

THE NEW ERA OF COMMUNICATIONS

Aianna



Aianna Corp.

Your Voice around the world

Aianna - PBX

Aianna – PBX Features



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Aianna PBX Features



Receptionist - different scenarios per each inbound number, advanced scenarios structure, support for building sequences of scenarios.

Mapping **user's inputs** to scenarios, extensions, hunt groups, external phone numbers; unlimited number of inputs per scenario; associating voice messages (greetings) with scenarios.

Hunt groups - groups of phone numbers designated to answer incoming calls; sequential and simultaneous methods of calling to hunt group's members

Voicemail with welcome messages dependent on caller's phone number and inbound number; Voicemail hearing directly from PBXPortal (streaming)

Answering rules - various behavior on incoming call depending on the call's source, caller ID and other parameters
Web module for **uploading voice files** recorded in wav or mp3 format and further voice files management
Adding **users, extensions, branches**

Music on call waiting, music or announcement played instead of ring tone while connecting the call, depending on the caller ID; music on hold.

Contacts - advanced address book accessible from the Web or Vippie softphone; direct dialing, direct conference, direct SMS to contact's phone numbers.

Webphone - flash component (no additional installation required)

Instant messenger - available from the PBX Portal or from Vippie softphone; chat rooms, presence, file transfer

Voicemail notifications - depending on caller ID, through SMS or through email, voicemail message to email as mp3 file

Reports, statistics, invoices, payments, calls history, missed calls, speed dial.

Integration with **online payment** systems (paypal, authorize net and several others).

SMS sender, bulk SMS sending to groups from Contacts

Web callback, Connect Two

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1. What is Aianna-PBX?

Aianna-PBX is a virtual phone system that helps small businesses and residential users improved productivity and faster connectivity. Instantly activated upon account sign-up, this service includes your choice of either a France, UK or USA “virtual” phone number with multiple extensions, live call forwarding, in-queue music and messaging, a dial-by-name directory, and much more. Aianna-PBX has the power and functionality of an enterprise phone system - but without expensive hardware to buy or maintain. - Aianna-PBX allows families and business’s to be linked globally irrespective of their Global location at a fraction of the price.

2. What is a virtual phone system? (Virtual PBX)?

The Aianna-PBX virtual phone system is an affordable, instantly activated alternative to the high costs of buying and maintaining a hardware-based Private Branch Exchange (PBX) system. An online service, Aianna-PBX delivers all the power of a sophisticated phone system, but with no hardware to buy and nothing to maintain. With Aianna-PBX, a France, UK or USA number serves as your main business/home number and an auto-attendant routes calls for up to 50 separate extensions. On application and for an additional cost, numbers from almost any country across the globe can be ordered. Extensions can be tailored to play announcements, take voicemail or ring through to office, mobile or home phone number - the choice is yours. With a professional greeting, custom menu (including a dial-by-name directory) and in-queue music and messages, a virtual phone system gives you a very professional sophisticated appearance.

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3.What is an auto-attendant?

The Aianna-PBX auto-attendant routes callers to appropriate employees departments or home or mobile. Using interactive voice response technology (IVR), the auto-attendant does not require human interaction; the caller's options are simply predetermined by the IVR system. The Aianna-PBX auto-attendant also provides multi-number call forwarding, call screening, voicemail and advanced delivery options, all with excellent sound quality.

Performing many of the same tasks as a receptionist, the Aianna-PBX auto-attendant can provide different greetings to be assigned to a main number and multiple extensions. Aianna-PBX has default greetings available to you, or you can record your own. Because account administration is online, you are free to change your settings at any time.

Example of call routing: "Welcome to Company X. Push 1 for Sales, 2 for Service, 3 for company directory..."

5.Can I use Aianna-PBX voicemail with my mobile, office and home phones?

Yes. With Aianna-PBX you can setup a single voicemail mailbox for all your phones.

6.Can I record my own greetings?

Yes! You can record greetings yourself by phone or PC, import professionally recorded greetings or use our default system greetings.

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7. Do I need a phone line or special equipment to make this work?

Aianna-PBX service is a complete stand-alone system. No additional telephone lines or special equipment are required to retrieve voicemail and save them to your online account. Messages can be received through your PC and played directly through your computer speakers. No additional local or long-distance telephone features or hardware are required for Aianna-PBX to function. To answer incoming calls, all that is needed is an existing phone line - mobile, landline or VoIP - that is capable of receiving calls. You can also answer incoming calls through your PC having installed the "softphone".



8. How much do Aianna-PBX services cost?

Service starts as low as \$15 per month. Please check our pricing page for information about each of our plans.

9. Can I use my current phone number with the Aianna-PBX service?

Yes! Simply forward your calls to your Aianna-PBX number.

10. How long does it take to activate?

Your account and phone number is activated immediately upon signup. You will receive 90 minutes to UK/USA landlines to use as you wish for free during the 30-day free trial.

11. How are minutes used and how much do they cost?

Billing is per second increments. Please check our pricing page for information.

12. Can I upgrade to a different service level or change my billing plan at any time?

Yes! You can switch service levels at any time directly through your online account. Any existing payments will be prorated.

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13. Am I charged for checking messages?

Online account access for message retrieval, email delivery of voicemail and receiving messages via the Call Controller is always free.

Minutes are used when checking messages or logging in to your account by phone via your DID number. International calls and call forwarding beyond the associated minutes or plan are charged according to the rate table.

14. Will my credit card be charged during the free trial?

No. You will not be charged during the 30-day free trial. You will be charged if you choose to upgrade to a subscription during the trial. You will be automatically upgraded and billed if you do not cancel before the trial period expires. You will be charged if you exceed the number of free minutes given.

15. What is included in the free trial?

You will receive 60 free minutes to use during the 30-day free trial. The entire menu of Aianna-PBX Online standard features can be used during the trial.

16. Is there a setup fee?

No. There is no setup fee.

17. What kind of commitment do I have to make?

No commitment is required. You can pay as you go (month-to-month) and cancel at any time, without penalties or cancellation fees.

18. How do I cancel my subscription with Aianna-PBX?

Simply send an e-mail to sales@aianna.com and quote your account number and billing information as it appears on your account.

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