



**Communication – Today
and in the future with
Sangoma**

Customer Requirements



- Basic (Call Forwarding, Conference, Reporting, Monitoring, Presence, Video conference, UC)
- Non technical requirements (migration cloud/on prem, flexible work possibilities like working from home, subsidiaries or traveller, APIs for Integration with CRM, ERP.., User experience, trust in partner and price)
- recent requirements from customers (Security , MS Teams integration and extended reporting)
- New requirements: social media integration, smart devices, voice recognition for IVR, Text2Speech, Speech2Text, automation and Artificial Intelligence (AI)

What is your opinion?





Thanks for coming

Who is Sangoma?



Snapshot of Sangoma Today



Global Company



NASDAQ: SANG
TSX: STC

750+
Staff

Customers
In over 100
countries

R&D and Tech
Canada, USA, Europe,
Latin America, India

Healthy Financials (USD)

\$231M
FY22 estimated Revenue

\$43M
FY22 estimated Adj. EBITDA

70%
Recurring Revenue

\$276M
FY23 estimated Annualized
Revenue

19%
Adj. EBITDA margin

Recent Acquisitions

2022 **NetFortris**
A SANGOMA COMPANY

2021 **Star2Star**
A SANGOMA COMPANY

2019 **VoIP INNOVATIONS**
A SANGOMA COMPANY

2018 **Dialogic** CCD Division **digium**

Focus
acquisitions on
new Revenues,
Products,
Channels, and
Talent

Rich and Diverse Customer Base

> 100,000
Customers globally

2.6 Million
Unified Communications
Seats

Typical Customer

Multi-location
Business

Midsize
Enterprise

Sangoma's Portfolio



UCaaS



SIP
Trunking



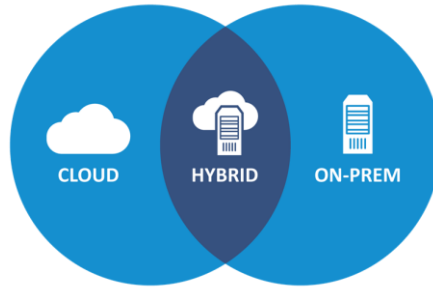
Video
Meetings



CCaaS

Sangoma talk Sangoma meet
Sangoma chat

Clients



IP Endpoints

freePBX PBXACT Switchvox®

Asterisk*

SBC SESSION BORDER CONTROLLER
Vega Enterprise VoIP Gateways
SANGOMA TELECOM CARDS
IMG

Connectivity

SIPSTATION

SIP Trunk

Sangoma Suite



Sangoma suite



IP Endpoints

Clients

Applications

Network Interconnect

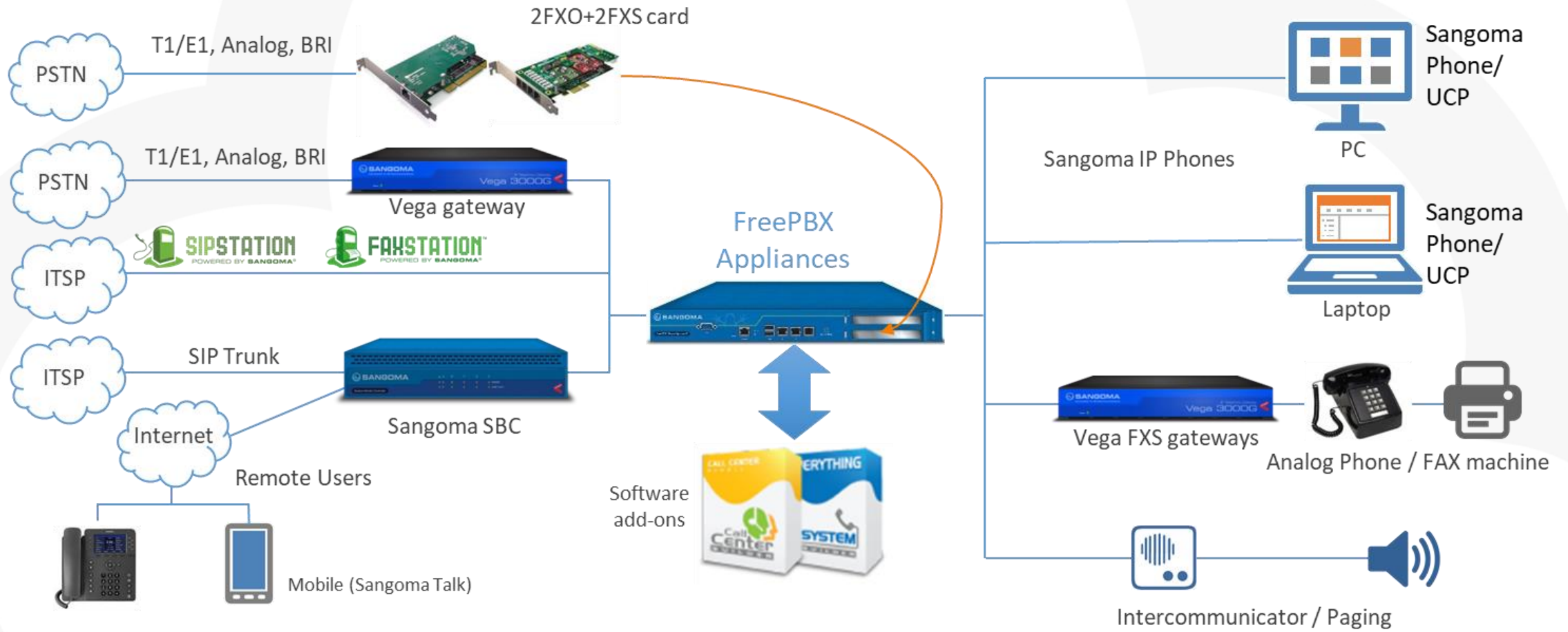
Development Environments

UC Spektrum

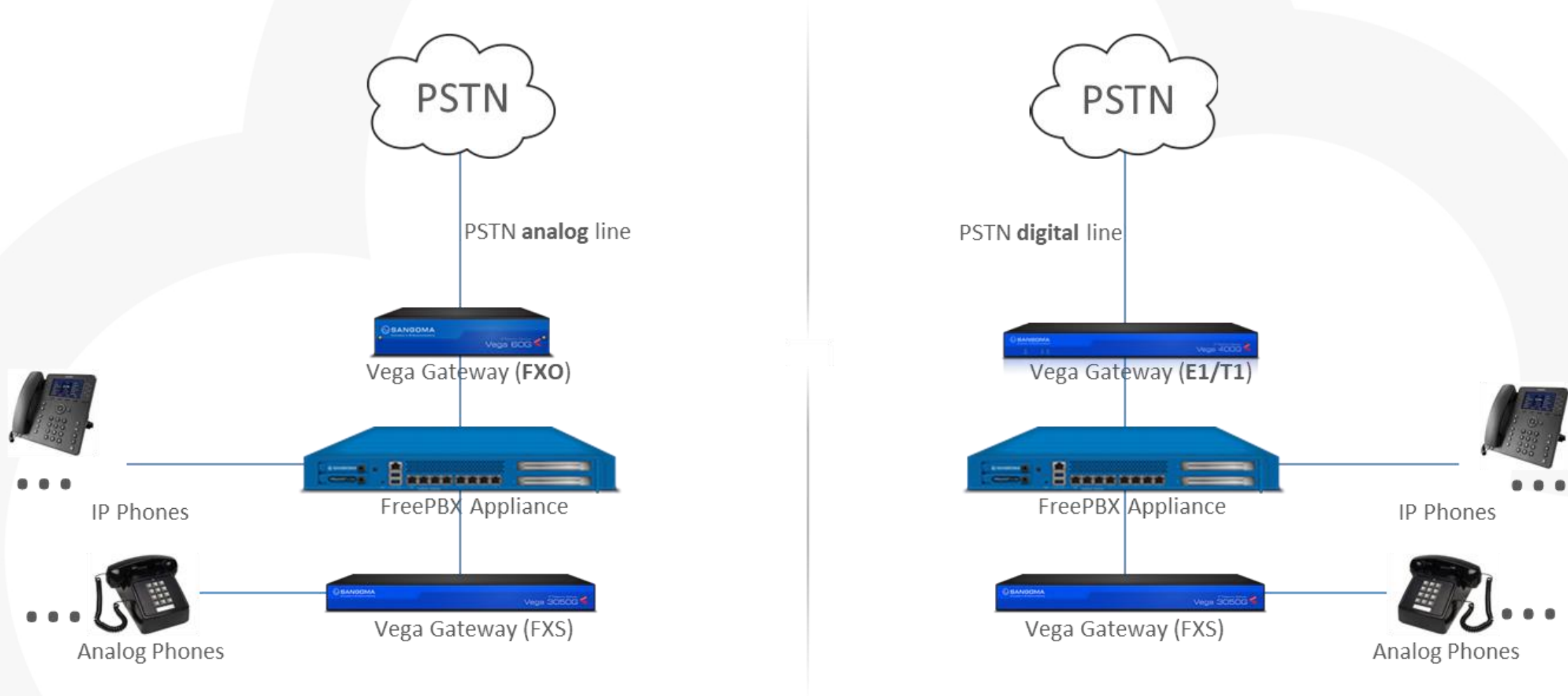




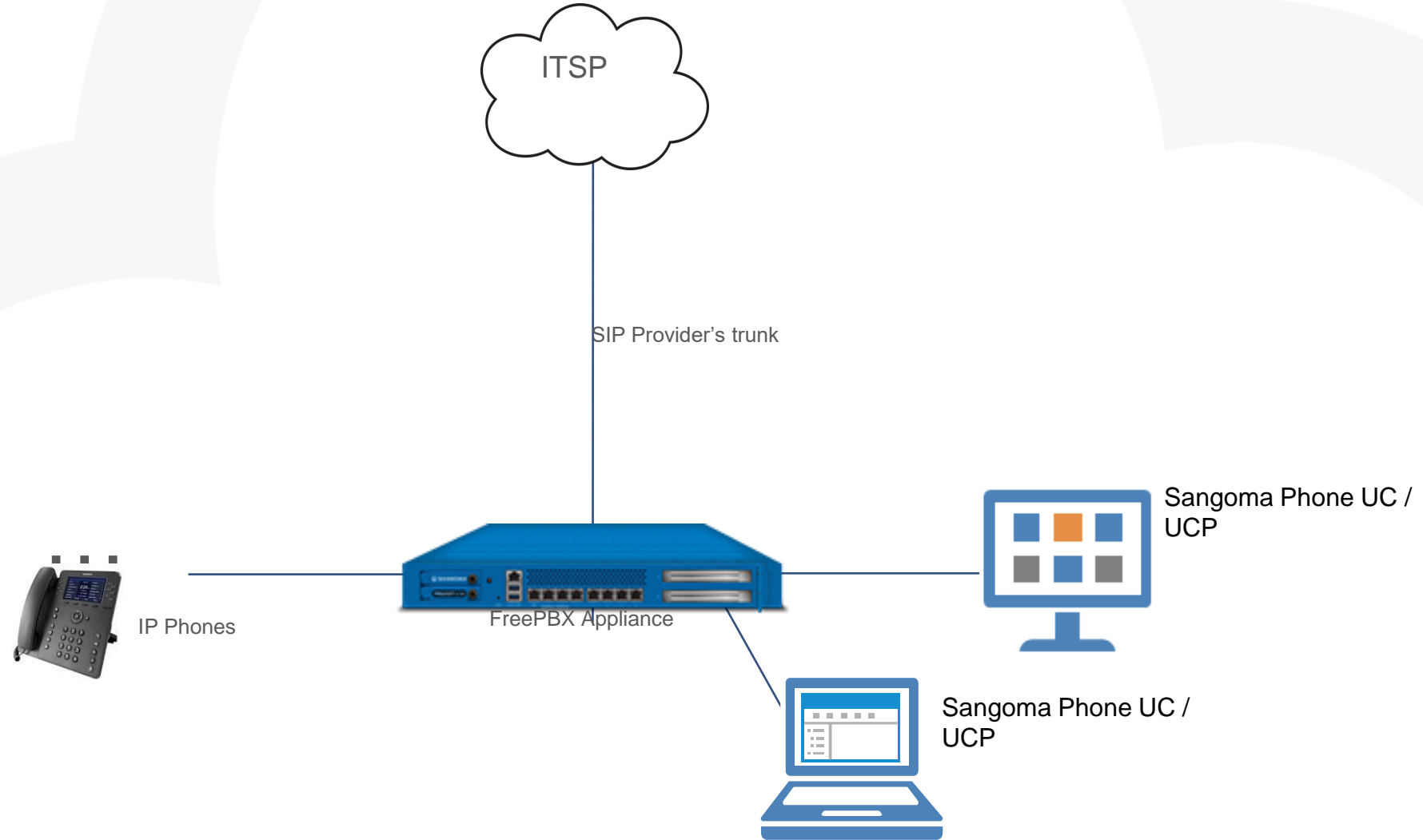
FreePBX's Eco System



Case – TDM Migration



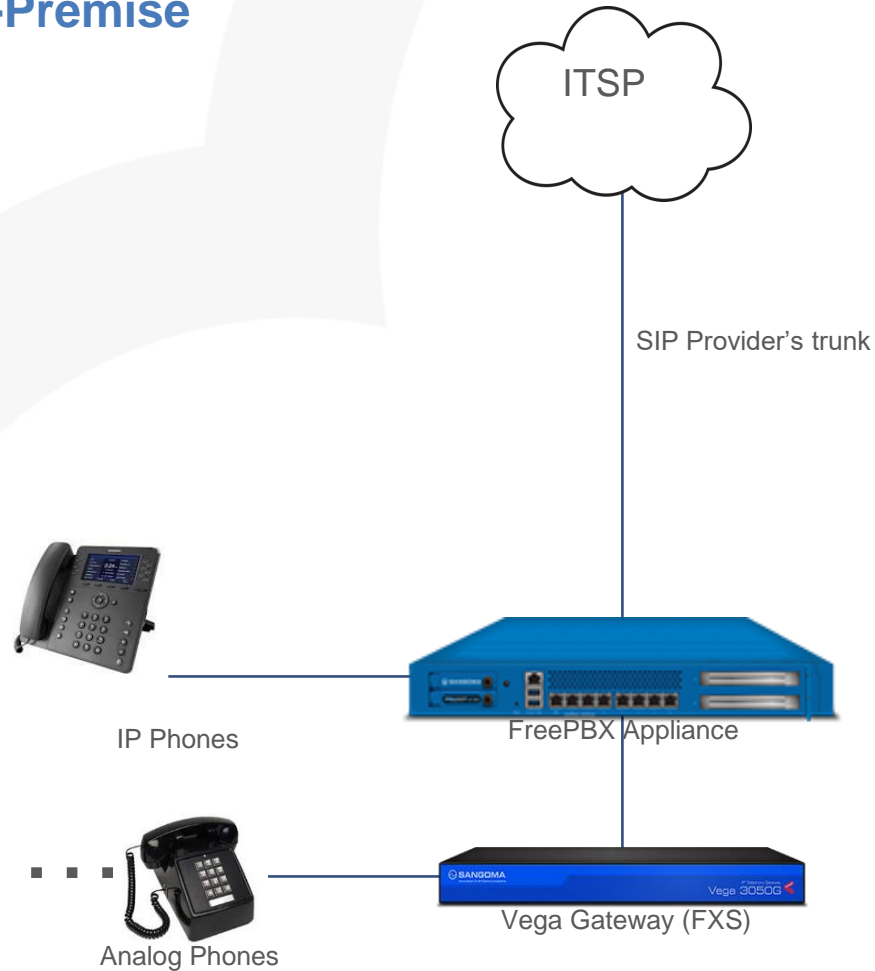
Case – VoIP



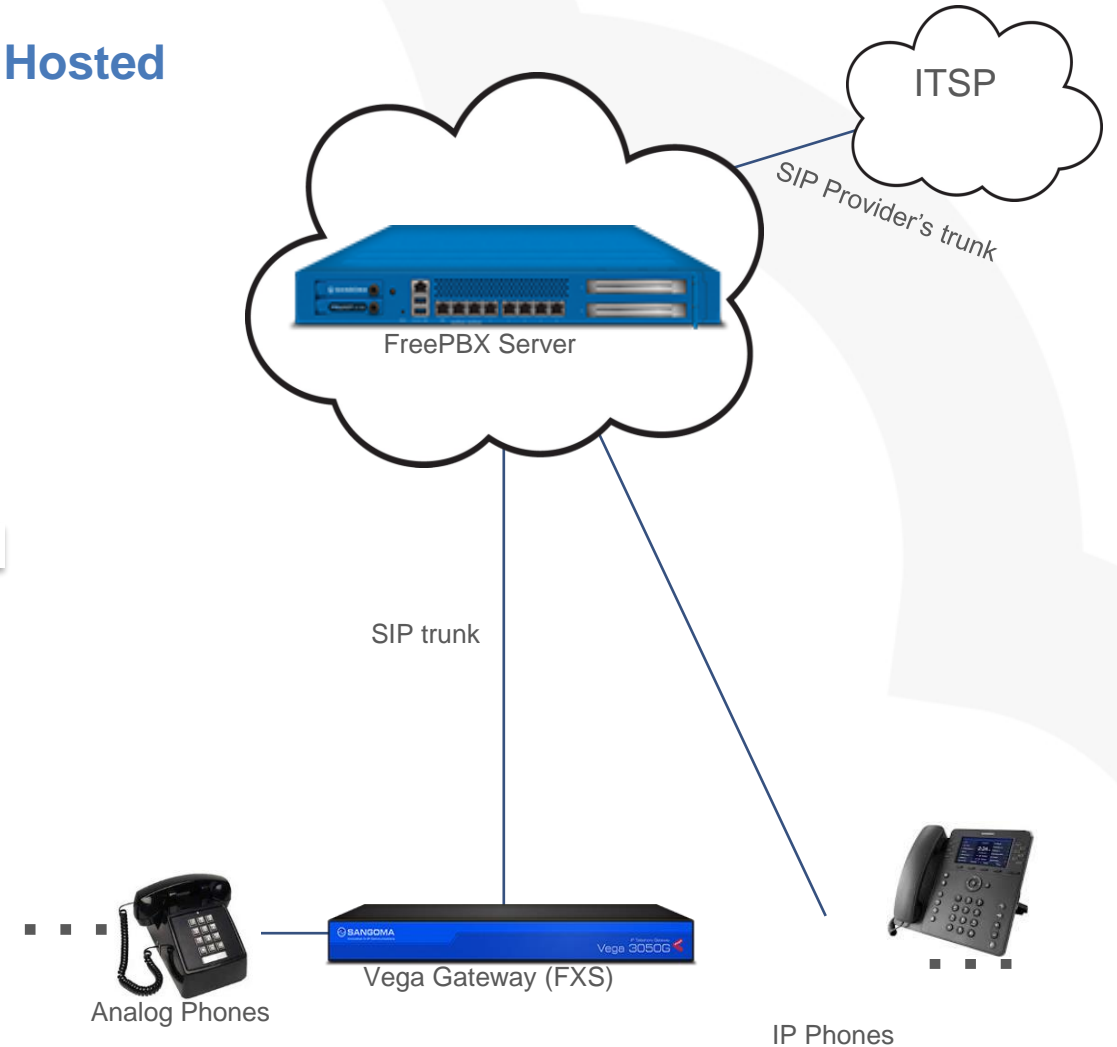
Case – on premise vs hosted



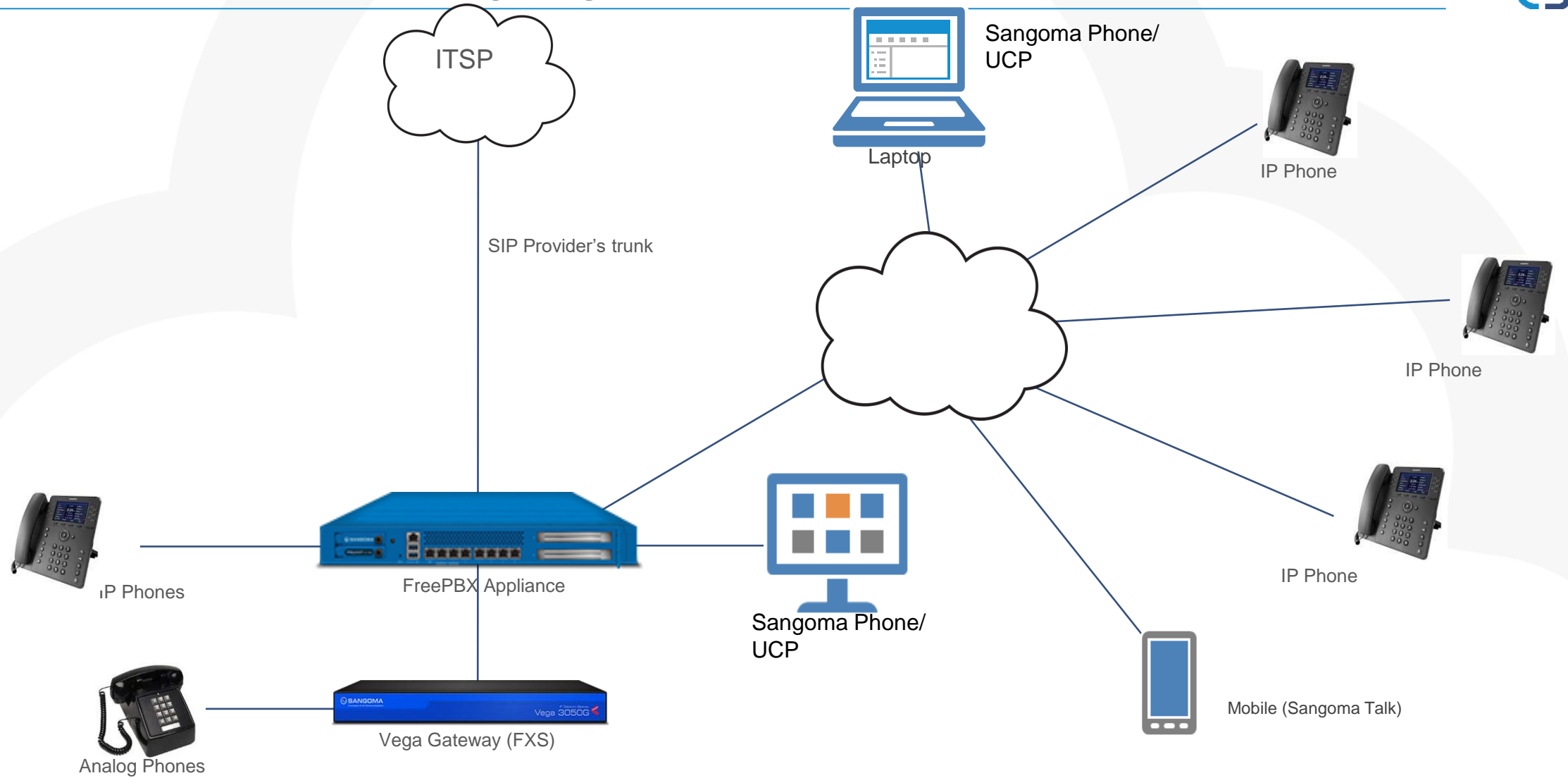
On-Premise



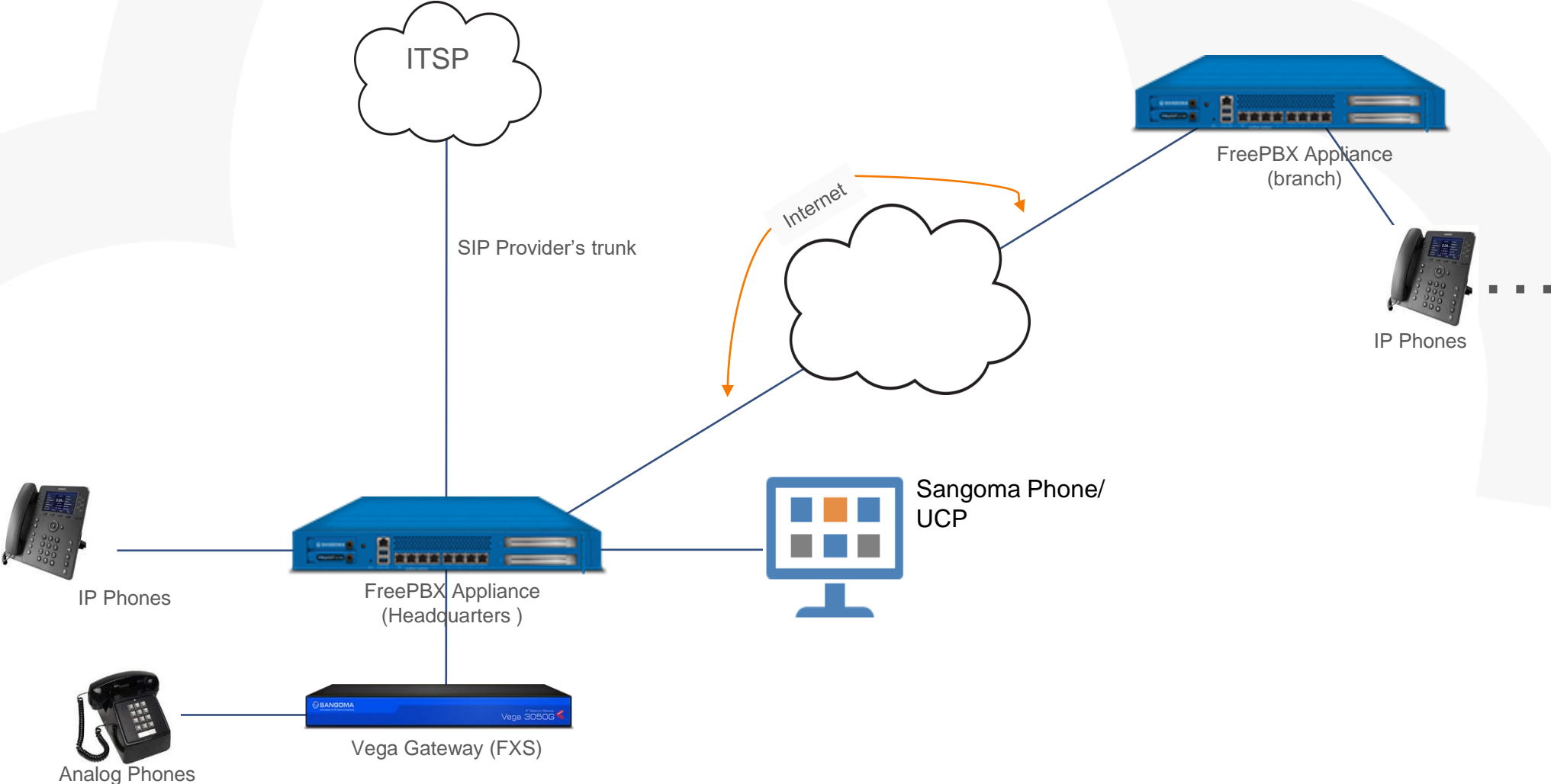
Hosted



Case – external employees



Case - Subsidiaries



User Experience



Many solutions for different needs



- UCP / Switchboard
- Soft clients
- Teamhub
- MS Teams
- Hard desk phones

My Dashboard

CALL HISTORY

Search

Date	Description	Duration	Playback	Controls
Sat, Mar 4, 2017 9:24 AM	☎ + "LOS ANGELES, CA" +14247042181> Voicemail	12 sec		
Sat, Mar 4, 2017 9:23 AM	☎ + "LOS ANGELES, CA" +14247042181>	27 sec		
Sat, Mar 4, 2017 9:21 AM	☎ + "LOS ANGELES, CA" +14247042181> Voicemail	2 sec		

Showing 1 to 10 of 10 rows

CONTACTS

My Contacts

Delete Group + Add Contact

Search

Display Name	First Name	Last Name	Title	Company
anagy				
corozco				
James Finstrom	James	Finstrom		
Jason Parker				

Showing 1 to 8 of 8 rows

DEVICE MANAGEMENT

Dev4
Sangoma 5500 (00000000)

FOLLOW ME

Enabled

VOICEMAIL

INBOX

- Family
- Friends
- Old
- Work
- Urgent

Date	CID	Playback	Duration	Controls
3/16/2017	"Telephone 1" +1006>	0:00 00:00	1 seconds	
3/16/2017	"Telephone 1" +1006>	0:00 00:00	1 seconds	

Showing 1 to 2 of 2 rows

DO NOT DISTURB

Disabled

PRESENCE

Available

CONFERENCES

Viewing Room 81000
(anagy's conference room)

Locked: Yes | Users: 0

Dev4 +1000>

Administrator Normal User Muted User

Switchboard



Switchboard Demo 107

Wallboard

Support

Calls Waiting: **0** | Max Wait Time: **-** | Logged In: **7/9** | Busy: **6** | Taken: **236** | Missed: **8** | Abandoned: **140** | Average Wait Time: **2:23**

Wallboard

Sales

Calls Waiting: **4** | Max Wait Time: **2:26** | Logged In: **8/10** | Busy: **8** | Taken: **282** | Missed: **7** | Abandoned: **38** | Average Wait Time: **0:49**

Wallboard

Billing

Calls Waiting: **0** | Max Wait Time: **-** | Logged In: **1/5** | Busy: **0** | Taken: **0** | Missed: **0** | Abandoned: **0** | Average Wait Time: **-**

Queue Calls Waiting - Sales

CALLER	PHONE	WAIT	ASSIGNMENT
1 Frank Mangarelli	619-555-2501	0:04	Normal
2 Joey Grand	973-555-6517	0:04	Normal

Queue Member Activity - Sales

MEMBER NAME	LOGIN	CALLER
1 Laura Jackson	120	Laurie Smith

Jessica Campas
 jcampas@digium.com
 Account Executive
 HQ Floor 3 Sales

On the Phone Available

Extension: 6152

Dial Transfer Dial VM Intercom

Chat Video

Jessica Campas 6152

Katrina Eason 6204

Edwin Lopez-Vega 6131

Mike Watts 6251

Queue Member Activity - Sales

	MEMBER NAME	LOGIN	CALLER	DURATION
1	Laura Jackson	120	Laurie Smith	619-555-2500 4:27
2	Sara Tramel	121	-	-
3	Elwood Monroe	122	Allen Hart	256-555-4506 6:39
4	Joe Jackson	123	Bill White	256-555-4507 7:35
5	Adam Cole	124	Jack Horowitz	202-555-3515 2:06
6	Daniel Zetticci	125	-	-
7	Brian Hassan	126	Paula Diaz	414-555-0522 24:02
8	Chris Larsson	127	Michelle Graff	256-555-4505 5:14
9	Denis Griffin	128	-	-
10	George Ketilsson	129	Katie McKay	414-555-0521 0:32

Sangoma Phone: Desktop Client



- Send/Receive Calls
- BLF
- Call History
- Visual Voicemail
- Contacts
- Presence
- Parking
- SMS & MMS***

The screenshot shows the Sangoma Phone desktop client interface. The top bar includes 'TALK' and 'CHAT' buttons, and the user's name 'Ryan Markham - 106'. The main area is divided into two sections: 'NO ACTIVE CALLS' on the left and 'CONTACTS' on the right. The 'CONTACTS' section includes a search bar and a list of favorites. The 'Call Log' section shows a list of recent calls.

Call Log
✓ FREEPBX - MINNEAPO... (612) 293-9018 07/12, 03:36 PM
✓ PRTL - RICHARD AGN... (847) 927-0880 07/12, 03:03 PM
✓ 4162 - DIGIUM (256) 428-6202 07/12, 01:25 PM
✓ PRTL - XIONG KOU (559) 433-5974 07/12, 01:13 PM
✓ Support - XIONG KOU (559) 433-5974 07/12, 01:12 PM
➤ Michael White 101 00:27 07/12, 12:50 PM
✓ Ryan SalesJ KRYSZC... (203) 223-6137 04:11 07/12, 12:44 PM
✓ Ryan SalesT R TOPPE... (719) 948-4902 12:13 07/12, 12:31 PM

Favorites
★ D Dan Bonham 102 Available
★ JW Jason Wert 103
★ L Lorne Gaetz 112 Available
★ MW Mike White 101 Available
★ RM Ryan Markham 106 Available
★ SB Steve Brand 105 Available
★ T Ted Moss 107

The screenshot shows the Sangoma Phone desktop client interface. The top bar includes 'TALK' and 'CHAT' buttons. The main area is divided into two sections: 'NO ACTIVE CALLS' on the left and 'Parked Calls' on the right. The 'Parked Calls' section shows an 'Outbound Call' with a duration of 71 and a timer of 00:12.

Parked Calls
Outbound Call 71 00:12



Queue Monitoring



Sangoma phone
Ryan Markham - 106 👤 R

All Queues

NAOS Sales

CALLS	WAIT TIME	AVG WAIT
0	-	00:08

Ryan Queue

CALLS	WAIT TIME	AVG WAIT
0	-	00:07

Skills Queue

CALLS	WAIT TIME	AVG WAIT
0	-	0:00

Test-Queue

CALLS	WAIT TIME	AVG WAIT
0	-	0:00

test2

CALLS	WAIT TIME	AVG WAIT
0	-	0:00

NAOS Sales

CALLS WAITING		MEMBERS		PAST CALLS									
CALLS	0	WAIT TIME	-	LOGGED IN	7 OF 10	TAKEN	2	MISSED	5	ABANDONED	2	AVG WAIT TIME	00:08

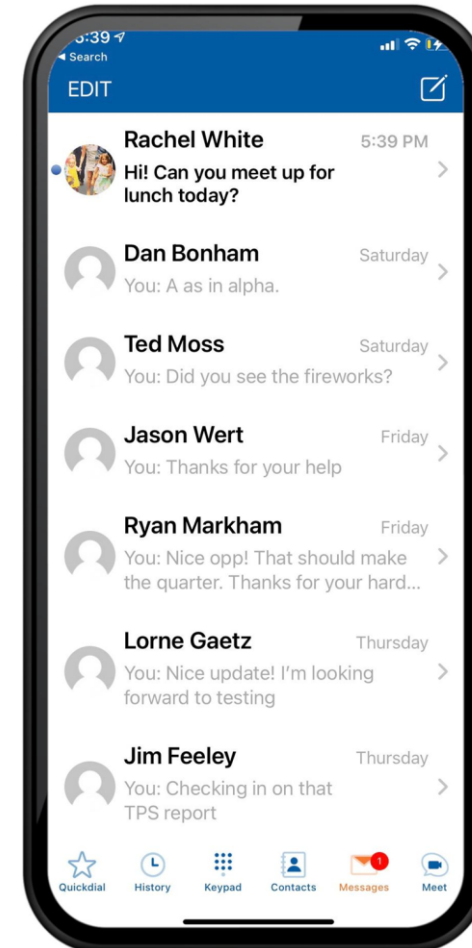
Member Activity Calls Waiting

MEMBERS		ALL	CALLER	DURATION
1	Michael White 101 🗨️	🚫	-	
2	Dan Bonham 102 🗨️	🔒	-	
3	Ryan Markham 106 🗨️	🔒	-	
4	Ted Moss 107 🗨️	🔒	-	
5	Todd Milbrand 111 🗨️	🔒	CARRIE MARKHAM 12316452334	
6	Sangoma Test 3001 🗨️	🚫	-	
7	User 6100 6100 🗨️	🚫	-	

Monitor
Whisper
Barge



- Android and iOS clients
- BLF!
- TLS & SRTP
- Invite and Config from PBX GUI
- SMS***
- Apps
- Presence



Talk Mobile: Zero-Touch Deployment



Administrators

- Assign Talk using the **Talk module or Userman.**
- Send an **invitation email** messages to each user.

Talk-Users

- Install the app on their phone.
- Click the 'Login link' in the invitation email.

Hi Forrest Gumpi,

Welcome to Sangoma Talk! Now you can access your phone extension wherever you go! To ensure a smooth login experience, please open this email on your mobile device, then download the Sangoma Talk app using one of the following links:



After you install the app, use this login link to get started:

[LOGIN NOW](#)

SO EASY! User isn't concerned with details like Host, Extension Number, or Password.





Sangoma teamhub

Sangoma Meet™: Video Meetings

- Sangoma Meet™ is our multi-party, video conferencing and desktop sharing, cloud-based service
- Video conferences are launched from meet.sangoma.com
- Available on desktop WebRTC browsers (i.e. Chrome, Firefox, Edge) or from Sangoma's mobile app (for iOS/Android)
- Users can invite other participants by sharing a URL link (which automatically joins them to the conference), or by scheduling a meeting invitation via Google Calendar or Office 365
 - Includes list of world-wide dial-in phone numbers
- Fully secured with encrypted password protection



Microsoft Teams Integration

- Make and receive calls using Microsoft Teams Softphone via mobile & desktop clients
- Call Extensions & PSTN Numbers using Teams Dialpad
- Receive Calls From PSTN
- Use all call handling features available in the platform
- Click-To-Dial From Microsoft Apps for Team Users
- Supports speed dials, contacts & call history
- Included With Professional Bundle for Microsoft Teams

KEY FEATURES & BENEFITS



Diversify Your Digital Infrastructure

Connect with colleagues & customers using business voice integrated with Microsoft Teams. Sangoma's Microsoft Teams integration empowers you with more streamlined capabilities & reduced TCO using your existing investment.



Streamline Your Operations

Access your mission-critical communications, files, & data from anywhere using any device. Your existing phone numbers & call routing will perform as designed with a seamless cloud-based direct routing integration between your business phone system & Microsoft Teams.



Easy Implementation

Getting started with Business Voice for Microsoft Teams is simple! Use on any PC, Mac, or mobile device.

Available on Business Voice & Business Voice+



P-Phones



P-Series Models



Value Phones

- P310, P315



Mid-range Phones

- P320, P325, P330




Executive Phone

- P370



Attendant Console

- PM200 (Coming Soon)



Did Requirements
change?





2022

- Professional User experience and working from home
- AI
- New Business culture
- Cloud
- Security

2024

- AI
- User friendly
- Tools integrations
- CCaaS
- Cloud
- UCaaS Security

What is next?



Wanna come with us



- Contact Atlantis for more possibilities



- Getting in touch with Sangoma europa@sangoma.com

Partner Level



For everybody who wants to start



Certification required. Special discounts



Best discounts to meet high demand end customer expectation.

Benefits	Authorised Partner	Silver Partner	Gold Partner
Discounts	Good	Better	Best
Web Based Training	X	X	X
Training Discounts	X	X	X
Access to Partner Portal	X	X	X
Access to Marketing Resources	X	X	X
Special Pricing		X	X
Product Promotions		X	X
Access to Sangoma Sales Leads		X	X
Sangoma Pre/Post Sales Support		X	X
Sangoma Channel Mgr Support		X	X
Joint Marketing Initiatives		X	X



Thank you!



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