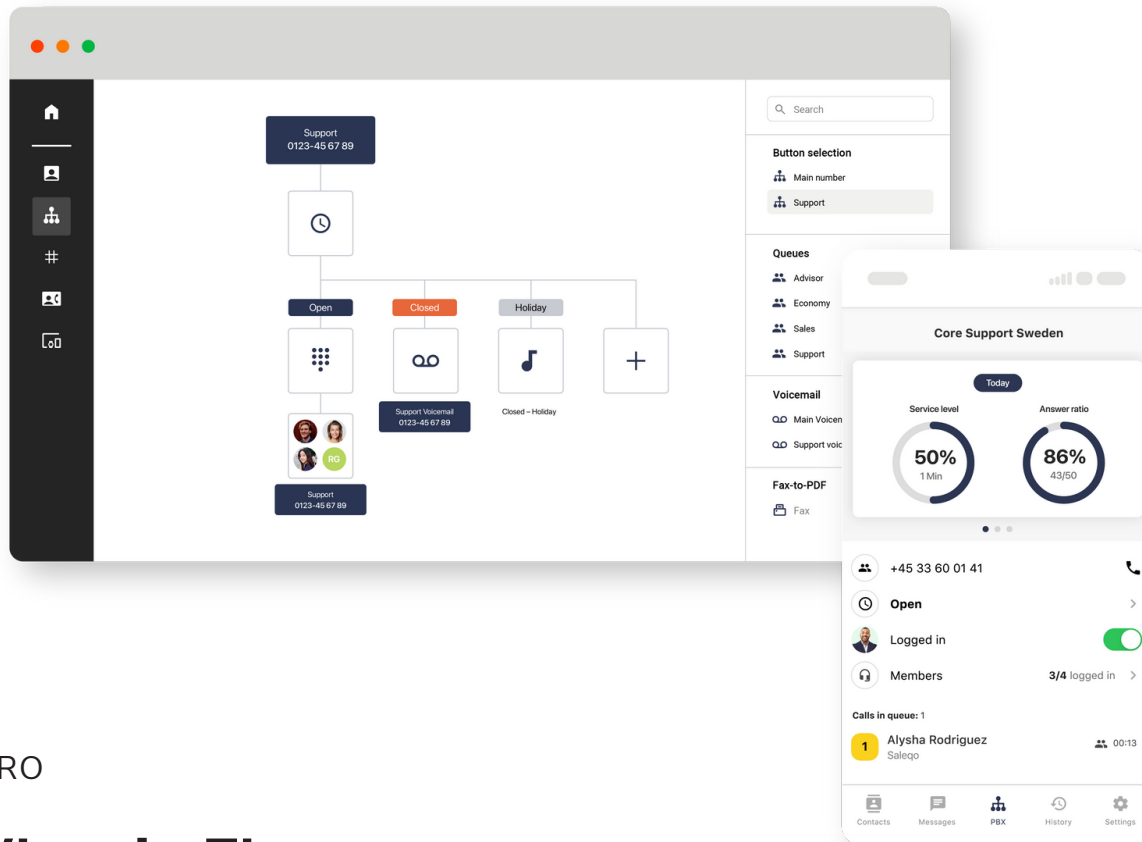


# Ålcom Flex

Simple, consistent and forward-thinking  
communication technology



## INTRO

# What is Flex

Flex is a Unified Communications as a Service (UCaaS) that brings telephony, PBX, messaging, meetings, and contact center together in one simple app.

Unlike on-premise or hosted “solutions” that require weeks of expensive professional services to make changes and that isolate PBX, CRM and collaboration systems from one another, Flex offers self-service control to quickly change the setup of the PBX and customer service environment in line with operational and budgetary needs.

Admins can manage users, costs and security through one portal rather than logging into many separate systems, colleagues can stay in touch with each other and customers can be routed automatically to the right agent by leveraging data from CRM systems. It's perfect for businesses that want to reduce admin, gain greater flexibility and provide exceptional customer service.



SCALABLE, FLEXIBLE, AGILE

## Telephony, PBX, messaging, meetings, and contact center in one simple platform

### **PBX services**

Manage your incoming calls with customisable queues and programmable call flows.

Popular features:

- Queuing systems
- Smart routing
- Shared voicemail

### **Call Center**

Additional PBX functionalities to help you offer superb customer support.

Popular features:

- Co-listening
- Callback
- Performance statistics

### **Administration**

We make it easy to DIY. Manage your workflows, user profiles and licences quickly and easily.

Popular features:

- Self-service portal
- Simple PBX admin
- Easy user onboarding

### **Service and support**

All the advice and support you need, whenever you need it.

Popular features:

- Self-service portal
- Simple PBX admin
- Easy user onboarding

### **Integrations**

Streamline workflows and enhance Flow by connecting with third-party platforms.

Popular features:

- CRM systems
- Security tools
- Extensive app directory



## BUSINESS OUTCOMES

# What Flex brings to your business

### Happy customers

Stay in touch with customers quickly and simply. Phone or chat on any device. Resolve issues and, build loyalty. One digital workplace for contact center and collaboration streamlines customer engagement, spelling an end to the divide between front and back office - and letting you fully engage with customers anywhere, anytime.



### Great workdays

Flex puts all your communication in one easy-to-use platform. Say goodbye to silos, distractions, and noise. Spend less time on manual tasks, integrate with existing systems and streamline your processes for more efficient workdays.



PBX PHONE SYSTEMS

## Cross-platform support



### Cloud PBX

Sophisticated, flexible and, secure. The exchange that grows with your business.

### Softphone

One app for web, mobile and desktop - one simple, unified home for all your communication. Use the same app for SMS, chat and conference with colleagues and customers.

### Fixed-mobile convergence

Access communication services across platforms. Mobile and fixed telephony over cellular, PSTN, wireless LAN, VoIP, and mVoIP on a single device or number.

### SIP connection

SIP trunking and forking help you scale with extreme flexibility. Reduce costs and connect any SIP device, quickly and reliably.

### IP telephony

Making crystal clear calls through the Internet is easier than ever with our IP telephony solution. You can also connect a desk phone or wireless DECT phone and combine telephony methods to fit your business needs

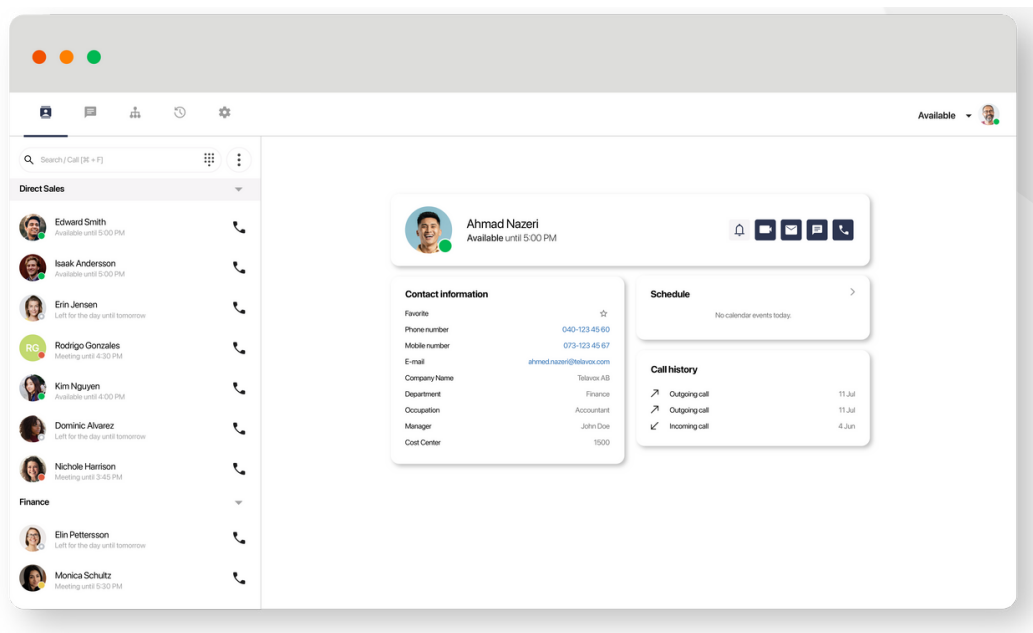




## PBX PHONE SYSTEMS

# Efficient call distribution

Quickly route calls to the right person. Greater team productivity. Better customer experience.



## Smarter routing

Automatic Call Distribution (ACD), Interactive Voice Response (IVR), and skill-based routing intelligently pair the customer with the right agent. Save time, increase customer satisfaction, and boost productivity.

## Advanced programmability & integrations

Choose one of our pre-built third-party integrations or create a custom-built call Flex to meet your business needs. Pull contact details from your CRM, sync call data with other platforms, or trigger actions based on caller information detected by API. Combine integrations and nodes to create a call experience that fits you and your customer

## Features to fit every business

Callback, queueing systems, sound management, unified mailboxes, blind and attended transfer, call parking, active directory sync, and much much more.



## PBX PHONE SYSTEMS

# Flexible pricing and contract

A system that grows with your business. Add, remove, or transfer licences whenever you want. Simple admin. Low cost, no fuss.

The screenshot shows the ALCOM Flex admin interface. On the left is a sidebar with navigation options: Overview, Users, PBX services, Phone numbers, Licences, Hardware, Invoices, Costs and invoice plans, Statistics, Recorded calls, Chat Widget, App Directory, Applications, Address book, About Sales, and Support. The main area displays a table of users with columns for Name, License, Landline, and Mobile number. A search bar at the top allows filtering by name, number, etc. The table lists 15 users with their respective license types (Fixed, Mobile, Free) and phone numbers.

Name	License	Landline	Mobile number
Alan Nguyen	Fixed	+6123809160	
Alma Andersson	Mobile	+6406308173	+6679142035
Anders Andersson	Free		
Andreas Andersson	Free		
Anna Andersson	Free	+6140386641	+66763566414
Berica Janki	Mobile	+6915173396	+66764779244
Dennis Hughes	Fixed	+6122444948	
Elin Forst	Fixed	+6915173382	
Emma Miller	Mobile	+6915173382	+66764779244
Ethan Hopkins	Free		+66764779244
Ethan Hopkins	Fixed	+6915173384	+66764779244
James Stewart	Fixed	+6505659982	
Leona Suarez	Fixed	+6916532993	
Maurilio Rizzo	Fixed	+6915173383	
Michael Larsson	Fixed	+6406436705	
Mimir Ottogard	Free	+6915173382	

## Reassign licenses

Assign licenses to new colleagues. Remove them from those who've moved on. Quick. Simple.

## Easy oversight

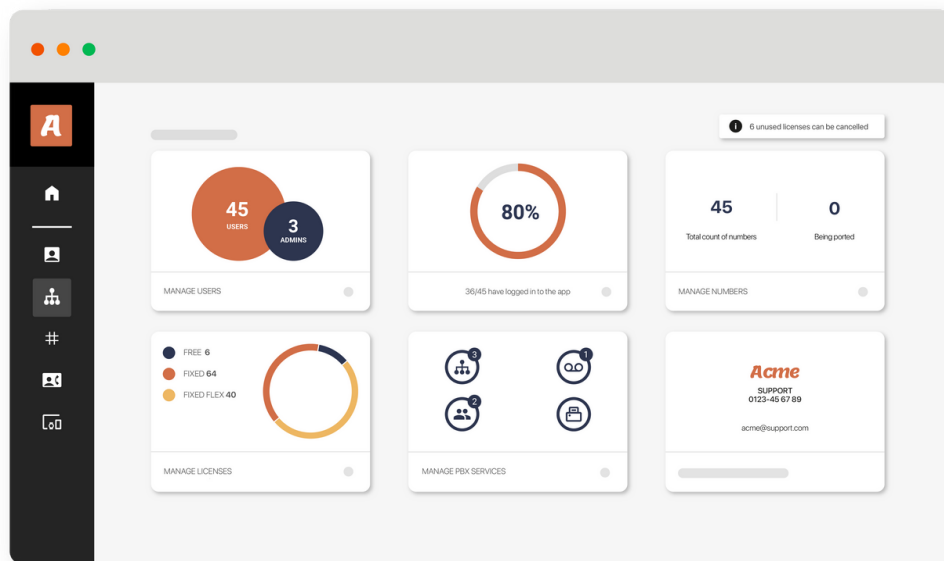
Save money by keeping track of unused licences thanks to our automatic notifications.



PBX PHONE SYSTEMS

## Self-service admin portal

Manage users, licences, costs, and security through one interface. Provision services and licences via our portal.



### Less admin, more self-service

No need to go through complex request processes for admin tasks. Build templates for standard user settings. Reset passwords – all in just a few clicks. And if you need any help, we're there for you.

### Easier PBX

Modular building blocks make it easy for admins to create, change and delete PBX services themselves, reducing the need for specialists.

### Better control

Role-based access puts control in the

hands of the right people. Ensure that users only have access to the things they need. Reduce your burden by delegating the responsibility of specific offices to sub-admins.

### Smarter invoicing

Invoices for individual users or locations. Move users, services, or products between cost centres for greater control. Easily view licence usage, see data consumed, calls made, and messages sent. Filter by country, department or user for simple cost control.





## THE APP

# One app for employees to manage their telephony settings, collaborate with colleagues and serve customers

### Chat

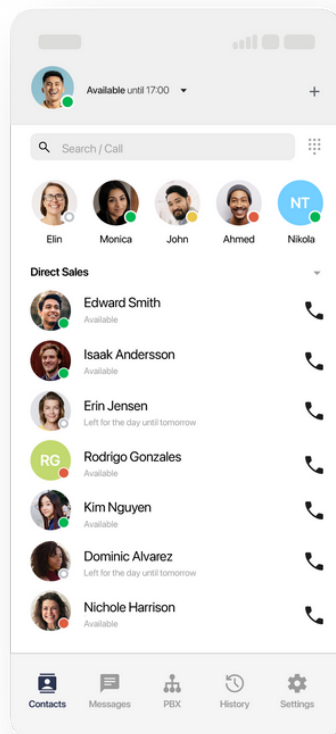
Group chat, public rooms or chat one to one.

### Queues

Log yourself or your colleagues in and out of queues

### PBX

Open and close the PBX with a click or based on a schedule.



### Conference calls

Access to a personal conference call service. Totally free of charge.

### Statistics

Real-time statistics enable you to track all your queues.



## INTEGRATIONS

# Flex loves integrations

Connect all your systems and streamline your workflows.

HubSpot

Microsoft Teams

salesforce

zendesk

Microsoft  
Entra ID

Google Workspace

freshdesk

Microsoft 365

Power BI

lime  
crm

BankID

And many more...



## PACKAGES

# Licences instead of contracts

Flex should be easy. That's why we don't offer the typical industry contract with an array of add-on services that are complicated to estimate.

Instead, we offer flexible licences that are not tied to phone numbers or people, but can be moved around among employees as needed. And you never have to think about cancelling or subscribing to new contracts. You can easily manage administration online.

FIXED	MOBILE
Access to all platforms	Access to all platforms
Chat	Chat
Profile status	Profile status
Telephone conference	Telephone conference
Calendar integration	Calendar integration
Lookup	Lookup
Voice mailbox	Voice mailbox
Fixed telephony	Fixed telephony
Video call	Video call
	Mobile connection



## PBX SERVICES

# Choose PBX services

You can freely pick and mix our PBX services. Do you need one queue, two touch-tone options and two voice mailboxes? No problem. It doesn't matter what services you choose, the price is adjusted based on the number and you can scale up or down at any time. And you can administer your PBX services online.

### Start

1 Service

### Business

3 Service

### Enterprise

8 Service

### Unlimited

Unlimited amount  
of Services

### IVR

Callers use the phone keypad to click their way to the right person or department. Customers receive an efficient response from the first ring.

### Queuing system

Distributes incoming calls to several queue members. Unlimited numbers can be logged in at no extra cost.

### Fax mailbox

Ideal if you receive faxes, but do not need to send them. You keep your fax number and we convert incoming faxes into PDF files sent to your chosen email addresses.

### Common voice mailbox

A common voice mailbox is available to several of your employees. Listen to messages via the app, by calling, or do it online.

### Connection

Connect your conference phone, analogue fax or door phone. This service is a connection without PBX functions.

**ALCOM Flex**

**Let's talk!**

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018-22 222

[www.alcom.ax/foretag](http://www.alcom.ax/foretag)

