

# in2pbx

## The easy hosted PBX platform

We've made in2pbx simple. Pick only the features you need, don't pay large-scale platform fees for small-scale rollouts and we'll manage everything technical. Easy!



Extension  
features



Call  
features



Mobile  
app



24 hour  
support

## What is in2pbx?

in2pbx is a hosted PBX also known as cloud PBXs or virtual PBXs. in2pbx removes the requirement for any onsite PBX hardware, moving functionality to the Cloud. Instead of utilising an on-premise PBX, in2pbx uses VoIP or alternative IP technology to make and receive calls.

A phone system  
that grows with  
your business —  
add new users in  
minutes

Unify  
headquarters,  
branches and  
teleworkers,  
within a single  
PBX system

High compatibility  
with IP  
telephones  
available  
worldwide

## in2pbx Call Features

### Ring Group

Organise your extensions in a variety of ring strategies, so that incoming calls are always answered.

### Queue

Direct incoming calls to particular destinations (e.g. Sales, Customer Service) to wait until an agent is ready.

### Blacklist

Blacklist is used to block incoming and/or outgoing calls. You will not receive the call from this number any longer.

### Callback

Callback will hang up the caller and call them back so that they are directed to the selected destination.

### Whitelist

Numbers in a whitelist are allowed to call in/ be called or both, regardless of the Time Condition settings.

### Speed Dial

Add short numbers to frequently used numbers, reducing the need to lookup and dial long form phone numbers.

### Pin List

Used to manage lists of PINs (numerical passwords) that can access restricted features such as outbound routes.

## in2pbx Extension Features

### Call Parking

Put a call on hold at one telephone set and continue the conversation from any other telephone set.

### Call Forwarding

Forward or redirect incoming calls to any alternate number, which may be either a landline or cellular number.

### DND

When Do No Disturb is active, any incoming calls will be blocked for that extension and the call will be passed to the group.

### Time Condition

Set group extension rules and announcements based on specific dates in the calendar.

### Call Monitor

Listen in on agents' calls in real time or record for later retrieval in order to improve agent performance.

### Intercom

Allow people within the company to communicate through the phone's speaker, without the need to pickup a call.

### Transfer

Relocate existing telephone calls to the appropriate department, agent or phone, using a transfer button.

### Call Pickup

Answer a call ringing on another extension in your designated group by pressing a soft key or entering a short code.

## in2pbx Optional Extras

### Call Recording

Ensure compliance by recording both inbound and outbound calls automatically or on-demand, based on admin rules.

### IVR

Take the pressure off your agents by routing calls to the correct department, before the customer reaches a person!

### Conference

Enable multiple on-site and outside callers to participate simultaneously in password protected conference calls.

## Get in touch

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