



# shift\*eight™

**VoIP Telephone Systems  
PBX | Call Centre**

*shift\*eight™ is a software-based VoIP telephone system capable of processing and managing high call volumes while maintaining excellent sound quality. Because it is based on Asterisk® open source software, you can expect all the features of a powerful PBX without the high costs associated with traditional systems.*

shift\*eight™ telephone systems are suitable for any type of business as the key technical feature is flexibility .

No matter the nature or size of your business, a shift\*eight™ telephone system will work for you.

Hundreds of shift\*eight™ telephone systems are installed at companies country-wide in a variety of roles, managing the integrated communications of call centres, single-branch companies, multi-branch companies and corporates.

The extensive list of features supported by shift\*eight™ telephone systems makes it a smart business tool, enabling any business to be more efficient and placing it at the cutting edge of communications technology.

## Premium PBX features that are licence free!

- Call Recording
- Voicemail per extension
- Conference calling
- Call queues
- Music on hold
- IVR automated voice system
- Integrated faxing
- Mobility
- Ring groups
- Speed dial programming
- Call line identity (CLI)

## Enhanced functionality for smart business

- CRM integration
- Call reporting
- Call cost management
- Call quality management
- Custom and dynamic dial plans
- Business continuity plans
- Self-manageable and configurable

## Save on

- Call Costs
- Overheads
- Maintenance Costs

## Improve efficiency

- Stay connected
- Voicemail
- Built-in conferencing
- CRM integration
- IVR

## Be future focused

A flexible system that grows with your business without additional over-heads

## Full System Support

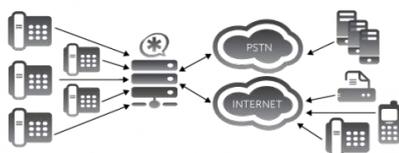
Certified Asterisk support on all telephone systems

**Communication  
designed your way**

## Reduced cost of ownership

As shift\*eight™ PBXs are PC-based and driven by **open source software**, the initial capital layout is drastically lower than traditional PBX solutions.

shift\*eight™ PBXs integrate easily into an existing IP network, adding telephony functionality to the LAN.



## Save up to 25% on call costs

You have the ability to **save on call costs** every month, depending on your Lease Cost Provider.

## Call recording and retrieval

**Keep track** of all incoming and outgoing calls with the call recording feature. Calls are saved to storage within the PBX for listening access at any time.



*A smart business tool  
enabling your business  
to be more efficient*

## PBX Management GUI

The GUI lets you perform basic PBX tasks without the need for outside support. Create extensions, load on-hold music, create queues and set-up voicemail boxes, to name a few!

## Full PBX support

Technical support is included with all shift\*eight™ PBXs. A team of **trained Asterisk® engineers** are available to assist as and when required. shift\*eight™ PBXs can be **monitored remotely**, allowing for early identification and resolution of potential issues before they impact on your business operations.

## Call quality monitoring

With this tool you can **monitor the quality** of your calls and quickly identify the source of call degradation should it be experienced. This means swift resolution that minimises interruptions to your business and also saves costs by avoiding the need for requiring external support.

## Call Cost Management

With Call Cost Manager you can **track call costs** and receive comprehensive “drill down” reports to monitor employee productivity, measure traffic and trunk usage, detect abuse and, importantly, reduce your telecom expenses.

## Call reporting and queue management

With **150+ metrics** for call traffic, lost calls and call answer behavior, you can promote improved efficiency and productivity in your business.

## Extensive range of IP phones

shift\*eight™ PBXs are compatible with a wide range of IP hard phones and soft phones, including devices from snom®, Polycom® and Digium® phones.



## Custom PBX development

shift\*eight™ PBXs are powered by Asterisk® and therefore **flexible by nature**. Additional functionality and feature development is offered through the shift\*eight™ software development team.

## ClaroVoice

SAVE up to 45 % on your call costs.

**Convert your voice traffic to VoIP** and route it over our carrier-grade voice network to ensure high voice quality and lower call costs.

## Contact us

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