



## BECAUSE COMMUNICATION MATTERS

Established in 2002, ScopServ is the strength of a team made up of developers, and experts in Telecommunications and Information Technology which pursue the continuous technological development of our product portfolio.

Commercialization of our flagship product SCOPTEL IPBX - a multi-tenant software package - began in 2006 and since then ScopServ is present all over the world with more than 250,000 connection points in 54 countries.

In 2018, ScopServ launched SCOPCLOUD hosted product which is a fully managed multi-tenant telephony cloud service that has all the power of SCOPTEL IPBX providing a robust, reliable and secure interconnection to the North American telephone network.

SCOPTEL IPBX is designed for SMEs and large public or private companies, and which stands out for by integrating of all the features in a single instance to facilitate installation, operation and maintenance whether in a company or a data center.

The ITSP version of SCOPTEL IPBX, is priced according to monthly usage "Pay as You Grow", is the ideal tool for Internet Telephony Service Providers (ITSP), Value Added Service Resellers (VAR) or Managed Service Providers (MSP).

SCOPTEL IPBX has more than 300 APIs to link enterprise systems, has CRM/ERP integration connectors and adds multi-channel features such as sending/receiving SMS, calls from applications, social networks or a website.



marketed  
**SINCE 2006**

### SCOPTEL IPBX

ALL-IN-ONE VOIP  
BUSINESS TELEPHONY  
FOR SMES,  
LARGE COMPANIES  
AND INSTITUTIONS

### SCOPTEL ITSP

OPEX MODE  
UNLIMITED  
MULTI-TENANT IPBX  
"PAY AS YOU GROW"





## VERSATILITY, STABILITY AND EFFICIENCY

SCOPEL IPBX is a software application offering a multitude of architectural designs ranging from virtual or physical servers on a customer's site to a hosted environment in a centralized data center.

SCOPEL is available in two versions: either in perpetual license mode with an annual software insurance fee; or in monthly recurring "Pay as You Grow" mode.

SCOPEL is a multi-tenant VoIP Telephony Suite which bundles comprehensive Telephony features such as the Customer Contact Center, and Call Recording solutions which are often billed separately by competitors.

All functionalities and management tools are accessible through a unified multi-tenant Graphical Web interface providing ease of use, consolidation and productivity gains to administrators and integrators.

Also included is the SCOPSTATS reporting engine which provides a series of displayable statistical data for call center supervision and extension management with a variety of real-time and historical reporting options.

SCOPEL includes more than 350 APIs for seamless integration with third-party applications and data exchange with enterprise systems.

**SCOPEL for installations from 2 to 5000+ extensions, stability in all types of environments and unparalleled efficiency in business telephony.**



## FOR ALL TYPES OF INDUSTRIES

FROM SMB TO LARGE CORPORATION

INCLUDING

## CUSTOMER CONTACT CENTER

## SCOPEL ECOSYSTEM

+350 API FOR BUSINESS SOFTWARE INTEGRATION

MULTI-CHANNELS COMMUNICATIONS





## SOME OF THE FUNCTIONALITIES

- Call waiting, forwarding, transfer, etc.
- Evolved IMAP E-Voicemail
- Fax to email/email to Fax
- Billing tools
- Virtual conference room
- Call recording
- Click to call
- API Integration with third party system (ERP, CRM, PMS)
- Video call support
- Follow me management
- IVR
- Complete ACD functionalities - Queue management with intelligent call routing
- Virtual office functionalities (HotDesk)
- Customizable music on hold (MP3 files)
- Call by name
- Visual and audio message waiting indication
- Supervision (provides knowledge of who is online, who is available and call interception)
- CTI integrated directory
- MP3 music on hold or ShoutCast /SlimServer flow streaming
- Distance log-in on a virtual office (hot desking)
- Multiple calendars for differential treatment of calls
- Management of multicompanies, with programmable seal degree
- Interactive vocal server for automated navigation with numeric keypad
- Follow-me function, for an intelligent management in the forwarding of incoming calls
- Integrated conference bridges, for an unlimited number of virtual conferences
- Automated and intelligent distribution of calls (ACD) with reports



## IPBX SOFTWARE

THE MOST **COMPLETE**  
IPBX SOFTWARE  
ON THE MARKET!

FOR EVERY TYPE OF BUSINESS  
A 5-EMPLOYEE SME  
OR A MULTINATIONAL

- Intuitive interface
- Easy to use
- Proven reliability
- Evolutive software





## BUSINESS TELEPHONY FOR SMALL BUSINESSES

With SCOPCLOUD, initiate and receive calls with toll quality on all your devices whether it is a computer, cell phone, tablet or office phone.

SCOPCLOUD, the versatile service that provides a multi-channel environment, a powerful customer contact center, over 350 APIs, communication tools with CRM/ERP systems and all the business telephony features you need.

Pay only for what you need with monthly per-user pricing, so you get all the benefits of a scalable business solution without the expense of acquiring telephone technology equipment.

The SCOPCLOUD service allows users to be reached on one or more devices, it includes unlimited voice calls in Canada and the United States and access to voice messages when traveling anywhere in the world.

With SCOPCLOUD and the SCOPCOMM softphone installed on a computer or cell phone, you will be able to communicate with your contacts from anywhere, dial from the company's contact directory, call or text a co-worker's extension, check your voicemail and much more!



A SERVICE OFFERED BY:



REGISTERED

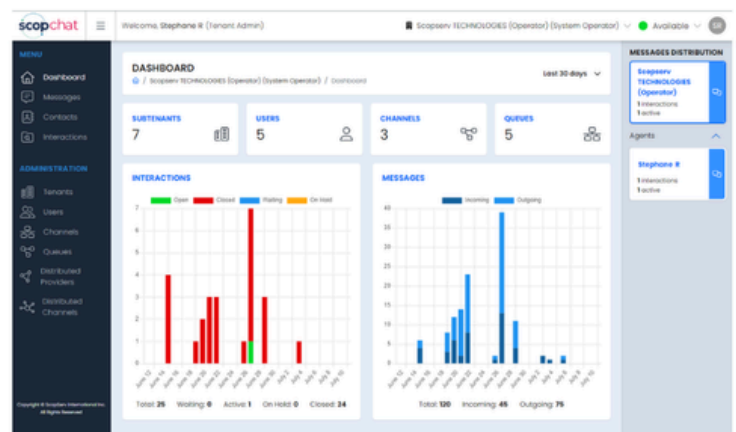
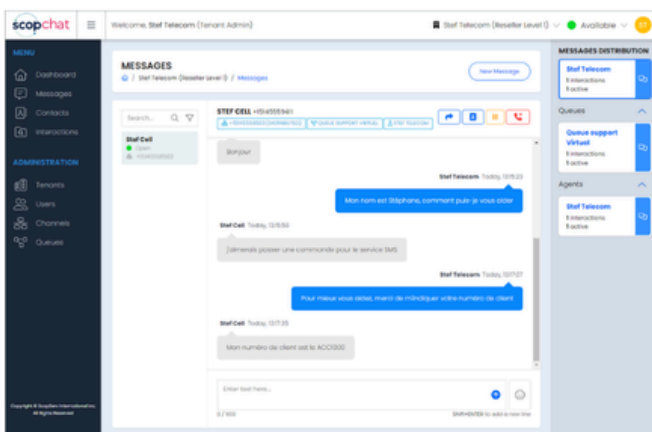




## WITH OUR SMS FOR BUSINESS SERVICE, EMPLOYEES NO LONGER NEED TO SHARE THEIR PERSONAL CELL PHONE NUMBER

### Send and receive SMS with SCOPCHAT from your main business number

- No more unattended messages and customers waiting for a response when an agent is away
- The SCOPCHAT SMS service is accessible via a web interface on Desktop or on iOS and Android devices
- Incoming messages can be assigned to one or more users or queued to a customer contact center



### KEY FEATURES :

#### SMS service from your business phone number

- Manage your company's business SMS/MMS responses
- Route incoming SMS messages directly to automated delivery queues
- SMS your promotions and special offers

#### No disclosure of personal mobile phone numbers

- Contact customers using the company SMS service instead of personal applications
- Send personalized messages and links

#### Message Management

- Centralized management of SMS, Clickatell, Bandwidth and Twillio messages
- Prioritize messages in queues for quick responses
- Includes reports to measure SMS effectiveness
- Import distribution lists to send mass SMS messages targeted by customer type



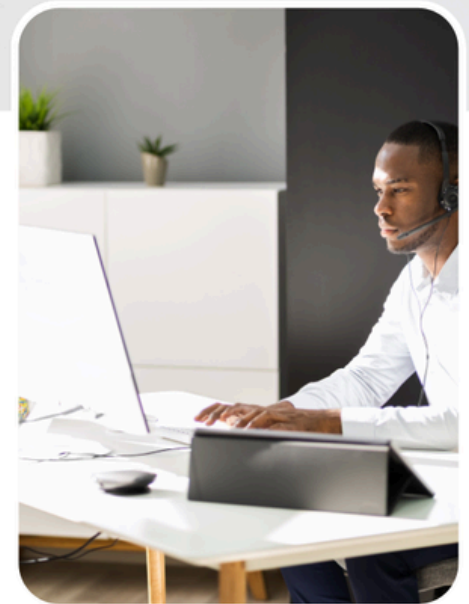
## USER PORTAL APPLICATION ACCESSIBLE FROM ANYWHERE

### SCOPLINK UPA - PORTAIL USAGER

Each SCOPTEL IPBX telephone extension is associated with a SCOPLINK UPA user portal, which is offered in a basic version and can also be enhanced with various productivity options according to individual needs.

SCOPLINK UPA is accessible through a Web browser. It combines on one page a softphone - to dial and receive calls from the company, personal and Office 365 phonebooks - as well as a calendar, call history, voicemail and extension control commands such as Follow Me, Ad Hoc Conferencing, Do Not Disturb, Transfer, etc.

- ➔ Designed for professional office or telecommuting use
- ➔ Calls, messages and all options available even on the go
- ➔ Same desktop extension as SCOPCOMM applications
- ➔ Increase employee productivity with SCOPLINK Premium



go for  
SCOPTEL IPBX

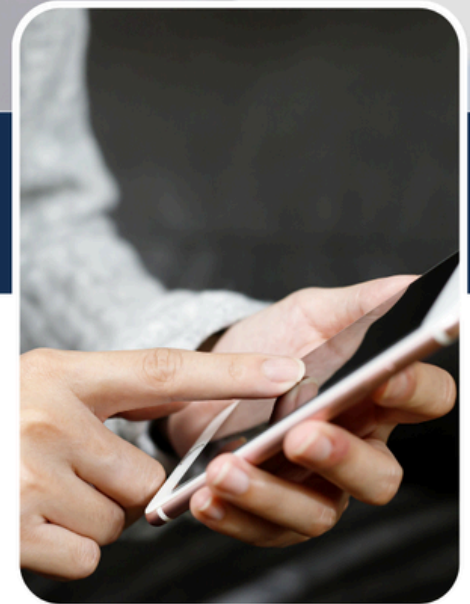




## SOFTWARE PHONE APPLICATION THAT INCREASES THE PRODUCTIVITY OF MOBILE OR TELECOMMUTING EMPLOYEES

SCOPCOMM Mobile is a software application installed on an Android or iOS smartphone and is the ideal tool for employees on the move or telecommuting so employees always have easy access to customers and suppliers.

SCOPCOMM Desktop is a software installed on a Windows or macOS computer for employees in the office or at home.



### SCOPCOMM ACTS AS A COMPLEMENT OR REPLACEMENT FOR A FIXED TELEPHONE

- All external calls to a telephone extension are routed to SCOPCOMM and/or a fixed phone
- All calls made with SCOPCOMM to the outside world display the company's business number to the recipients
- All internal calls made to/from SCOPCOMM display the number and name of the telephone extension

### THE POWER OF SCOPTEL IPBX BEHIND ALL SCOPCOMM

- Conversation recording
- Statistics, CDR and monitoring of calls
- Conference, forwarding and call transfers
- Integration of SCOPTEL IPBX and Microsoft Office contacts
- Internal communications in Chat mode
- Automatic provisioning simplified for the user





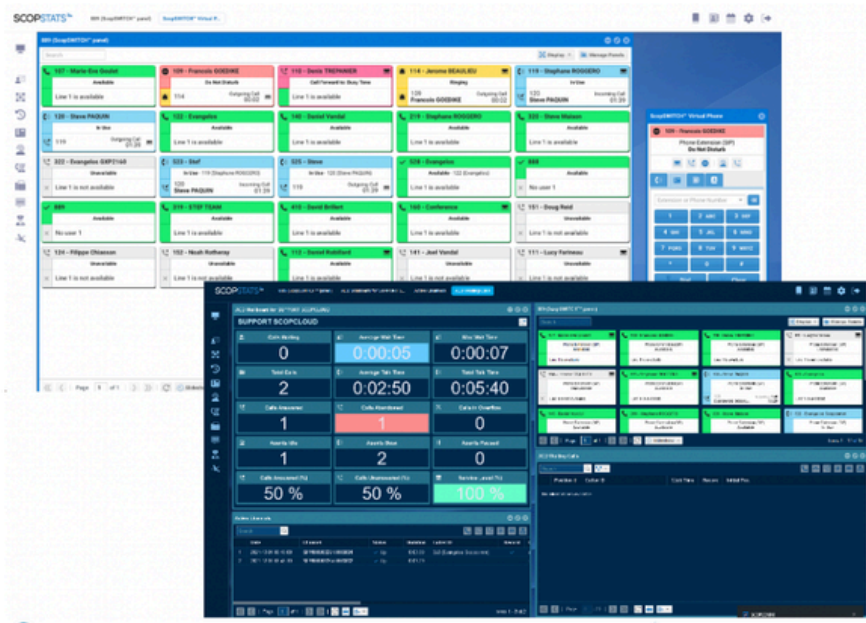
# STATISTICS EXPERT SOFTWARE

Our SCOPSTATS statistical engine provides a complete management environment based on historical and real-time data and provides a variety of statistical reports from the SCOPTEL IPBX.

It stands out thanks to a system of hierarchical links between parent data. A wide variety of both text and graphical reports are offered to allow quick analysis of servers, telephone extensions and line usage.

Quick access to enterprise CDR history and Customer Contact Center (CCC) ACD reports including voice recordings in .WAV format.

ESSENTIAL INFORMATION FOR YOUR SCOPTEL IPBX CUSTOMER CONTACT CENTER



CDR/ACD reports to analyze all calls in real time

- Graphical summary of calls
- Number of calls received
- Number of abandoned calls
- Call duration
- Call volume reports
- Call logs: log reports of all calls (outgoing and incoming) on your IPBX
- Agent and Call Center statistics and wallboards

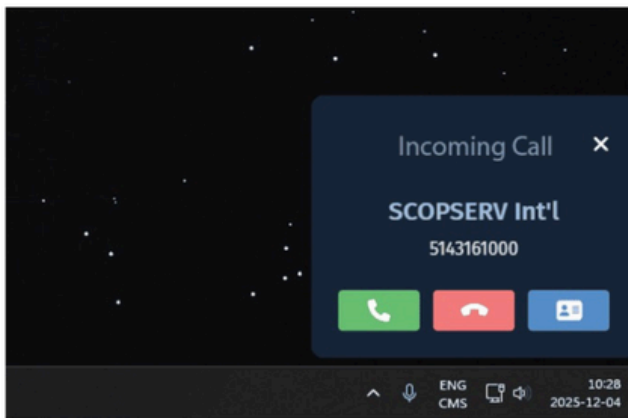




# SEAMLESS CRM INTEGRATION

## SCOPLINK Premium

Boost your team's efficiency with CRM (Customer Relationship Management) integration with ScopTel through SCOPLINK Premium Application. The synergy between CRM and ScopTel becomes a powerful lever for improving customer experience, aligning your teams, and supporting your long-term growth.

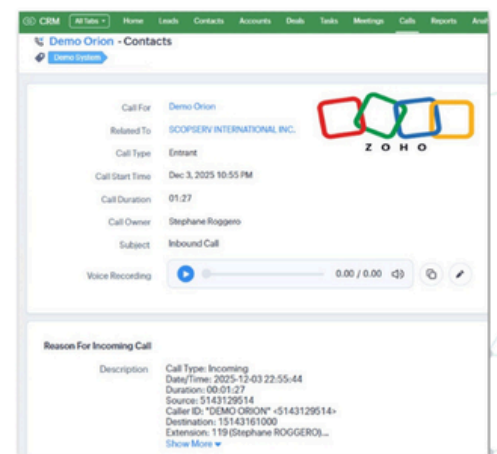


NOW AVAILABLE



When ScopTel receives an incoming call, the system queries the CRM to look up the customer's name. If found, the caller's name is displayed in the Web Client, and the contact card includes a link to open the contact in the CRM.

SCOPLINK Premium can integrate with any CRM that provides an API in order to match an email address or phone number to a customer account in your CRM, helpdesk tool, or ticketing system. The caller's name is displayed in the Web Client, and the contact card includes a link to open the contact in the CRM.





# SEAMLESS CRM INTEGRATION

## SCOPLINK Premium

Integrating a CRM with your ScopTel system turns every call into a sales opportunity.

Your teams get real-time customer information to personalize conversations, enhance the experience, and close faster.

Automatic call tracking in the pipeline ensures no follow-up or opportunity is ever missed.

The result: more targeted interactions, higher conversion rates, stronger loyalty, and better returns on your sales efforts.

### Strategic Benefits

- All communication data gathered in one tool
- Incoming and outgoing calls automatically logged in the CRM
- Access to voice recordings of conversations
- Detailed call statistics by customer, agent, or campaign
- Centralized performance tracking and reports (call duration, status, etc.)

### Operational Benefits

- Instant display of the customer profile during a call (pop-up)
- Direct access to call history, emails, and interactions
- Automation of time-consuming tasks
- Automatic creation of customer records or support tickets
- Fewer manual entry errors



AVAILABLE  
SOON



AND MANY  
MORE





# STREAMLINING TASKS FOR AGENTS

## SCOPLINK APA Premium

ScopLink APA Premium is an application designed for call center agent using the ScopTel Automatic Call Distributor (ACD).

It offers direct interaction with several queue-related features, provides statistics, and helps improve agent performance.

It increases employee productivity through CRM integration, giving automated access to customer communication data.



The screenshot shows the ScopLink APA Premium interface. At the top, there are status indicators for 'QUEUES' (5) and 'WAITING' (0), a 'CLICK HERE TO TYPE #' button, and various call control icons. Below this is a table of queue statistics:

	QUEUE NAME	SERVICE LEVEL	AVG. WAIT	WAITING	ABANDON RATE
<input checked="" type="checkbox"/>	support	GOOD (100 %)	1m 52s	0	0%
<input checked="" type="checkbox"/>	sales	GOOD (100 %)	0s	0	0%
<input checked="" type="checkbox"/>	prod	GOOD (100 %)	0s	0	0%
<input checked="" type="checkbox"/>	shipping	GOOD (100 %)	0s	0	0%
<input checked="" type="checkbox"/>	emergency	GOOD (100 %)	0s	0	0%

Below the table is an 'APPLY' button. To the right, a 'Tag Code' dropdown menu is open, showing a list of categories: ACCOUNTING, SALES, INTERNAL CALL, CUSTOMET CARE, SUPPORT, and PERSONAL. The 'Last call number' field displays 5145551212. At the top right of the interface, there are status indicators for 'Events ON', 'API ON', and 'Extension ON', along with a timer showing 00:11:02.

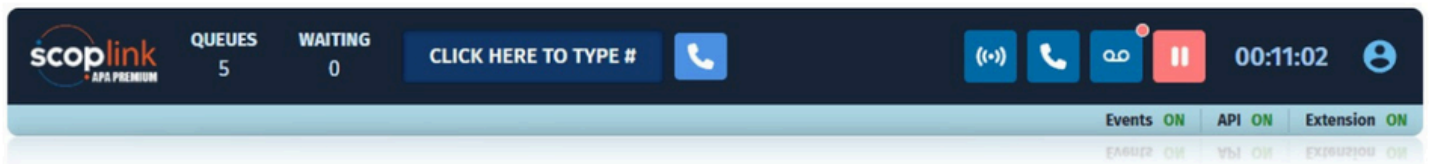


# STREAMLINING TASKS FOR AGENTS

## SCOPLINK APA Premium

An intuitive app that gives call center teams the tools they need to boost their daily tasks:

- Agent directly assigns or removes from different call queues
- View real-time performance data
- Create personalized descriptive tags for call handling
- Use pause codes based on current status (Training, Meal, etc.)



### Outbound Call Center

- Call list management through ScopStats via the “Calling Lists” menu
- Management of multiple call queues
- Wrap-up
- List reports

The ScopLink APA Premium control panel appears as a top banner on the screen, with drop-down menus that display all key information for agents in one place.

ScopLink APA Premium links a headset with a desk phone or softphone to handle inbound calls efficiently, while also allowing agents to select queues dynamically and view details about overall call center activity.





Compatible



## ALL SCOPTEL IPBX FEATURES AVAILABLE FOR MS TEAMS SOFTWARE PHONE APPLICATIONS

SCOPEAMS is a cloud-based service that links SCOPEL IPBX to the MS Teams environment to connect Teams users to all members of a company in a single package.

The inclusion of MS Teams users is done on the SCOPEAMS portal which combines an Office 365 account with a SCOPEL IPBX phone extension.

With SCOPEAMS, the Teams software applications become a SCOPEL telephone extension.

- Allows internal communications of Teams and non-Teams extensions
- Supports the Teams application to make and receive business calls from configured Android and iOS smartphones
- ScopTeams extensions dials external calls on corporate phone SIP Trunks
- SCOPEAMS acts as a replacement to a traditional desk or softphone or twins with a complementary desk or WiFi phone extension.

**Teams is fully compatible with the SCOPLINK family of integrated products that aim to improve the user experience or increase the performance of a Customer Contact Center.**



IN THE OFFICE OR AT HOME  
STAY IN TOUCH WITH YOUR  
BUSINESS PARTNERS:

OPT FOR SCOPEAMS

SOME DON'T NEED TO MAKE  
VIDEO CALLS:

CREATE A **HYBRID** WORK  
ENVIRONMENT

OPT FOR **TEAMS**  
**AND SCOPCOMM**

