

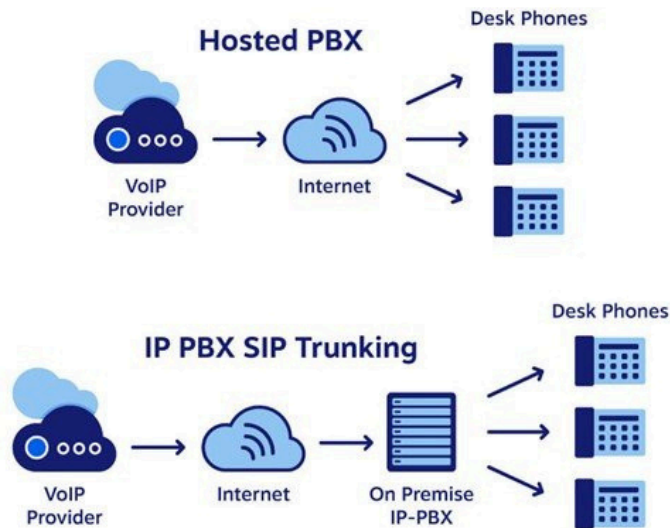
# CONTACT US

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## Hosted vs On-Prem IP PBX



## Flexible Deployment Options

Software-only (softphones + existing devices)  
Hybrid (IP desk phones + mobile apps)  
Fully managed (phones, connectivity, support)

## Key Features

- Unlimited extensions & auto-attendants
- Call recording with secure access
- Voicemail to email
- Call queues, ring groups, time conditions
- Softphones for iOS, Android & desktop
- Multi-branch support on one platform
- Detailed call reports & audit trails
- Number porting & DDI management

## Business Benefits

- Lower Total Cost of Ownership
- High availability & redundancy
- Rapid deployment
- Future-proof communications
- Improved customer experience

## Cloud PBX Solutions



Smarter Voice. Stronger Business.



# Call Centre Features

## Call Handling & Routing

ACD, skills-based & priority routing, intelligent queues, time-based routing, supervisor whisper/barge-in/takeover.

## Agent Productivity

Agent login/logout, hot-desking, desktop & mobile softphones, transfer/consult/conference.

## Supervision & Control

Live wallboards, real-time queue & agent monitoring, reports, audit trails.

## Call Recording & Quality

Automatic recording, selective playback, DTMF masking (POPIA), secure expiring links, optional AQM scoring.

## Reporting & Analytics

Queue & agent performance, call trends & peak analysis, scheduled reports, multi-site consolidated views.

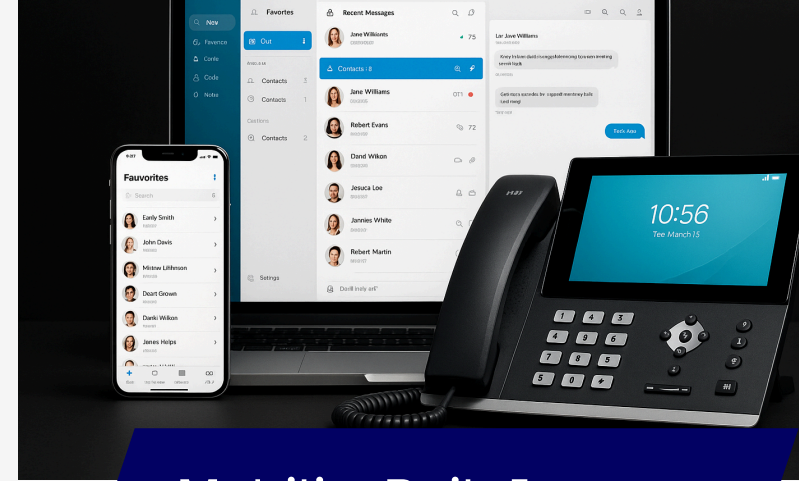
## Built for Modern Call Centres

On-site, remote or hybrid teams  
Scalable from small to high-volume teams  
Multi-branch on one platform  
Carrier-grade redundancy.

# Security & Compliance



- Encrypted signaling and media
- Role-based access control
- DTMF masking for sensitive data
- Secure cloud storage options
- POPIA-aligned recording policies



**Mobility Built In**

# Who is it for



- Corporate & Professional Services
- Retail & Hospitality
- Logistics & Warehousing
- Manufacturing
- Call Centres & Customer Support Teams



Your office number follows you.

Desk phone. Laptop. Mobile app. Same extension, same experience—ideal for remote teams, sales staff, and multi-site operations.

# Pricing Starting From

**R85  
Per User**

## INCLUDES

Hosted Port  
Mobile or PC SoftPhone  
IVR  
Music On Hold  
Voicemail for Switchboard

# Add Ons

*Telephone Management System  
Advanced Call Recording  
Basic Call Recording  
Call Centre Features  
Supervisor Panel/Dashboard  
Fax to Email*

*Opex or Capex Hardware Options*

# Why Use SPOC

- Single point of contact: voice, connectivity, support
- Carrier-grade platforms with local expertise
- Designed for uptime, scale, and simplicity
- Proactive monitoring and support