FirstNet Phone System

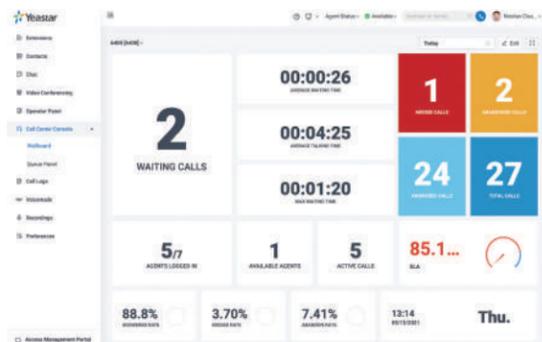## Digital Value, Delivered.

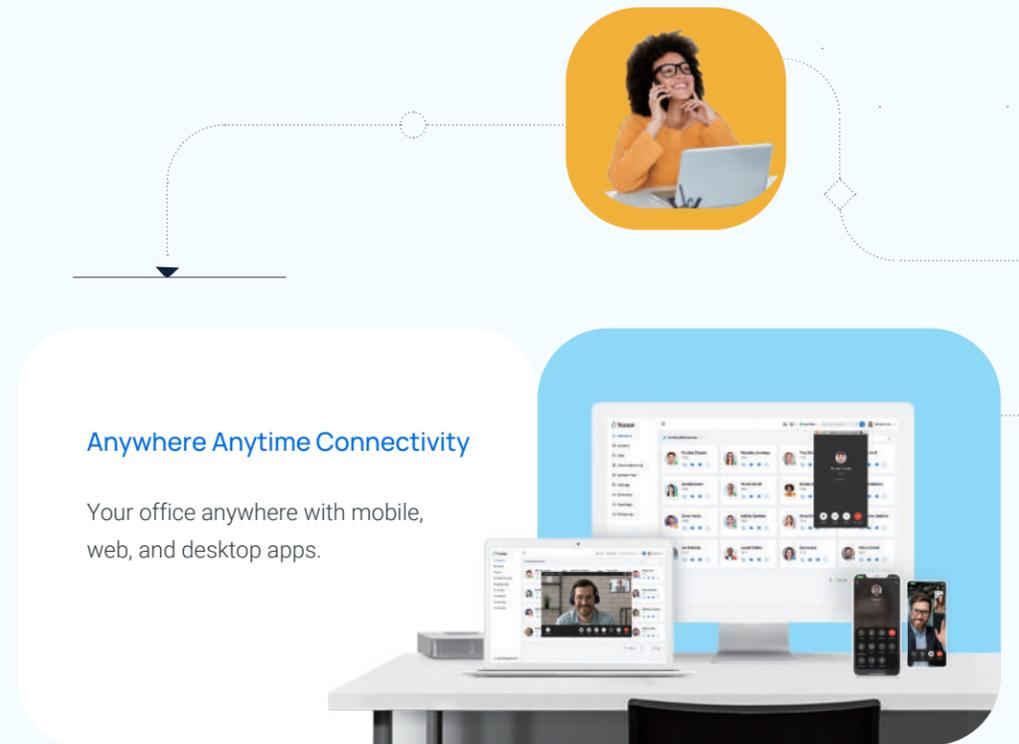### Empower Your Business

Business Communications
➕ Customer Experience

Easy ・ Open ・ Integrated

Future-proof

Delight Your Customers

Go Boundless with
Easy-first
Unified Communications

Easy to use ・ Easy to manage

Easy to integrate

Easy to grow →

Anywhere Anytime Connectivity

Your office anywhere with mobile, web, and desktop apps.

Easily switch devices

Productive Call Center

8
Abandoned Calls

📞 Agent (17/20)

	Answered	Missed	Total Talks
	12	3	38:45
	8	1	26:32

Omnichannel Messaging

Manage all chats and messages in one place: SMS, WhatsApp, and internal team chats.

FirstNet
Technology Services

FirstNet Phone System

Go Boundless with Easy-first Unified Communications

Easy to use   Easy to manage

Easy to integrate

Easy to grow   →

UC Software Clients
Web, Mobile. Desktop. Stay connected anywhere anytime with an innovative unified communication app that bring all your communications in one place.

Integrated Video Conferencing
Better than just face-to-face. Host and join a video conferencing instantly right from your browser with powerful in-meeting screen sharing, team chat, and more.

Contact Center
Empower agents and delight customers with advanced call center features, WhatsApp chats and SMS messaging. Manage all your customer interactions in one place.

Remote Access
Purpose-built for users to work securely anywhere with full office unified communications while freeing from port forwarding.

Rich Feature Set
Choose your best-fit solution with two feature plans.

3rd Party Integrations
SIP Trunks, IP Phones, gateways, CRMs, and other 3rd-party office infrastructure and IT services. Get rich ready integrations to break the boundary of systems.
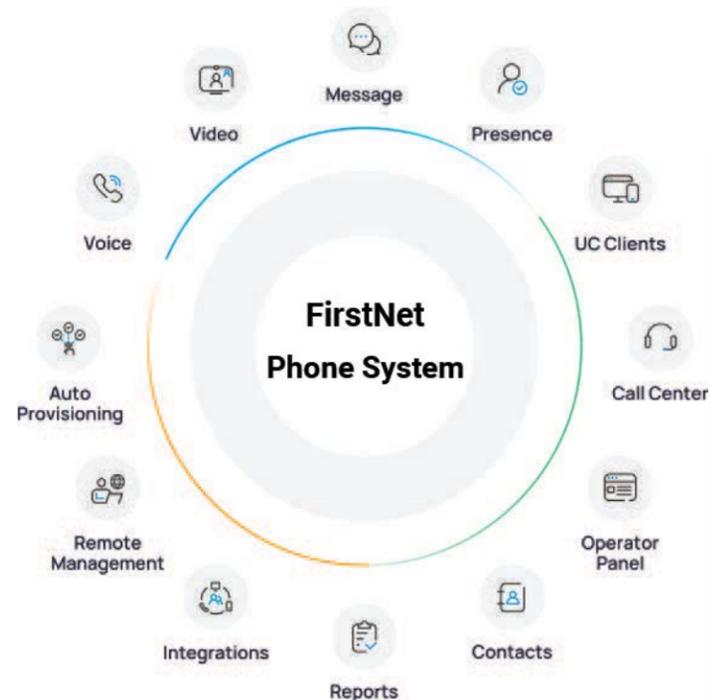

FirstNet Phone System is a business communication solution that offers companies of all sizes with a feature rich platform that enables calls, video, messaging and integrations, out of the box. With inbuilt visual call management, integrated video conferencing, advanced contact center features, and ready-made SMS, WhatsApp, Microsoft Teams, CRMs, and more platform integrations, it boosts user experience at all levels and provides everything across desktop, mobile, and browser with simple user apps.

All-integrated for a Better Way of Work

- Full list of enterprise-grade features at no additional costs: call queue, ring group, IVR, voicemail, and more
- Call, meet, chat, and message in one simple app
- PBX-native contacts management
- Powerful 3rd-party platform & tool integrations
- Comprehensive reports

None of the Hassle

- Available both in the cloud and on-premises
- Plug & play with IP phone auto-provisioning
- Inbuilt remote access & high availability
- solution Easy configurations and remote
- management

FirstNet Phone System

Message · Presence · UC Clients · Call Center · Operator Panel · Contacts · Reports · Integrations · Remote Management · Auto Provisioning · Voice · Video

Simplicity

✅ Easiest Cloud PBX Delivery
Scale up/down your PBX hosting capacity on demand. Whether serving tens, hundreds, or thousands of staff, you get a best-fit plan.

✅ Service on Autopilot
Automate tasks such as PBX provisioning, upgrade, restore, backup, and more with advanced task management, provisioning templates, and file repository features.

✅ Reliable Uptime
Highest standard of active/active High Availability, load-balancing, real-time instance-level mirroring and failover, and more for maximized uptime.

✅ Best-in-Class Security
FirstNet takes care of all infrastructure to keep the system and data safe at every level.

Easy Call Control

Call Operator Panel

Manage incoming calls based on the availability of employees. The web-based operator panel gives you a graphical, holistic view and complete control of the call activities in your company in real-time.

- Inbound/outbound call activities in one view
- Real-time state of available call destinations
- Drag-and-drop call distribution
- Advanced call control with clicks
- Ideal for companies that have receptionist and supervision requirements to achieve next-level call management efficiency
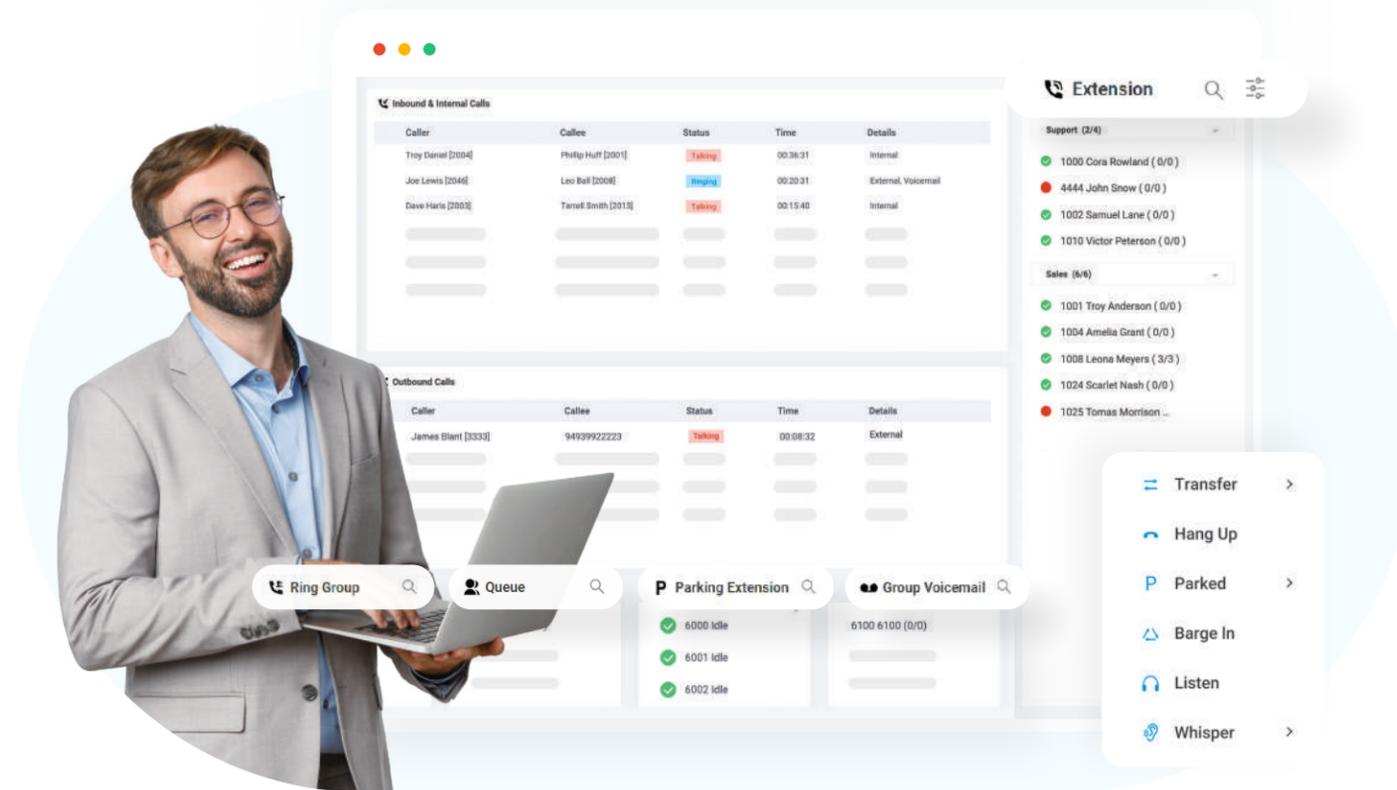
More Innovative Call Control Features

Desk Phone Control (CTI)

Turn the desktop/web client into CTI mode to click-to-dial and control calls on computer while talking through your IP phone.

Function Keys

Create shortcuts for frequently used functions and enjoy one-click operations of speed dial, intercom, extension BLF status monitoring, and more.

Phone System Feature Plans

	Enterprise	Ultimate
Deployment Mode	Cloud	Cloud
Standard PBX Features	✓	✓
Team Chat	✓	✓
Remote Access Service	✓	✓
Remote SIP Service	✓	✓
Call Center	✓	✓
Omnichannel Messaging	✓	✓
CRM and Helpdesk Integration	✓	✓
Microsoft 365 Integration	✓	✓
Phonebook	✓	✓
Call Accounting	✓	✓
APIs	✓	✓
Active Directory Integration	○	✓
Video Calls & Video Conferencing	○	✓
SDK	○	✓
Hotel PMS Integration	Optional	Optional

Features Included in All Plans

Telephony Features	Business Features	Administration & Security	Unified Communications
Call Routing	Call Operator Panel	Web-based Management Portal	Software UC Clients
Call Forwarding	Call Recording	System Performance Dashboard	• Web Client
Call Monitoring (Listen/Whisper/Barge-in)	Call Allow/Block List	Phone Auto Provisioning	• Mobile Client (iOS & Android)
Call Parking	BLF Support	User Role & Permission	• Desktop Client (Windows & MacOS)
Call Pickup	Business Hours & Holidays	Extension Group & Organization	• Google Chrome Extension
Call Transfer (Attended/Blind)	Boss-Secretary	Bulk Import & Export	• Function Keys
Call Waiting	Custom Prompts	Operation Logs	• Desktop Client Hotkeys
Call Flip/Switch	Distinctive Ringtone	Event Logs & Notifications	• CTI Mode for Desk Phone Control
IVR	Music on Hold	Backup and Restore	• Door Phone Video Preview
Queue	MOH Playlist & Streaming	Troubleshooting	Audio Conferencing
Ring Group	T.38 Fax	Built-in SMTP Server	Presence
Paging & Intercom	Fax to Email	AMI (Asterisk Manager Interface)	Custom Presence description
Conference Room	Voicemail	Network Drive	Native Contacts Management
CDR & Basic Reports	Group Voicemail	SNMP Support	Voicemail Transcription
Dial by Name	Voicemail to Email	Remote Managment	Call Pop-up URL
AutoCLIP	LDAP Server	Security	Headset Integration
Caller ID	PIN List	• SRTP & TLS Call Encryption	
CID-based & DID-based Call Routing	Speed Dial	• Auto & Static Defense	
DID (Direct Inward Dialing)	Emergency Number	• Anti-hacking IP Blocklist	
DND (Do Not Disturb)	Emergency Notifications	• Certificates	
DOD (Direct Outward Dialing)	SIP Forking	• Password Policy Enforcement	
DNIS	IP Phone Concurrent Registrations	• Two-factor Authentication (2FA)	
		• Allowed Country IP's & Codes	
		• Outbound Call Frequency Restriction	

Easy Administration

Security

Dynamic call encryption is just the beginning. Your hosted PBX is certified to the most rigorous security compliance standards and boasts a leading list of security features such as login two-factor authentication, auto/statistic IP defense, and more.

Management

- Intuitive admin portal and point-and-click configuration
- Granular user permissions based on user roles and groups
- Graphical system performance dashboard
- Automatic upgrade, backup, and restore
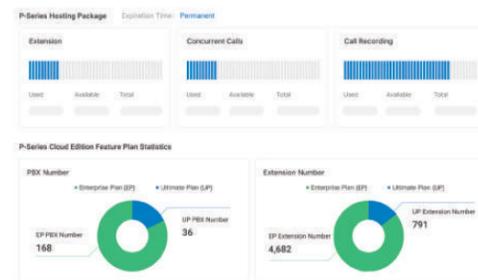- Historical & scheduled reports and event notifications

High Availability

- **Hot Standby.** Solid dual-server redundancy with real-time PBX replication, auto heartbeat check, and near-instant failover.

  Cross-region Disaster Recovery to maintain uninterrupted call services even in case of regional disasters like network failure or power outage. *

Easy Integration

Take advantage of ready-made integrations and an open ecosystem that works for every business needs.

IP Phone Auto Provisioning	Yealink	Fanvil	snom	Gigaset	270+ Models
	Yealink	Fanvil	Snom	Gigaset	10+ Brands

SIP Trunk Interoperability	twilio	T··	Gamma	VOX	bandwidth	TWT
	Twilio	Telekom	Gamma	VOX	Bandwidth	TWT
	vodafone	dstny	alphalink	W	120+ ITSPs	
	Vodafone	Dstny	Alphalink	Sewan		

Headset Integration	Jabra GN	Yealink	EPOS	poly
	Jabra	Yealink	EPOS	Poly

CRM and Helpdesk Integration	zendesk	HubSpot	ZOHO	salesforce	Bitrix24	odoo
	Zendesk	HubSpot	Zoho	Salesforce	Bitrix24	Odoo

Microsoft 365 Integration and Identity Management	Microsoft 365	Teams	Outlook	Azure Active Directory	Active Directory
	Microsoft 365	Teams	Outlook	Azure Active Directory	Active Directory

ORACLE
Validated Integration
Oracle Hospitality

Hotel PMS Integration

Integrate with Oracle Hospitality Opera or other hotel PMS/PMS middleware, enabling features such as room status, wake-up call scheduling, call billing, minibar charges, etc.

Mircosoft Teams Integration

Integrate with Microsoft Teams to enable enterprise voice and call handling right inside Teams.
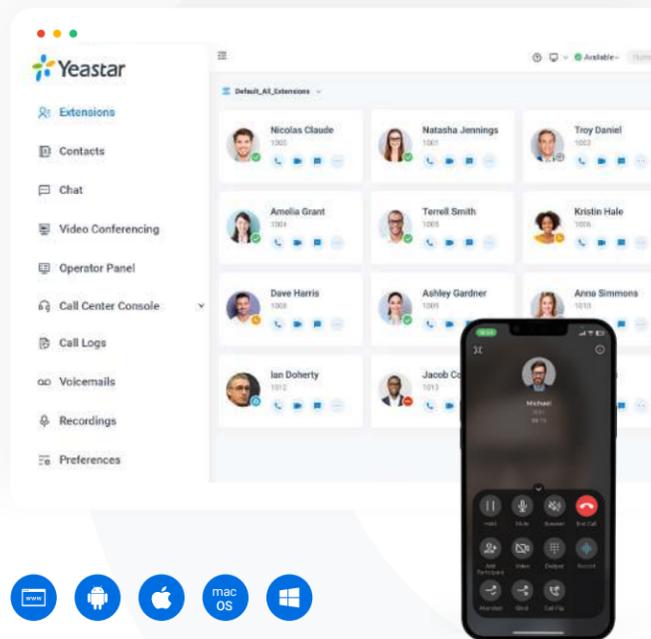
Open APIs and SDKs

Build your own custom integrations with the open APIs or SDKs. The possibilities are immense: in-app calling, intelligent call control, data synchronization, and more.

Easy. Call. Meet. Chat.

Software UC Clients

Get a fully-featured unified communications app that makes communications easy for everyone, from anywhere.

All office extension features

Handle calls, chat with teams, audio/video conference, message with customers, listen to call recordings, voicemails, and more, all in one simple app.

All contacts in one place

With PBX-native contact management, intuitive phonebooks, and cross-system contacts synchronization, manage all your contacts in one place.

Easily switch devices

Use the app on your web, mobile, or desktop and flip calls seamlessly between devices.

- ✓ Web/Mobile/Desktop Clients
- ✓ Lightweight Google Chrome Extension

Integrated
Video Conferencing

Meet and connect your teams and customers from anywhere, instantly and securely. The web-based video conferencing feature provides HD audio and video, embedded screen sharing, in-meeting team chat, and more functionalities to help you get more out of every meeting.
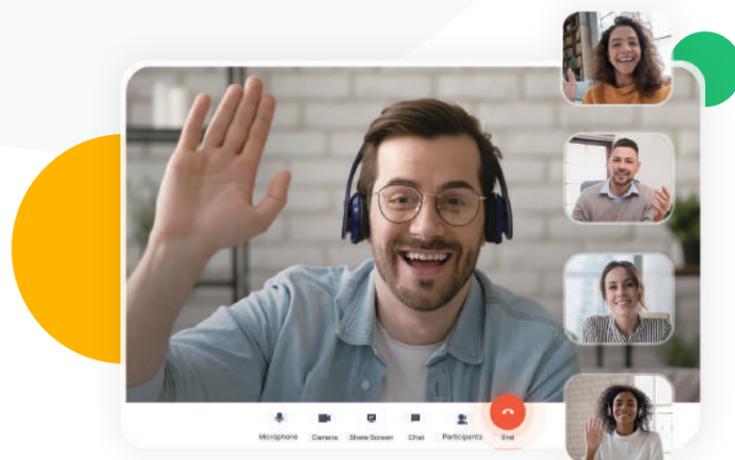
Easy Customer Service

Advanced Call Center Features

Deliver exceptional customer services with all the agent and supervisor tools that drive faster call resolution and boost agent productivity.

- Self-service IVR, queues, and ring groups
- Switchboard-type Queue Panel for all agent-related data and operations in one interface
- Real-time wallboard & SLA performance monitoring
- Automatic queue callback settings
- Call recording & monitoring for agent coaching
- Post-call survey and agent/queue performance reports
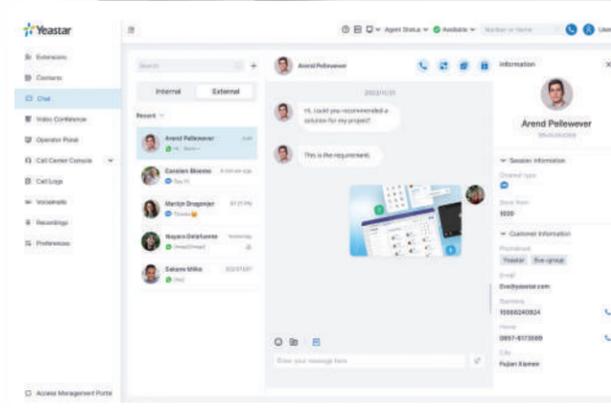
Omnichannel Messaging

Chat with your customers on the channel of their choice. Use text messaging for customer relationship building, promotions, notifications, and more.

- Unlimited SMS trunk & WhatsApp account integrations All-
- in-one message inbox for SMS and WhatsApp chats Send
- & respond to messages directly from software clients
- Transfer chats to colleagues to share the load
- Elevate chats to calls in one click
- Keep a central record of all customer chat interactions