualContacts

1 Albers

2

3 Albers, Tom  
Swyx Solutions GmbH  
Geschäftlich  
Unternehmen: Arnold, Birgit  
Tel. Unternehmen: +49231123456  
Tel. Primär: +49231123456  
Adresse 44227 Dortmund

4 SwyxAD

5

Albers, Tom DOSwyxWare00

Albers, Tom SwyxCRM

Albers, Tom SwyxExchange

Albers, Tom DOSwyxWare00

Albers, Tom LicenseDB

1. Convenient visualisation of customer and company contacts directly in Swyx Desktop

2. Quick search of contact data within Swyx! without having to open the applications

3. Quick call identification and display of individual contact details at a glance

4. Merging contact information from a wide range of applications

5. Linking and direct opening of further details in the the respective application





# CUSTOMER SERVICE PERFECT

With the VisualGroups option you can add efficient queue management to your Swyx solution. Incoming telephone calls can be reliably answered and handled by selected groups of staff, so waiting times for your customers are minimised.

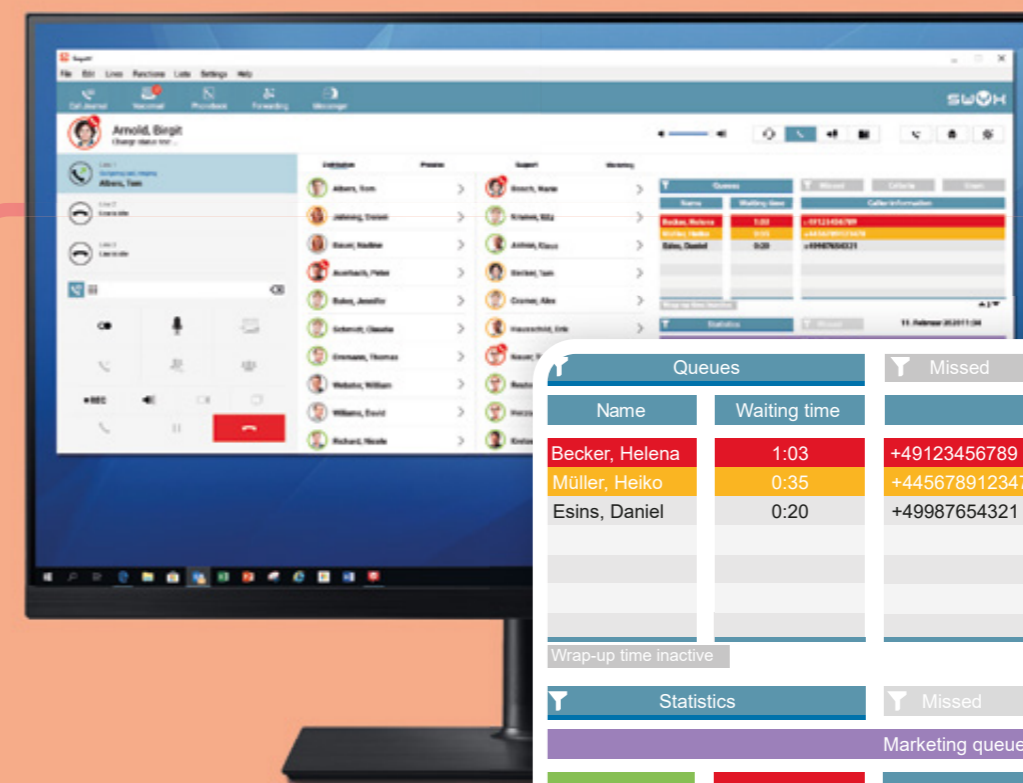
This means that no additional applications need to be installed and no separate applications need to be opened for operation. Operation is convenient via the central user interface.

## OPTIMALLY INTEGRATED

VisualGroups is a software option that is easy to install and ready to use within minutes to maximise accessibility in the enterprise. On the user side the queue management integrates seamlessly into the SwyxIt! desktop application.

## EASY OPERATION

When handling daily telephone traffic, it is of course desirable that every incoming call is either answered directly or immediately forwarded by a staff member to another person. However, during peak times or staff shortages, it is often not always possible to answer or handle the call directly. VisualGroups supports you here by always reliably answering calls.



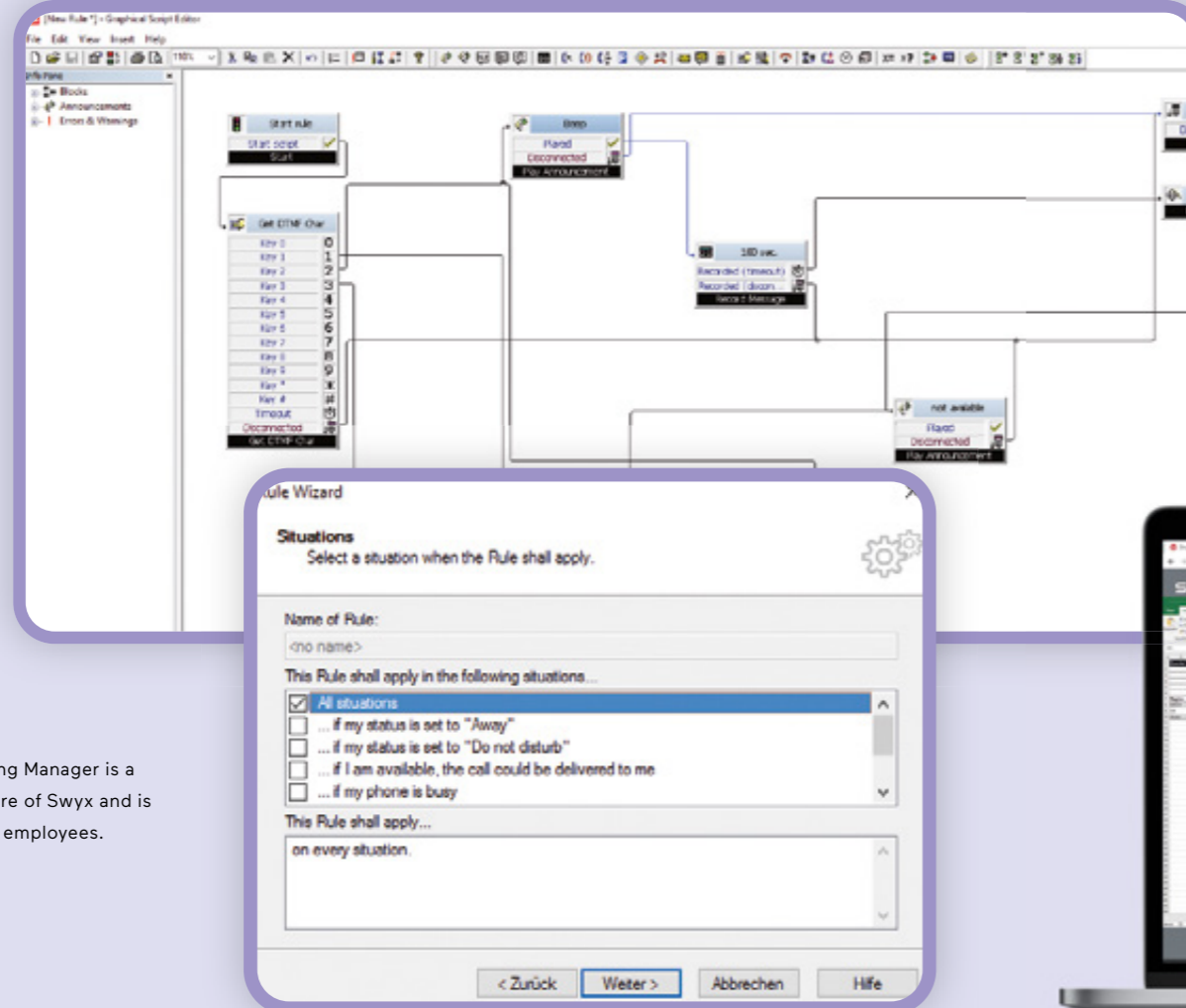
Queues		Missed	Criteria	Users
Name	Waiting time	Caller information		
Becker, Helena	1:03	+49123456789		
Müller, Heiko	0:35	+4456789123478		
Esins, Daniel	0:20	+49987654321		
Wrap-up time inactive				
Statistics		Missed	11. Februar 2020 11:34	
Marketing queue				
12 Answered	6 Missed	1:11 Ø Talk time	5 Callers waiting	6 Available users
2 Answered by me	0 Missed by me	1:45 My Ø talk time	0:45 Ø Waiting time	67% Service level

# ACCESSIBILITY TAXES

## Never lose a call - simply and quickly with the Call Routing Manager

The integrated Call Routing Manager allows you to automatically divert calls to a desired number, such as a mobile number or another employee's phone number, if you are unable to answer the call yourself. Intelligent call forwarding based on calendar information or your status makes manual activation or deactivation of forwarding unnecessary: Swyx knows whether a user is currently available or not. With the integrated rule wizard, call forwarding can also be implemented depending on specific times, weekdays or public holidays.

Swyx provides you with the Graphical Script Editor (GSE) a powerful tool, that allows you to easily define complex decision, action and handling sequences for incoming calls. For example, you can design voice dialogue systems (IVR, Interactive Voice Response) with which calls are forwarded to several call numbers or to specific departments. This ensures that important calls are not lost and always reach the right destination.



The Call Routing Manager is a standard feature of Swyx and is available to all employees.

# TEAMWORK STRENGTHS

## Start web conferences easily with Swyx Meeting

Whether it's video conferencing, chat, screen sharing or document sharing - with Swyx Meeting all doors are open to you. Start your online meeting directly from the browser without having to download additional software. The individual functions are designed user-friendly and self-explanatory, so you can get started quickly and easily.

## Everything at a glance

- ✓ Quick and easy conferencing inside and outside your organisation with Swyx Meeting
- ✓ Web-RTC based without complicated software installation
- ✓ Participation of internal and external guests
- ✓ Invitation and login via link and meeting ID
- ✓ Dial-in, dial-in by telephone
- ✓ Waiting room function with active access control for the moderator
- ✓ Group chat and private chat for all participants
- ✓ Sharing of screen contents and documents
- ✓ Use with mobile devices in the browser - no app installation necessary
- ✓ Recording of meetings
- ✓ Broadcast function for videos
- ✓ Sticker function for more interaction in meetings
- ✓ Available for up to 25 participants (incl. host)












# FLEXIBLE INSERT

Overview of operating models

	RENT Swyx Flex	CLOUD SwyxON	PURCHASE Swyx
<b>Function profiles</b> Functions bookable per user	✓	✓	✓
<b>Operating model "On-Premises"</b> Installation on own server in the company	✓	—	✓
<b>Operating model "Cloud"</b> Obtained as a cloud service from a data centre in Europe	—	✓	—
<b>Server &amp; Operating System</b> Server & Operating System	individual	✓	individual
<b>Software Update Plan</b> Software updates for function profiles and additional functions	✓	✓	optional

# INDIVIDUAL USEABLE

Functional profiles for users

	Basic	Professional	Premium
 <b>Base functionality</b> PBX and UC functionality including desktop clients for Windows and macOS, call routing manager, presence information, messaging, Outlook integration, voice-mail, conference functions as well as voice and fax channels.	✓	✓	✓
 <b>SwyxECR</b> Use of call diversion, e.g. as central call acceptance and distribution or creation of voice response systems (ACD/IVR) with the graphical script editor individually per user.	✓	✓	✓
 <b>Swyx Mobile</b> Integration of mobile phones with "One Number" concept and telephony via data connections with apps for Android and iOS.		✓	✓
 <b>SwyxConference</b> Set up and conduct dial-in conferences with any number of internal and external participants		✓	✓
 <b>SwyxRecord</b> The recording function makes it possible to record, save and forward telephone calls with the Windows Client.		✓	✓
 <b>SwyxFax</b> Use of central, server-based fax services with a Windows client. Sending fax messages from any application with a print function.		✓	✓
 <b>SwyxCTI+</b> Makes any phone (DECT, SIP or analogue phones) an extension for incoming and outgoing calls with the Windows client.			✓
 <b>SwyxMonitor</b> Permanent call recording of incoming or outgoing external calls, silent call intrusion, ideal for training purposes and in call centre environments.			✓
 <b>Swyx VisualContacts</b> Convenient integration of contact information stored in various applications in the company (e.g. merchandise management, CRM, or other databases). Fast phone number identification and contact search directly in the Windows client.			✓



# ADDITIONAL FUNCTIONS



## System telephone

Enables convenient additional functions for system telephones (Unify), such as server-based call lists, telephone books and extended CTI functions with the Windows client.



## Feature Pack for certified SIP phones

Offers convenience features in conjunction with Yealink telephones, CTI functionality with SwyxIt! and Swyx Desktop for macOS.



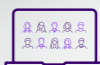
## Swyx Connector for Microsoft Teams

Integrates Swyx PBX functions into Windows-based teams environments.



## Swyx Connector for HCL Notes

Integration with HCL® Notes®, calendar-based call forwarding, dialling from any contact database, call number identification.



## Swyx VisualGroups

The VisualGroups option provides departments with a high volume of callers with an optimal queuing solution with seamless integration into the SwyxIt! user interface. VisualGroups Enhanced also includes extensive analysis and reporting functions with Swyx Analytics.



## Swyx Analytics by aurenz

Analysis software for evaluating telephone accessibility, recording connection data, customer contact analysis, call & cost statistics.



## Swyx Meeting

WebRTC-based web conferencing service for perfect collaboration with video, application sharing and messaging. Available for internal and external participants.



TECHNOLOGY ALLIANCE PROGRAM

Through the technology partner programme Swyx's range of solutions is extended by third-party manufacturers.

On [enreach.de](https://enreach.de) you will find a wide range of additional solutions with which you can cover special, individual requirements for integrated communication.

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Contact that works wonders

