

STAY CONNECTED WORK ANYWHERE

Managed Cloud PBX

Is a cloud based phone system that allows businesses to manage calls, users, and communication tools without needing on-site hardware giving a more affordable, flexible and easy-to-manage solution.



WHY CHOOSE MCPBX?



CLOUD POWERED

Fully cloud managed PBX. No hardware, no maintenance, just reliable performance.



ADVANCED VoIP

Enterprise grade VoIP technology delivering crystal clear calls.



WORK ANYWHERE

Accessible via IP phones, softphones and mobiles apps on any device.



ALWAYS SUPPORT

24/7 Monitoring and technical support you can count on.



RELIABLE & SECURE

Built with security, redundancy and uptime to keep your business connected.



FREE Landline pilot number (ETPI/GLOBE)



FREE landline outbound calls to same area code per extensions



FREE 1 outbound channel with unlimited calls to Mobile (for every 20 locals extensions)



Subject to fair use policy

THE SMART CHOICE FOR EVERY BUSINESS.

COST EFFECTIVE

Affordable solution that grows with your business.

PREDICTABLE COST

Transparent and predictable monthly subscription.

EASY TO MANAGE

User friendly portal to manage users, calls and settings.

SCALABLE

Easily scale your system as your business grows.

SCOPE OF WORK & SPECIFICATIONS

SCOPE OF WORK



Deploy cloud-hosted PBX System



Configurations, users, extensions & Call flows



Migrate existing numbers (DID Porting)



Provide system access across devices



Delivering training & post-deployment support

TECHNICAL SPECIFICATIONS



99.99% uptime with high-availability architecture



Cloud data centers with geo-redundancy



Secure SIP with TLS/SRTP encryption



High-quality audio with optimized codecs



Supports SIP-compliant IP phones softphones

IMPLEMENTATION PROCESS

1

Network Assessment

Test bandwidth & firewall for voice prioritization

2

Configuration

Setup extensions, user profiles & call flow logic

3

Porting

Transfer existing DID numbers (subject to losing carrier's release schedule)

4

Deployment

Remotes / on-site provisioning of hardware & softphone access

5

User Training

Comprehensive admin & end-user orientations

SUPPORT AND MAINTENANCE

SUPPORT TIERS

Level 1 - Customer Support

- Password resets
- Basic features questions
- Softphone setup

Level 2 - Technical Support

- Advanced call routing changes
- SIP Trunking troubleshooting
- Network optimization

MAINTENANCE

- Firmware & software patches applied automatically during availability
- 24/7 proactive monitoring of server health & call quality

CUSTOMER RESPONSIBILITIES



Provide sufficient internet bandwidth



Configure local network equipment to allow CYN's signaling and media traffic



Designate a primary point of contact for administrative approval of routing changes



SCAN TO
CONNECT

LET'S BUILD RELIABLE COMMUNICATION TOGETHER

Reach out to our team for inquiries, support, or partnership opportunities.

CONTACT US NOW



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