



**BECAUSE
COMMUNICATION
MATTERS**

About Us

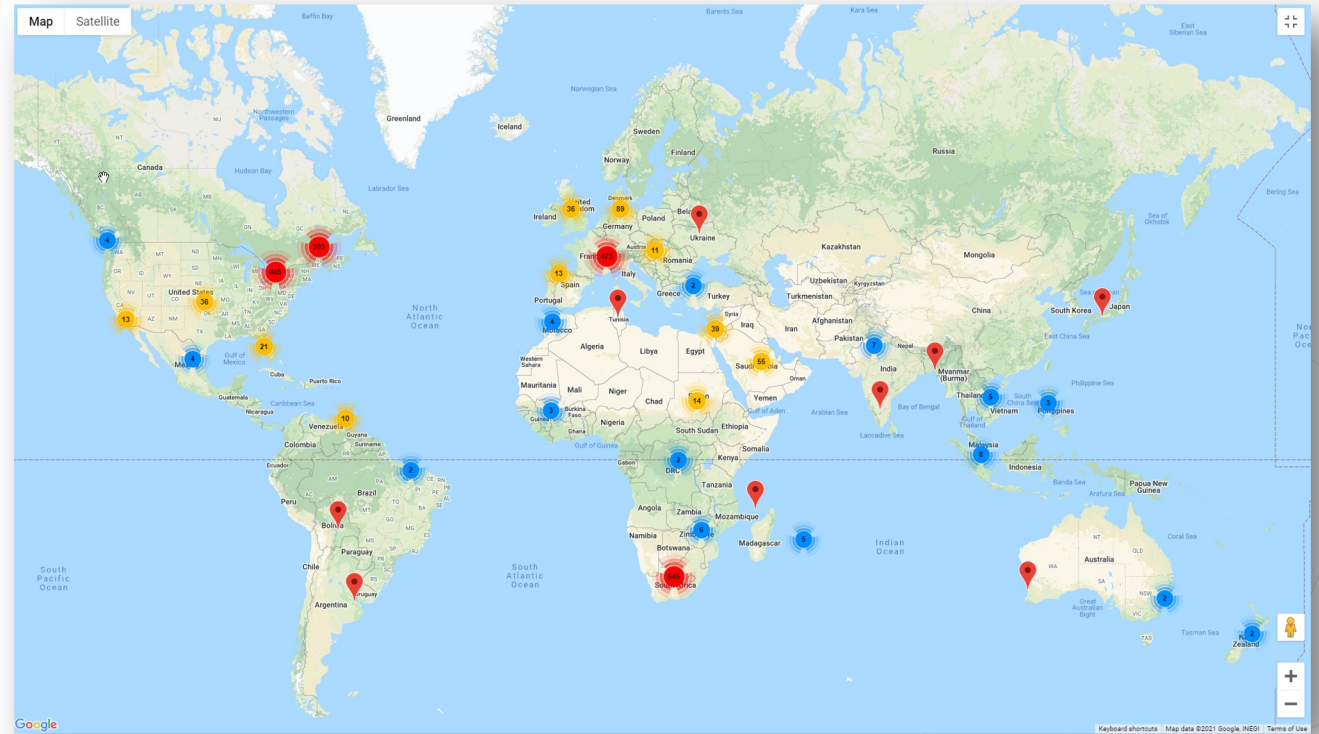


ScopServ

Is founded on a team of Information Technology and Telecommunications experts and their continuous development of our flagship product



ScopServ is present globally
with 250,000 connection points
in 54 countries



ScopTel IPBX

The business IP telephony software that combines the best communication tools with the largest number of features imaginable!

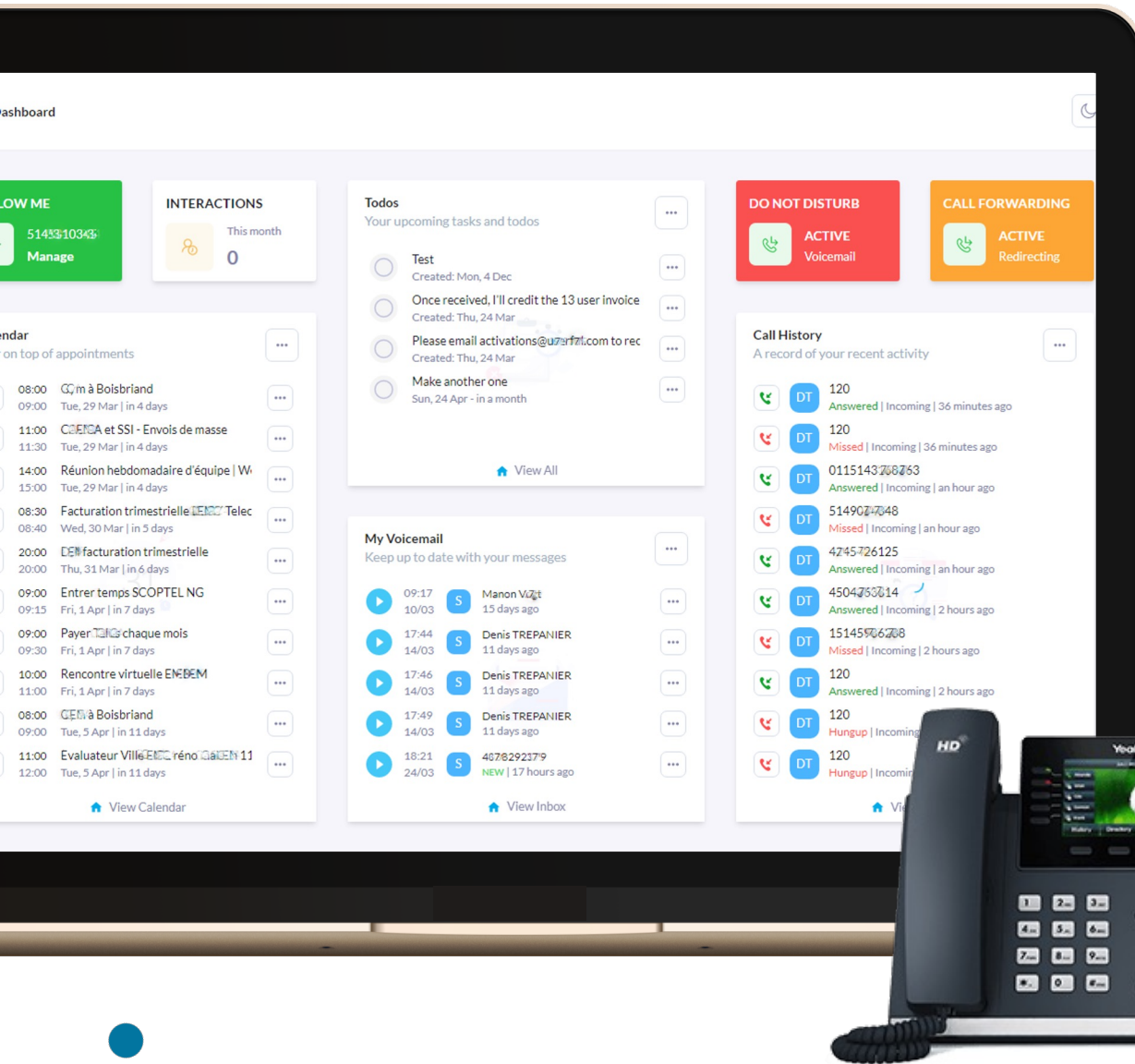
In a constantly changing world, and « because communication matters », the utmost importance for ScopTel is to:

- meet users current and future needs
- adapt to multiple work environments
- simplify operations and administrator maintenance tasks

A woman with curly hair and glasses is smiling while talking on a mobile phone. She is sitting at a desk with a laptop in front of her. The background is a blurred office setting. The image has a dark blue overlay with decorative teal and light blue geometric shapes: a teal circle in the top right, a light blue circle in the bottom left, and teal curved lines in the top right and bottom left corners.

VISION

To facilitate business communications by creating quality, high-performance products and applications that meet the needs of an ever-changing marketplace.



ScopTel IPBX

The useful strength for teams at work

- Designed for business telephony both at the office or while telecommuting
- Easy to install in Cloud or in local network
- All functions sitting on a single virtual instance
- Reliable, Secure, Scalable



ScopCloud

SCOPTTEL Cloud based IPBX

- No installation required
- Available across North America
- All SCOPTTEL IPBX features including :
 - Telecommuting
 - Customer Contact Center
 - Multiple branches

ScopComm

Softphone Telephony Application

- Increases productivity of employees on the move or working from home
- Perfect fit for:
 - iOS and Android Smartphones
 - Windows and macOS Desktop
 - WebRTC on Web Browser
- Used as a replacement OR as a compliment to a physical telephone set



ScopBys

Videoconferencing at your fingertips

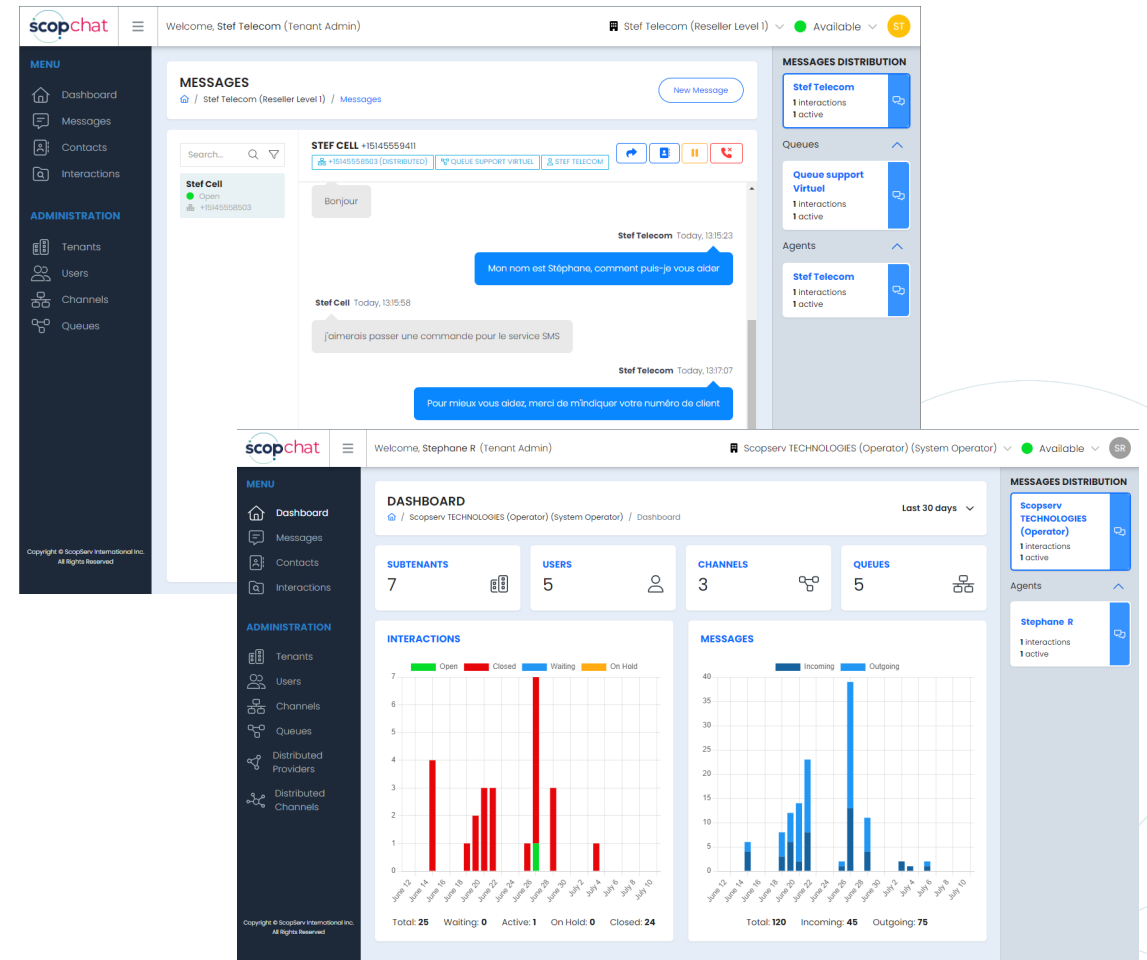
- The innovative videoconferencing solution that adds outstanding value to the SCOPTEL IPBX experience and enriches the way you communicate and collaborate remotely
- SCOPBYS stands out for its numerous advantages that make it the ideal solution for professional videoconferencing and online collaboration
- Key Features:
 - Optimal video and audio quality
 - Screen sharing, handheld, integrated chat and social media broadcasting
 - Cross-platform compatibility
 - Ease to use with no installation required



ScopChat

SMS from your main business number

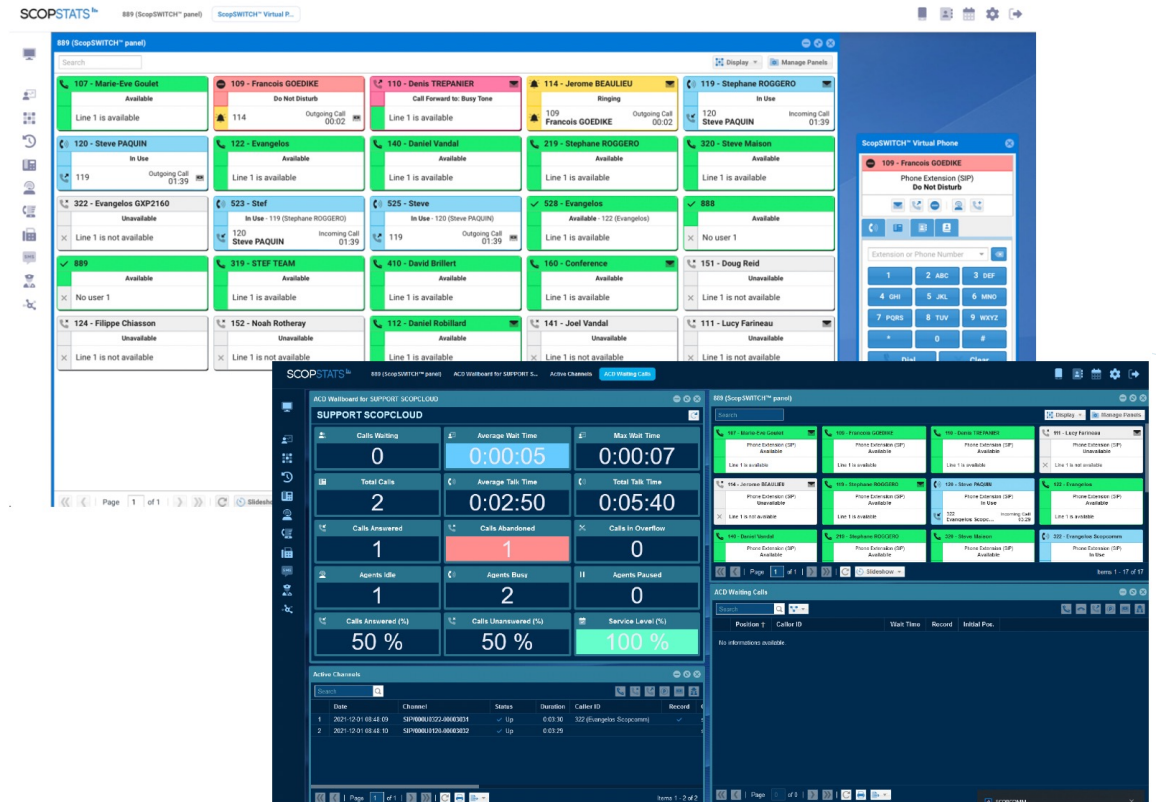
- ✓ No disclosure of personal mobile phone numbers
- ✓ Accessible via a web interface on Desktop or on iOS and Android devices
- ✓ Incoming messages can be queued to a customer contact center
- ✓ SMS your promotions and special offers
- ✓ Send personalized messages and links
- ✓ Centralized management of SMS, Clickatell, Bandwidth and Twilio messages
- ✓ Includes reports to measure SMS effectiveness
- ✓ Import distribution lists to send mass SMS messages targeted by customer type



Customer Contact Center

Queue manager to retain and manage customers

- ✓ Switchboard and Wallboard
- ✓ SLA and statistical reporting
- ✓ Monitor service level with visual and graphical reports
- ✓ Train your agent with *listening* and *whispering*
- ✓ Call recording
- ✓ Hot Desking and Telecommuter support
- ✓ Callback option for customers waiting in queue



Customer Contact Center

SCOPLINK APA the performance and productivity enhancing application for Agents

- Agent Portal Application presents drop-down menus inside a web ribbon for :
 - Increasing an agent's phone capabilities
 - Presenting SLA and statistical reporting in real time
- Receiving and Sending of SMS
- API for interaction with enterprise business software, such as CRM, ERP, specialized custom software, etc.

	STATUT	NOM DE LA FILE	TEMPS D'ATTENTE	EN ATTENTE	ABANDON
☐	BON	default-sales-product	3m 20s	5	0%
☒	BON	default-sales-service	1m 50s	2	0%
☐	BON	default-support	45s	1	2%

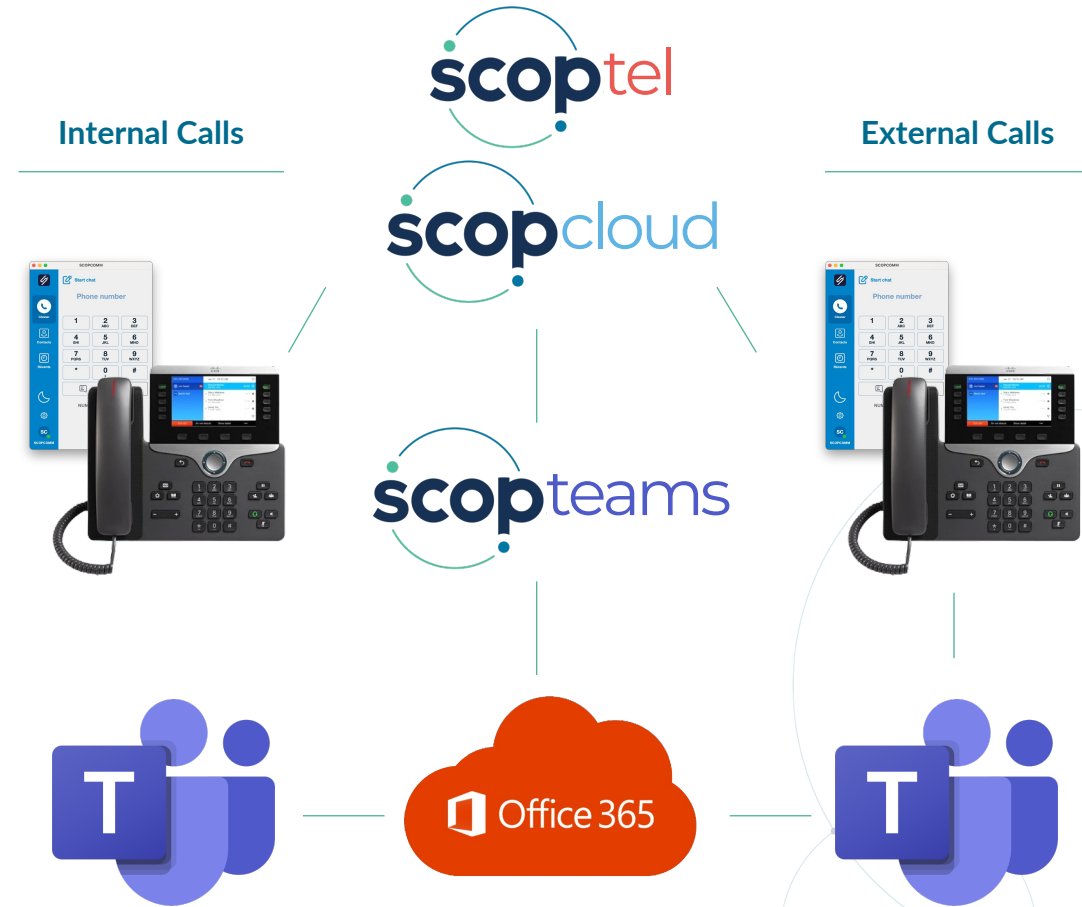
S'ENREGISTRER



SCOPTEL & Teams = ScopTeams

Creates a hybrid environment of Teams phone extension and non-Teams within SCOPTEL

- Teams workstations have access to all SCOPTEL IPBX features
- Simplifies internal communications
- Dials external calls through company's SIP trunks without purchasing Microsoft Calling Plans



SIP Telephones

Already have phones ?

No worries, SCOPTEL is interoperable with the majority of brands on the market

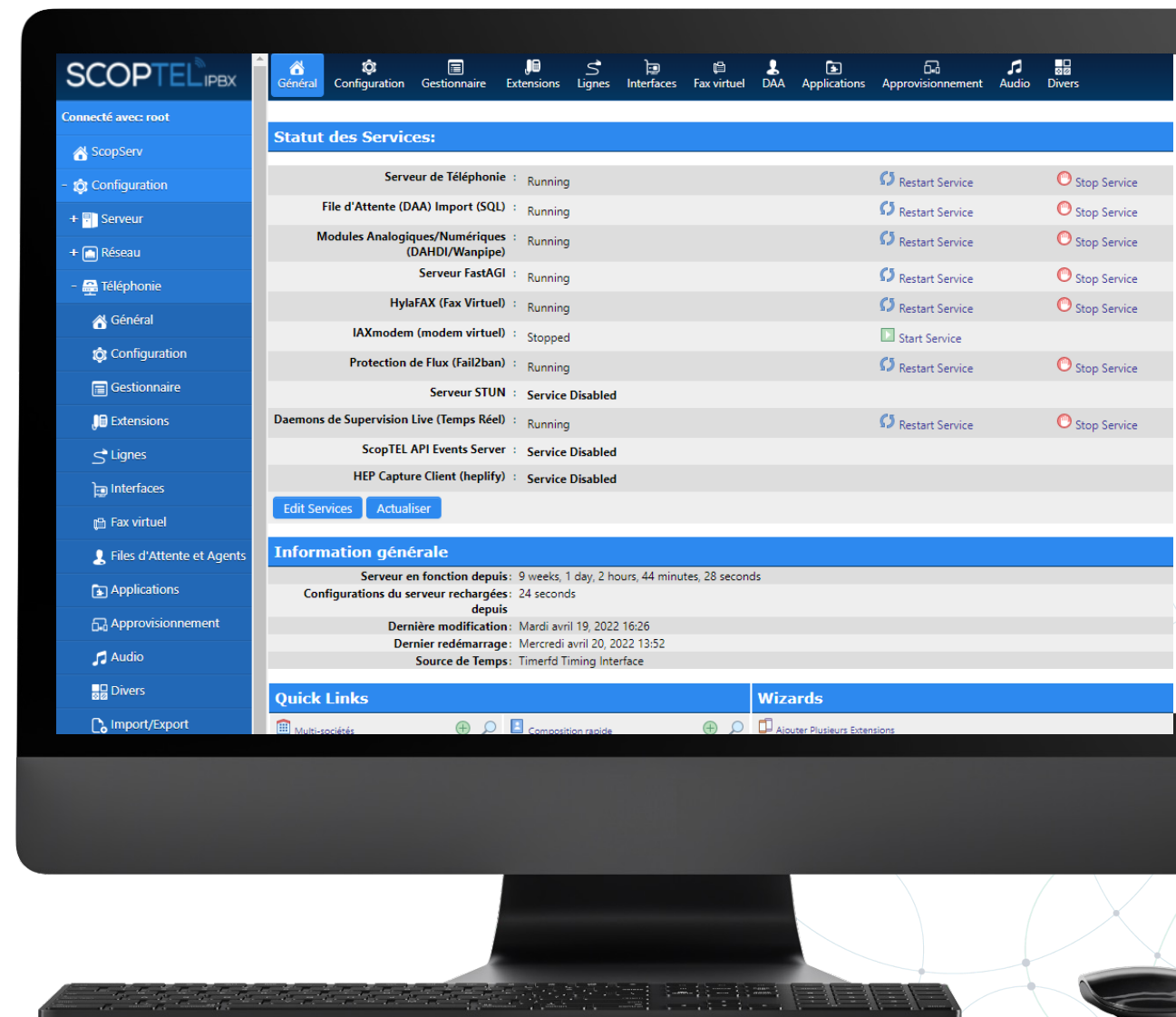
- Automatic Provisioning for all supported handsets
- Create custom templates with the Automatic Provisioning System
- Fixed phones, WIFI and softphones



Graphical User Interface

Intuitive business telephony
feature-rich GUI

- Single interface for Multi-Tenant management
- For super administrator and restricted access for multiple sub-administrators
- Single Management interface to manage all operational features



Realtime System Data

Graphical display to monitor, track and plan system usage conditions

- Service status of all extensions, SIP devices and incoming/outgoing lines
- CDR, call recording and realtime listening
- Debugging tools



SCOPTEL Licences

Rights of use for SCOPTEL IPBX and its integrated products

- **SCOPTEL CPE Version** : Capital investment (Capex) on a number of extensions and tenants for installation within a company infrastructure
- **SCOPTEL ITSP Version** : License with monthly recurrence (Opex) on the number of extensions in operation - Pay as You Grow - for a multi-tenant IPBX for installation in the infrastructure of an internet telephony service provider (ITSP)
- **SCOPCLOUD** : License with monthly recurrence (Opex) on the number of extensions in operation - Pay as You Grow - of a multi-tenant IPBX for resellers that want an externally managed infrastructure provided by ScopServ's data centers



Satisfied Customers



Contact Details

Recognized since 2006 as a company specialized in
high-end business telephony software

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