# SOHUB Connect – Cloud-Based IPPBX Solution for SMEs

### What is a UCaaS Telephony System?

A Unified Communications as a Service (UCaaS) telephony system is a cloud-based platform that combines various communication tools into a single, integrated system. UCaaS allows businesses to manage voice calls, messaging, video conferencing, and more through the internet without needing on-site PBX hardware. This setup provides flexibility, scalability, and reduced operational costs, making it an ideal choice for businesses of all sizes, especially SMEs.

**SOHUB Connect** is a Unified Communications as a Service (UCaaS) platform specifically designed to offer small and medium-sized enterprises (SMEs) a flexible, cost-effective cloud IPPBX solution. With SOHUB Connect, businesses gain access to advanced communication tools that streamline telephony functions, support business growth, and enhance operational efficiency.

This document provides a detailed overview of the SOHUB Connect platform, its features, and its benefits for SMEs looking to modernize and simplify their phone systems without the cost or complexity of traditional PBX hardware.

### How Does UCaaS Work?

UCaaS systems work by hosting communication functions in the cloud. Businesses connect to the UCaaS provider through an internet connection, gaining access to various communication features that can be managed through an online interface. The provider handles all infrastructure, updates, and maintenance, allowing businesses to

focus on communication management without the burden of traditional telecom equipment.

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**What Will SOHUB Connect's UCaaS System Offer?**

SOHUB Connect combines ease of use, advanced functionality, and scalability in one platform, making it an ideal choice for SMEs. Here are the primary features of SOHUB Connect:

1. **Cloud-Based UCaaS Phone System**: SOHUB Connect provides a UCaaS phone system that operates entirely from the cloud. This removes the need for physical PBX hardware and allows users to set up, manage, and customize their communication systems online.

2. **Number Selection from IPTSP Operators**: SOHUB Connect partners with IPTSP operators to offer a range of numbers. Users can choose from available options based on their preferences. Once a number is selected, users are directed to the IPTSP provider's KYC portal to complete the necessary registration. Billing is handled directly between the IPTSP operator and the customer.

3. **IPPBX Essentials**:

   o **Interactive Voice Response (IVR)**: The IVR feature enables businesses to create a professional, automated answering system that can direct calls based on caller input.

   o **Call Recording**: Record calls for quality assurance, training, or compliance purposes.

   o **Ring Groups**: Configure ring groups to ensure calls are answered by available staff, enhancing customer service efficiency.

   o **Extensions Management**: Add, edit, or remove extensions easily, allowing organizations to scale and modify their setup based on their needs.

   o **Custom Call Routing**: Route calls to the right person or department based on business hours, caller input, or specific criteria.

4. **Pay-As-You-Go Model**: SOHUB Connect's subscription model is designed to be highly flexible, enabling SMEs to pay only for the features and services they need. Users can add or remove services, upgrade, or even cancel their subscription with ease.

5. **Multi-Operator Flexibility**: SOHUB Connect offers users the freedom to switch between different IPTSP operators if their requirements change, providing SMEs with greater flexibility and control over their communication setup.



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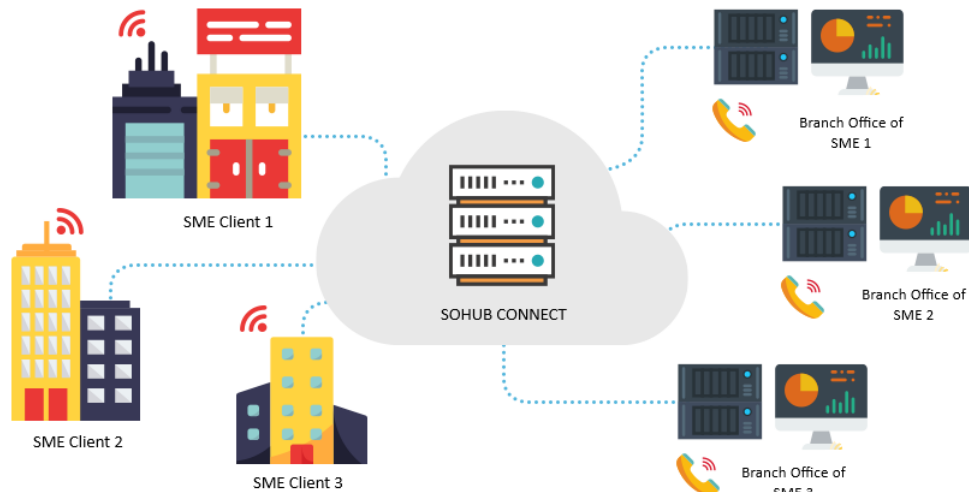
**Benefits of Using SOHUB Connect**

**1. Scalable Communications for Growing Businesses**

SOHUB Connect is tailored to the unique needs of SMEs, allowing them to scale their communication services as they grow. With no physical hardware required, adding new users, extensions, or services is as simple as making an online update.

**2. Reduced Phone Bills and Call Costs**

SOHUB Connect enables businesses to control their costs by choosing from among the various tariffs offered by participating IPTSP operators. Businesses can select a package based on pricing or service offerings that best fit their needs, ensuring cost-efficiency.

**3. Simple Setup and Management**

With SOHUB Connect, businesses can access and control their PBX settings online. The platform's user-friendly interface requires no specialized technical skills, allowing SMEs to handle call routing, extensions, and other configurations independently.

**4. Improved Customer Experience with IVR**

The built-in IVR feature enhances customer service by directing calls to the correct department or individual, ensuring prompt response times. By automating call handling,

IVR systems provide customers with professional experience and help reduce wait times.
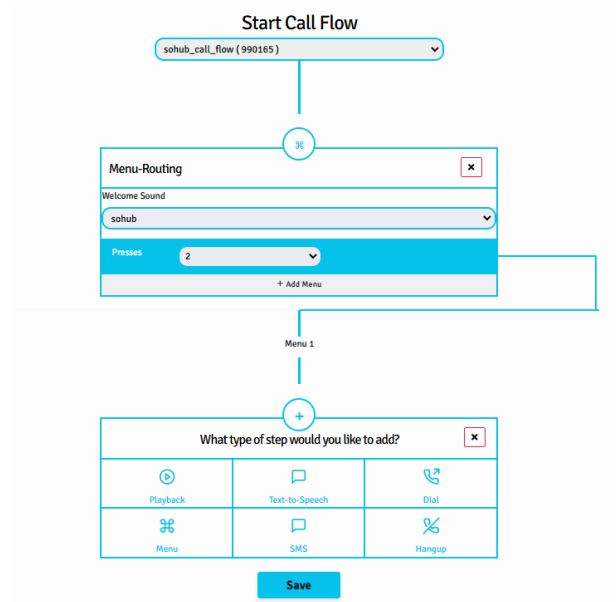


## 5. Enhanced Team Collaboration

SOHUB Connect's internal communication features enable teams to stay connected through efficient call management and extension-based routing, promoting smoother communication and collaboration within the organization.

## 6. Data Security and Reliability

SOHUB Connect ensures data security and reliability by hosting all communications and configurations on a secure, cloud-based infrastructure. This mitigates risks associated with traditional on-site PBX systems, providing business continuity with minimal downtime.

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## Setting Up SOHUB Connect

Setting up SOHUB Connect is a straightforward process:

1. **Sign Up and Choose a Number**: Begin by selecting a business number from the range of options provided by participating IPTSP operators on the SOHUB Connect platform.

2. **Complete KYC Requirements**: After choosing a number, users will be redirected to the IPTSP operator's KYC portal to complete their registration.

3.  **Configure IPPBX Settings**: Once registered, users can log into SOHUB Connect and configure their communication settings, including extensions, ring groups, IVR, and call routing.

4.  **Manage Billing with IPTSP Operator**: Billing and customer service support are provided directly by the IPTSP operator, ensuring a seamless process for clients.

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**Frequently Asked Questions (FAQs)**

**Q1: Can I switch my operator after selecting a number?**
Yes, SOHUB Connect provides the flexibility to switch between IPTSP operators. Clients can change providers without hassle, giving them control over their communication setup.

**Q2: What happens if I want to discontinue the service?**
SOHUB Connect's pay-as-you-go model allows clients to cancel their subscription at any time, ensuring a risk-free experience for SMEs.

**Q3: Will I have access to call recording and other IPPBX features?**
Yes, SOHUB Connect includes essential IPPBX features such as call recording, IVR, extensions management, and ring groups. These tools are available to enhance business communications and support operational needs.

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**Conclusion**

SOHUB Connect is dedicated to making advanced IPPBX capabilities accessible to SMEs throughout Bangladesh. Our cloud-based platform allows SMEs to harness the power of modern telecommunication without the costs and complexities associated with traditional systems. By partnering with IPTSP operators, SOHUB Connect brings flexible, affordable, and powerful communication tools directly to the businesses that need them.

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