



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

SCOPTEL 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.

SCOPTEL 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.

SCOPTEL 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.

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

SCOPTEL 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

SCOPTEL 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





MULTI-TENANT IPBX BUSINESS TELEPHONY

SCOPTEL IPBX - ITSP Edition is a powerful software application suite to manage multi-tenant business telephony for businesses of all types.

The ITSP Edition is managed with a monthly recurrence (Opex) per user model, which is calculated by the number of extensions in operation (Pay as You Grow). It is the ideal multi-tenant IPBX solution for Internet Telephony Service Providers (ITSP's) or managed service providers (MSP's).

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

SCOPTEL IPBX ITSP Edition is the most complete software integrating all the features required for all types of businesses and for all types of business telephony environments.



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BUSINESS TELEPHONY FOR RESELLERS

SCOPCLOUD, the cloud-based version of SCOPTEL IPBX, is a turnkey business telephony service developed, operated and maintained by ScopServ for business telephony resellers that require a white labelled cloud infrastructure.

Registered with the Canadian Radio-television and Telecommunications Commission (CRTC), SCOPCLOUD provides a robust, reliable and secure interconnection to the global telephone network. ScopServ provides portability, new number assignment and fraud detection services.

SCOPCLOUD has more than 350 APIs allowing for the integration of third-party applications, data exchange with CRM and other enterprise systems (ERP), multi-channel portal and more.

SCOPCLOUD allows you to stay focused on your daily operations knowing that ScopServ efficiently supports, monitors and manages your business telephony services.

With SCOPCLOUD, quickly access a complete high-end service that requires no capital investment, equipment acquisition or maintenance expenses, and that :

- **includes all the telephone functionalities required by the market**
- **ensures continuity of service in case of failure**
- **is in continuous development to meet the future needs of customers**



A SERVICE OFFERED BY:



REGISTERED





USER PORTAL APPLICATION ACCESSIBLE FROM ANYWHERE

SCOPLINK UPA - USER PORTAL

ScopLink UPA is a softphone associated with a ScopTel IPBX or ScopCloud phone extension, accessible via a web browser. It includes a set of advanced features and user-specific information within a single window, the visual appearance of which can be customized to each user's specifications.

ScopLink UPA combines into a single page a numeric keypad for making and receiving calls from company or personal phone directories and Office 365. It includes a calendar, call history, voicemails and phone control commands such as Follow Me, Do Not Disturb, Transfer, Call Parking, Call Forwarding Management, etc.



go for
SCOPTEL IPBX
SCOPCLOUD

- Designed for professional use in the office or while working remotely
- Suitable for a simple user as well as for a receptionist
- Drag & Drop for Parking and Call Transfer
- Advanced visual layout adaptable to phones, tablets and computers
- Replaying conversations from call history
- AI-powered voicemail transcription





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

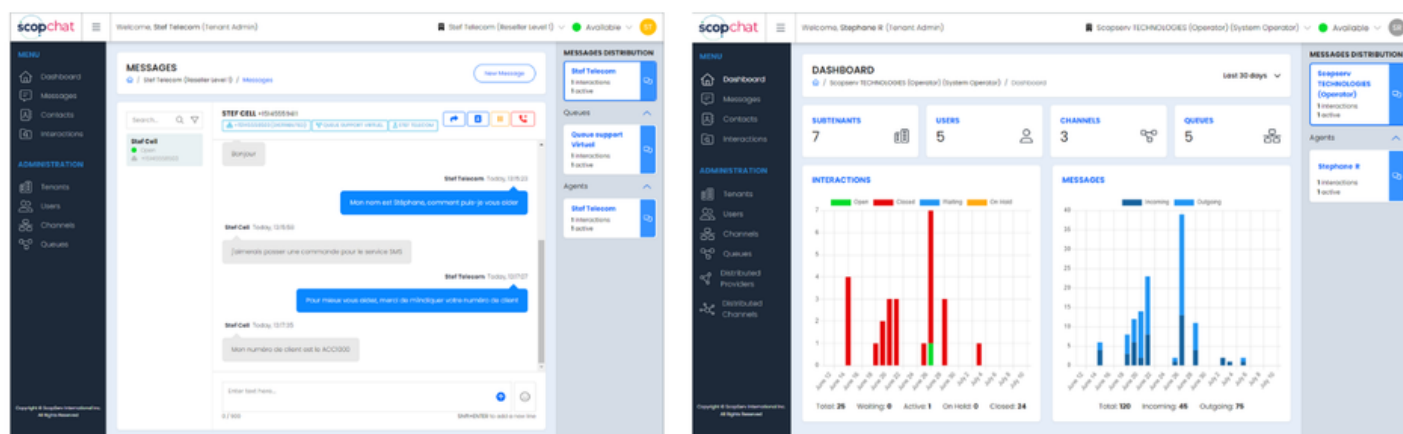




WITH OUR SMS FOR BUSINESS SERVICE, EMPLOYEES NO LONGER NEED TO SHARE THEIR PERSONAL CELL PHONE NUMBER

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





Compatible



ALL SCOPTEL IPBX FEATURES AVAILABLE FOR MS TEAMS SOFTWARE PHONE APPLICATIONS

SCOPTEAMS is a cloud-based service that links SCOPTEL 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 SCOPTEAMS portal which combines an Office 365 account with a SCOPTEL IPBX phone extension.

With SCOPTEAMS, the Teams software applications become a SCOPTEL 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
- SCOPTEAMS 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 SCOPTEAMS

SOME DON'T NEED TO MAKE
VIDEO CALLS:

CREATE A **HYBRID** WORK
ENVIRONMENT

OPT FOR **TEAMS**
AND SCOPCOMM





STATISTICS EXPERT SOFTWARE

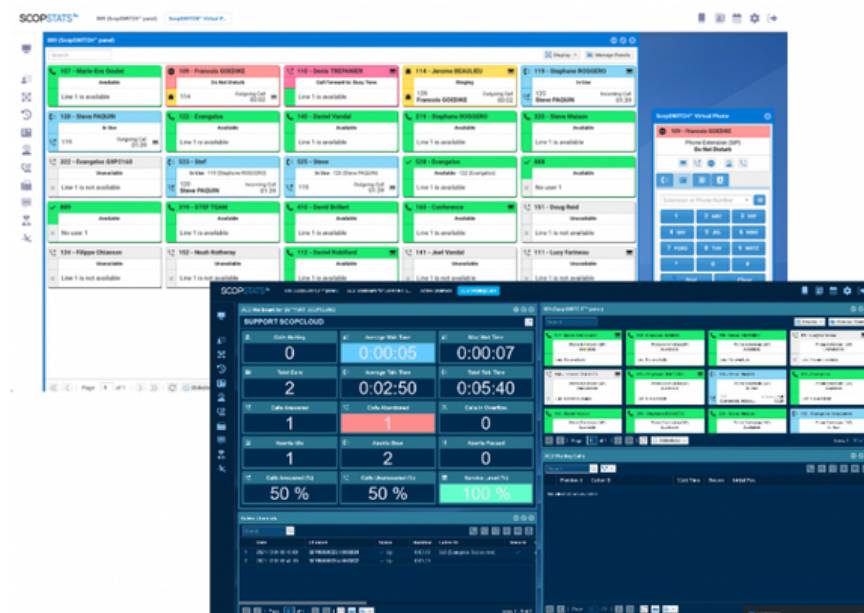
Our SCOPSTATS statistical engine provides a complete management environment based on historical and real-time data and provides a variety of statistical reports from the SCOPTEL IPBX.

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





CONTACT CENTER AGENT PORTAL APPLICATION

SCOPLINK APA

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.



QUEUES
5

WAITING
0

CLICK HERE TO TYPE #

00:11:02

Events ON API ON Extension ON

	QUEUE NAME	SERVICE LEVEL	AVG. WAIT	WAITING	ABANDON RATE
☒	support	GOOD (100 %)	1m 52s	0	0%
☒	sales	GOOD (100 %)	0s	0	0%
☒	prod	GOOD (100 %)	0s	0	0%
☒	shipping	GOOD (100 %)	0s	0	0%
☒	emergency	GOOD (100 %)	0s	0	0%

APPLY

Tag Code

Last call number

5145551212

Tag Code

Select a tag code...

Select a tag code...

ACCOUNTING

SALES

INTERNAL CALL

CUSTOMET CARE

SUPPORT

PERSONAL



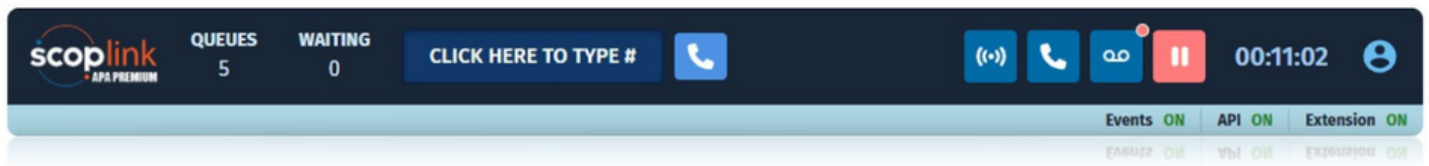


STREAMLINING TASKS FOR AGENTS

SCOPLINK APA

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.

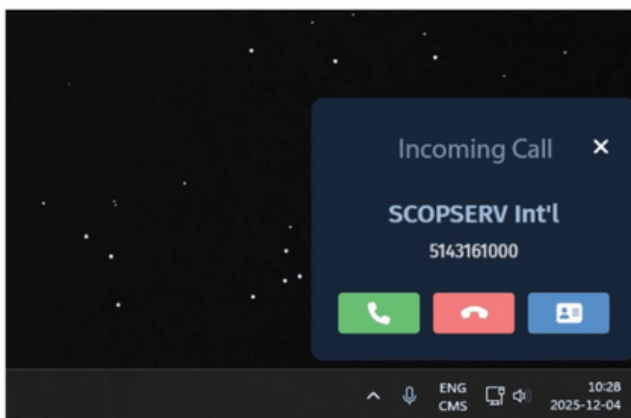




AGENT PORTAL APP + CRM INTEGRATION

SCOPLINK APA Premium

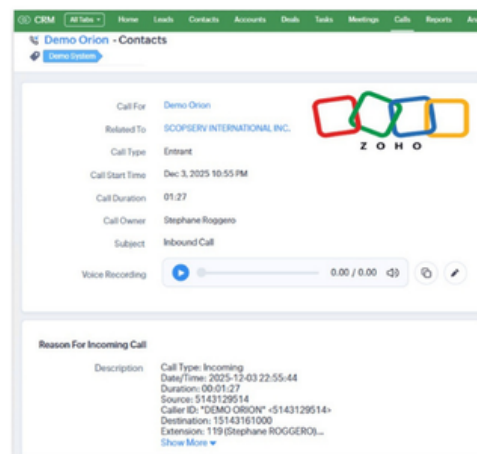
Boost your team's efficiency with CRM (Customer Relationship Management) integration with ScopTel through SCOPLINK Premium Application. The synergy between CRM and ScopTel becomes a powerful lever for improving customer experience, aligning your teams, and supporting your long-term growth.



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.

NOW
AVAILABLE





SEAMLESS CRM INTEGRATION

SCOPLINK APA 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

