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"

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PRODUIT DU CANADA

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scoptel IPBX

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

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scoptel IPBX

SOME OF THE FONCTIONALITIES

- 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 SOTFWARE
ON THE MARKET!

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

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

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scopcloud

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.

A SERVICE OFFERED BY:

scopserv

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!

REGISTRERED

CRTC

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scoplink-upa

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

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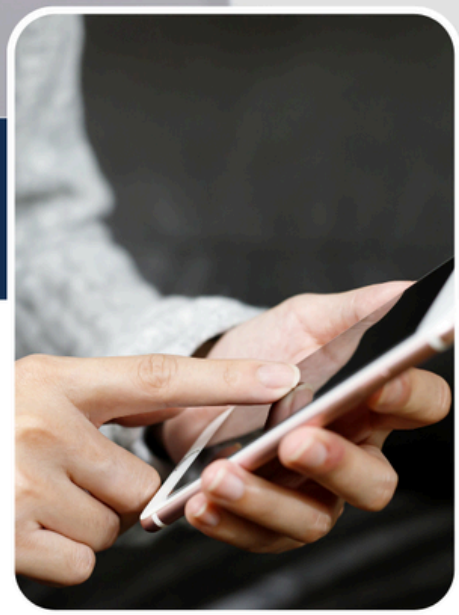
SOFTWARE PHONE APPLICATION THAT INCREASES THE PRODUCTIVITY OF MOBILE OR TELECOMMUTING EMPLOYEES



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

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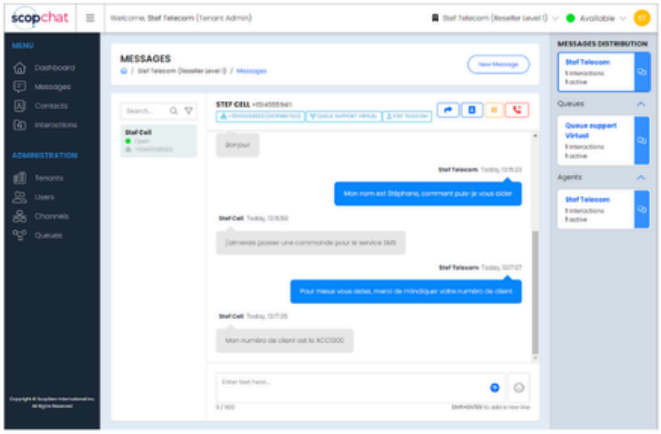
WITH OUR SMS FOR BUSINESS SERVICE, EMPLOYEES NO LONGER NEED TO SHARE THEIR PERSONAL CELL PHONE NUMBER

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

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scopteams

Compatible
Microsoft Teams

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

scopcomm

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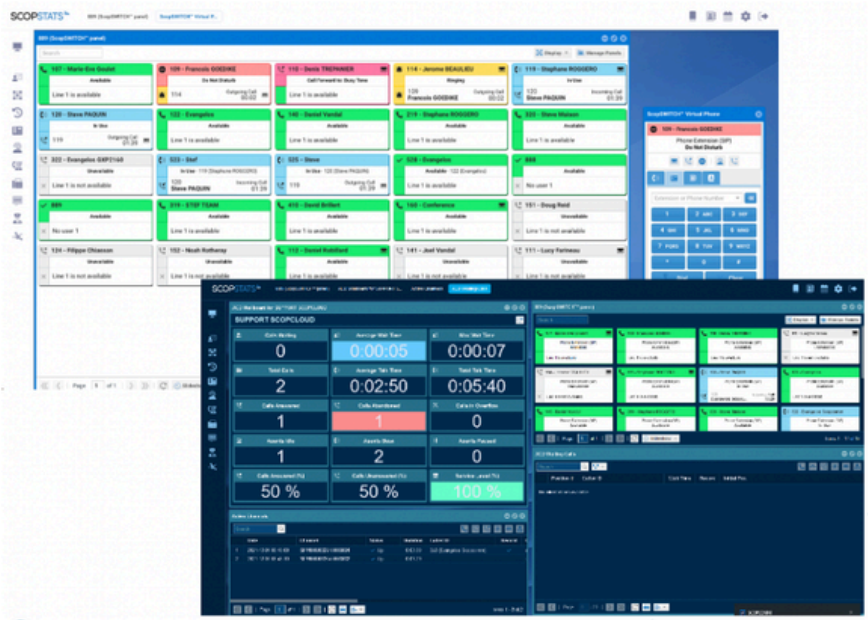
scopstats

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

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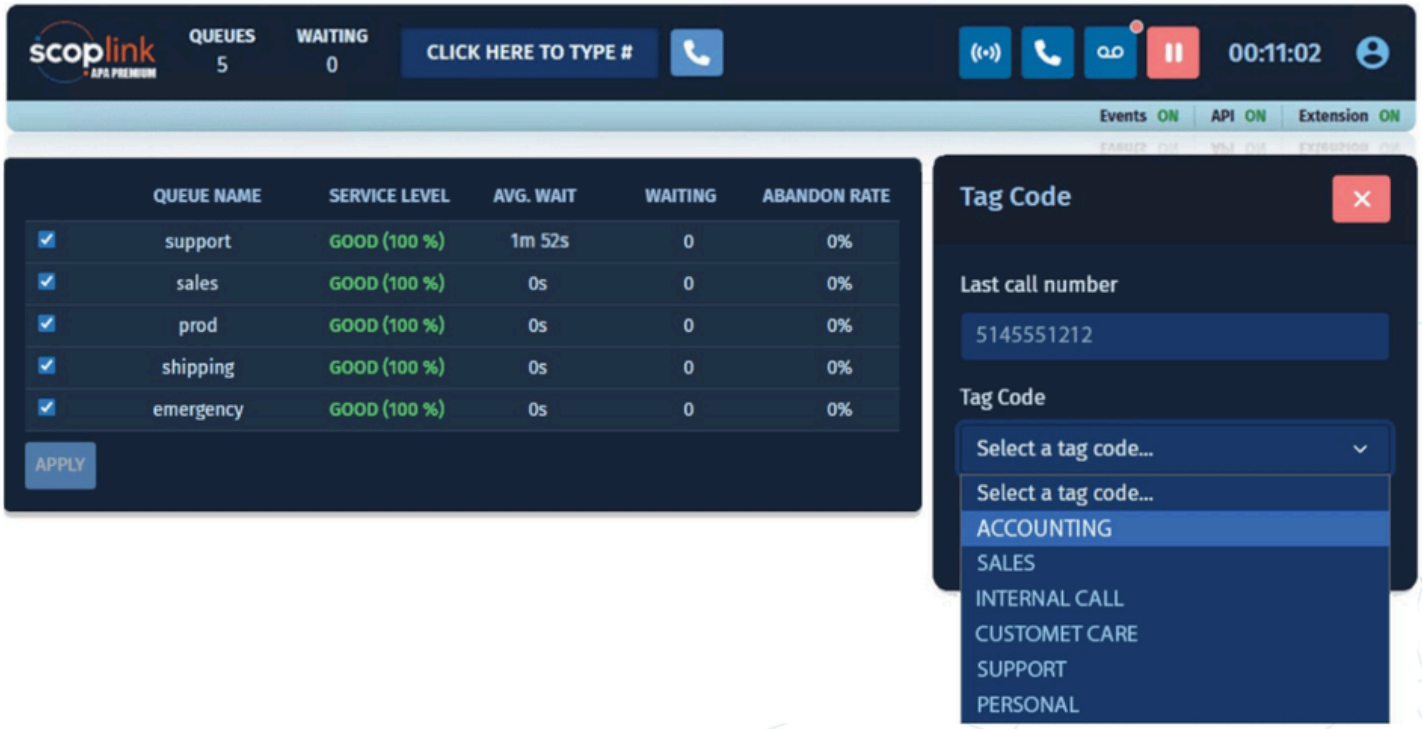
scoplink-apa

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.



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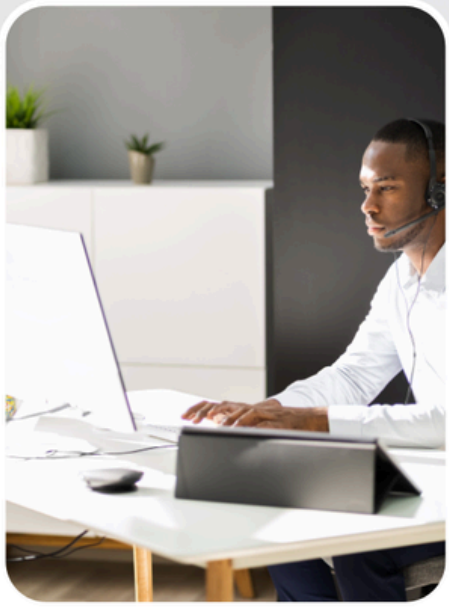
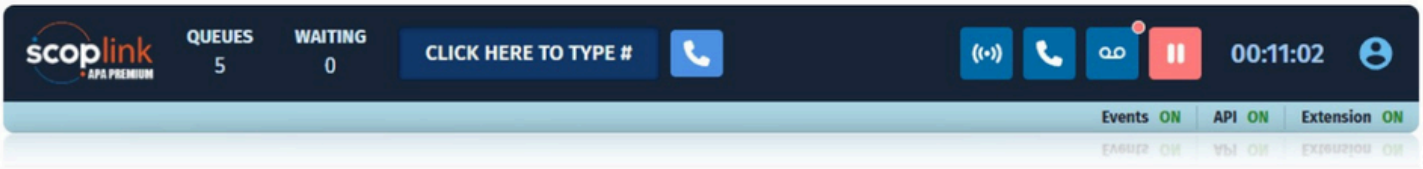


STREAMLINING TASKS FOR AGENTS

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.

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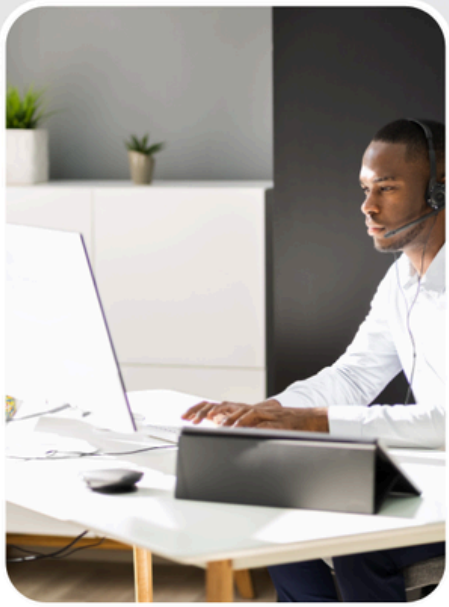
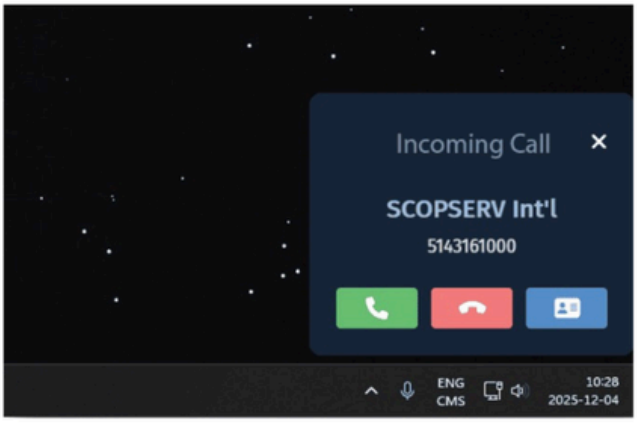


AGENT PORTAL APP + CRM INTEGRATION

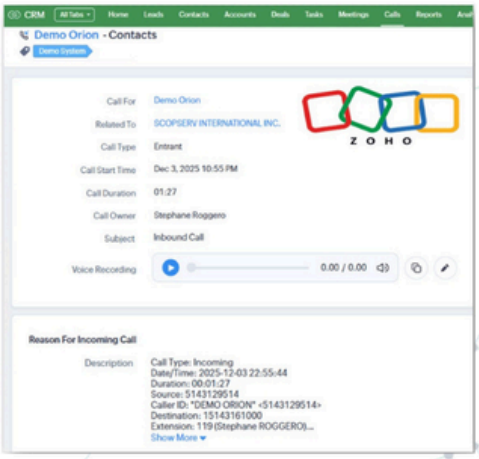
SCOPLINK APA Premium

Boost your team's efficiency with CRM (Customer Relationship Management) integration with ScopTel through SCOPLINK Premuim 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

ZOHO



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.

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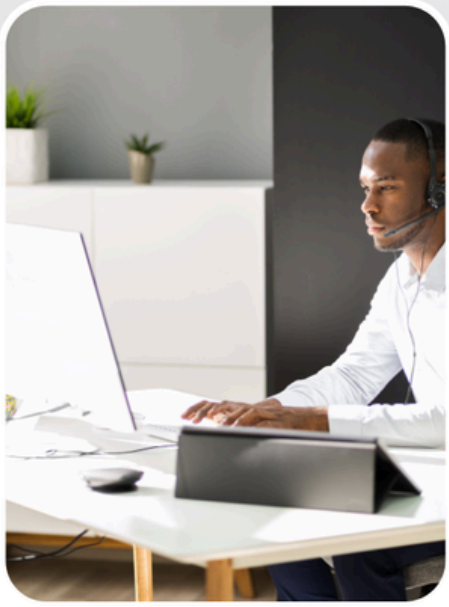

SEAMLESS CRM INTEGRATION

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

salesforce

Zoho Desk

vtiger

zendesk

AND MANY MORE

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