



MOBILEUC

unified communications

Your Unified Communications Partner

<http://www.imgroup.co.za>



PBX Platform for Carriers and Providers

Carrier Grade

Multi-Tenant
Geo-Redundant
Cluster Architecture
Scalability and Capacity
Integrated NOC and Monitoring
Whitelabel
Turn-Key Installation

Feature Rich and Modern

80+ standard PBX features
Desktop Client
Mobile Client
Admin Portal
Billing and Rating
Onboarding
Flexible and customizable

Installed on Private or Public Cloud
Scale from 1 to 500K+ users



Designed for Redundancy

MobileUC is built on top of a multi-tenant, geo-redundant cluster that is architected to provide redundancy not only across servers and data-centers, but across applications and interfaces.

We have weaved this philosophy in how we build our solutions where each application and interface is designed to run in a cluster with multiple levels of redundancy in an active active deployment.

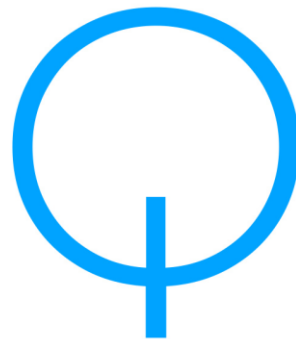
This means that the service is extremely resilient to failure!
MobileUC can survive a full data-center failure and still maintain quality of service.



2

User Experience

Features that end users like



Smarter, Interactive Communications

Communications has evolved from stand alone Telephones into integrated Desktop and Mobile Apps. There is no reason for your communication tools be isolated from the way you perform your business.

MobileUC seamlessly integrates communications, collaborations and video across Desktop, Web, Mobile and Telephones, in order to allow you to perform your business from any device, anywhere in the world.



All in One Business Phone System in the Cloud

Focused on User Experience

Welcome to MobileUC

Receive personalised email

Click on onboarding link

Download Desktop app

Download Mobile app

One click login

Unified Communications

Unified features across Desktop and Mobile and IP Phones

Telephony, Voice, Video

Collaboration, File Sharing,

Video Conferencing



Think Next Gen Unified Communications

IP Desktop Phones

Traditional IP Desktop phones such as Polycom and Yealink sitting on your desk.



Desktop and Mobile Apps Communications

Modern, beautiful applications running on your Laptop, Desktop and Mobile phones. Unified features across Desktop and Mobile

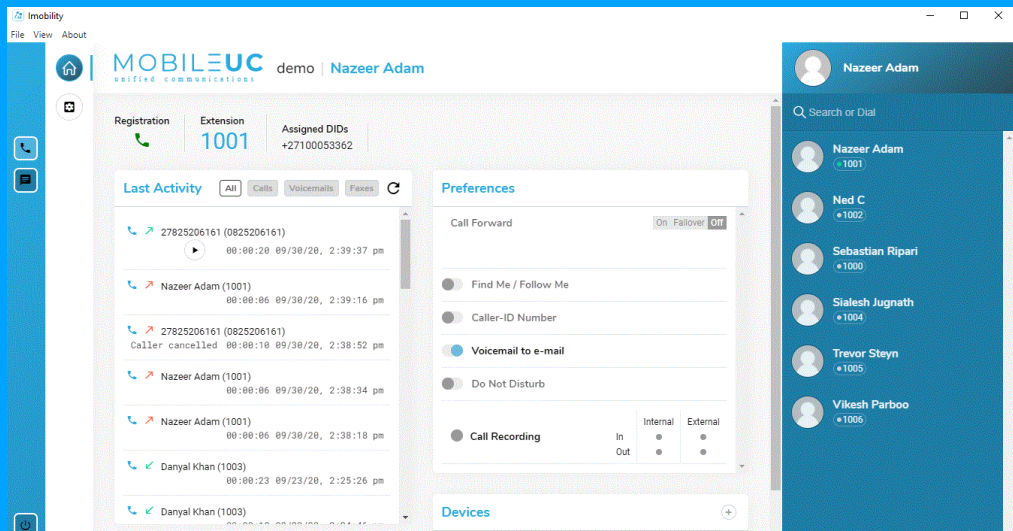


Collaboration, Screen Sharing and Video Conferencing on Desktop and Mobile

Take communication to next level, with group chat, file sharing, screen sharing, emoji, collaboration, multi party video communications. Schedule a conference, invite or share a link to a conference.

Desktop App

MobileUC Desktop apps allow you to communicate with your team and your customers using your desktop or laptop computer via voice, video, chat or collaborate from anywhere in the world.



Support for integrated personal and business contracts with presence.
View integrated call history, fax, voicemails, call recording.
Play, download and share voicemails and call recordings from Desktop client.
Supported on Windows and Mac.



Desktop Client

Integrated business contracts with presence.

View integrate history: calls, fax, voicemail, call recordings

Dial and receive internal calls as well as external PSTN calls

Extension Find me
Follow me, DND, Call
Recording, Failover
configuration

The screenshot displays the Imobility Desktop Client interface for a user named Nazeer Adam. The interface is divided into several sections:

- Header:** Shows the user's name "Nazeer Adam" and the extension "1001".
- Registration:** Displays "Registration" with a green checkmark, "Extension 1001", and "Assigned DIDs +27100053362".
- Last Activity:** A list of recent calls and messages. The first entry is a call from "27825206161 (0825206161)" with a duration of "00:00:20" and a timestamp of "09/30/20, 2:39:37 pm". Other entries include calls from "Nazeer Adam (1001)" and "Danyal Khan (1003)".
- Preferences:** A section for configuring various settings. It includes a "Call Forward" section with "On", "Failover", and "Off" options. Other settings include "Find Me / Follow Me", "Caller-ID Number", "Voicemail to e-mail", "Do Not Disturb", and "Call Recording" (with "Internal" and "External" sub-options).
- Right Panel:** A vertical list of contacts, including "Nazeer Adam (1001)", "Ned C (1002)", "Sebastian Ripari (1000)", "Sialesh Jugnath (1004)", "Trevor Steyn (1005)", and "Vikesh Parboo (1006)".

Desktop Collaboration

Integrated personal and business contracts with presence

Private Slack
Chat, Group Chat, File Share, Click to Call

Dial and receive internal calls as well as external PSTN calls

Start or Join Video Conferencing in channel

SMS and Omni channel Integration possible*

The screenshot displays the Microsoft Teams desktop application interface. On the left is a dark blue sidebar with navigation options: 'Wave Insurance @ned.fonouc', 'PUBLIC CHANNELS' (including 'Off-Topic' and 'Town Square'), 'PRIVATE CHANNELS', and 'DIRECT MESSAGES' (including 'Alaura' and 'Daniel'). The main area shows a chat window for the 'Town Square' channel. The chat history includes a system message '@Alaura joined the team.' at 9:29 PM, followed by a message from 'N' at 9:29 PM: 'hi @Daniel can you call me when the polycom phone reboots (edited) hi @Alaura test'. This is followed by a message from 'Alaura' at 9:35 PM: 'Sorry', and another from 'N' at 9:35 PM: 'hi'. A date separator 'Wed, Feb 05, 2020' is visible. The chat continues with a system message '@William joined the team.' at 9:40 AM, a message from 'Alaura' at 3:48 PM: 'Testing', and a message from 'Daniel' at 4:16 PM: 'Kung Fu Fighting Claim.... Sent it to the INSURANCE Market'. Another date separator 'Thu, Feb 06, 2020' is present. The chat concludes with a message from 'William' at 11:58 AM: 'Im helping out at reception between 12-1 if you need me', and another from 'William' at 3:32 PM: 'If it was not already relayed to you two, [redacted] would like to speak to us 3 at 4:00pm today'. At the bottom, there is a 'Call to..' button with a phone icon and a text input field 'Write to Town Square' with a 'Send' button and a 'Help' link.

Multi Party Video Conferencing

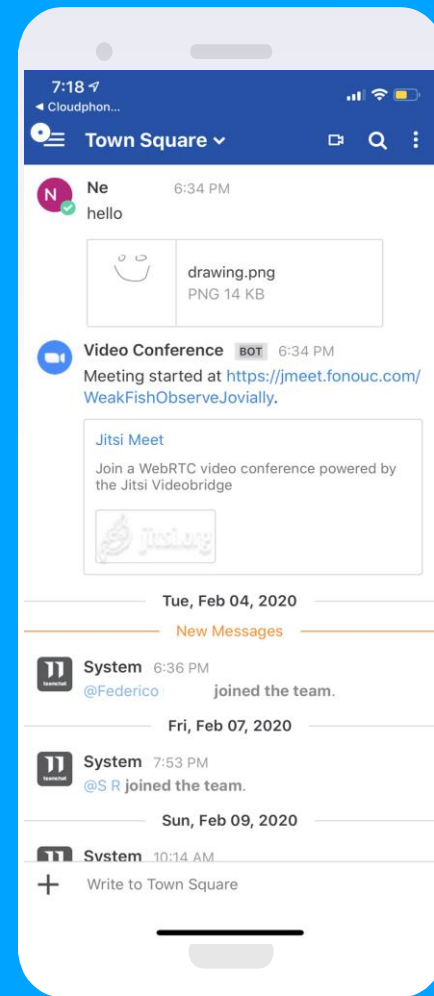
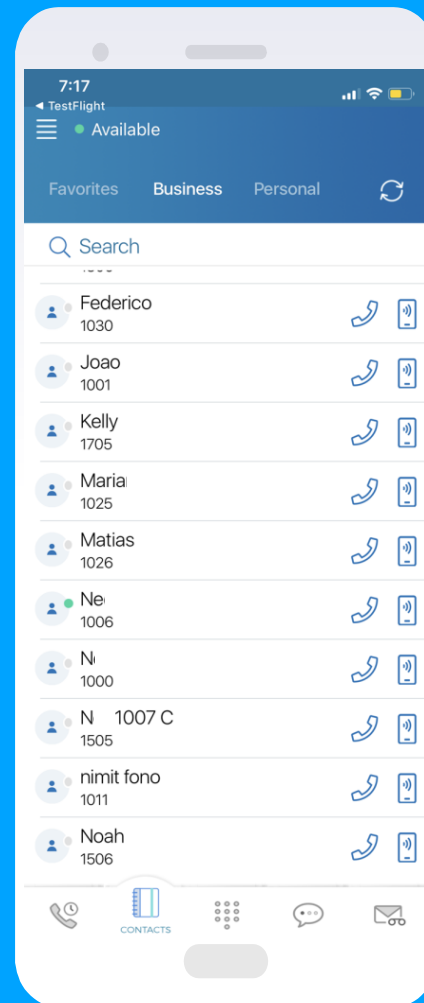


Desktop and Mobile client support

MobileUC App

Mobile apps allow you to communicate with your team and your customers using your mobile smart phone, iOS or Android using voice, video, chat or collaborate from anywhere in the world.

Support for integrated personal and business contracts with presence. View integrated call history, voicemails, call recording. Play, download and share voicemails and call recordings from Mobile app.



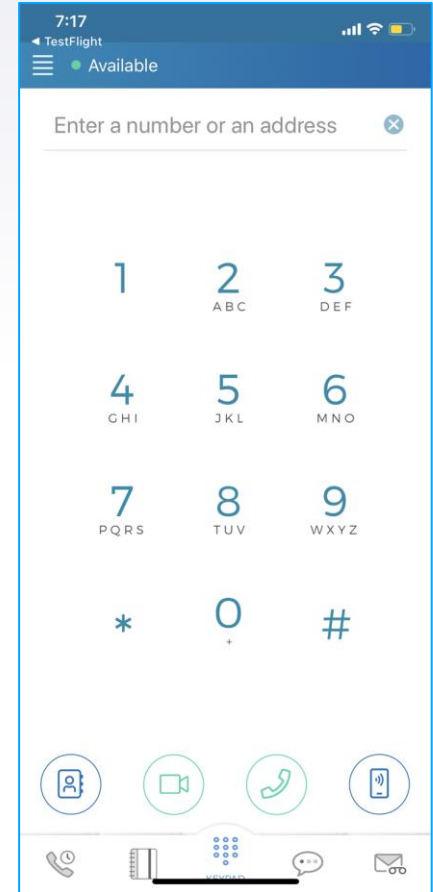
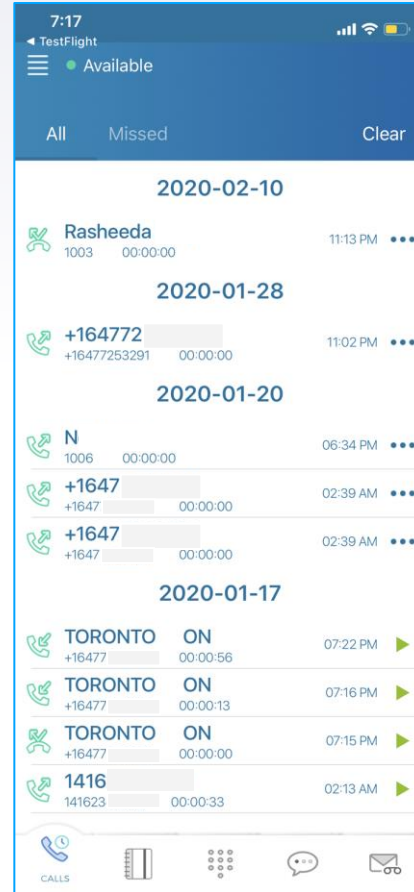
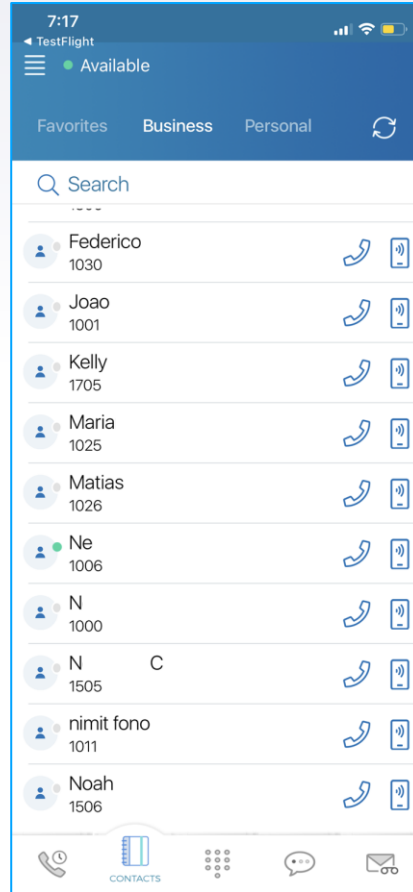
Mobile Phone Client

Integrated personal and business contracts with presence.

View integrated call history and play voicemails, call recording.

Play, download and share voicemails and call recordings from Mobile app.

Chat button triggers the Collaboration app



Mobile Collaboration Client

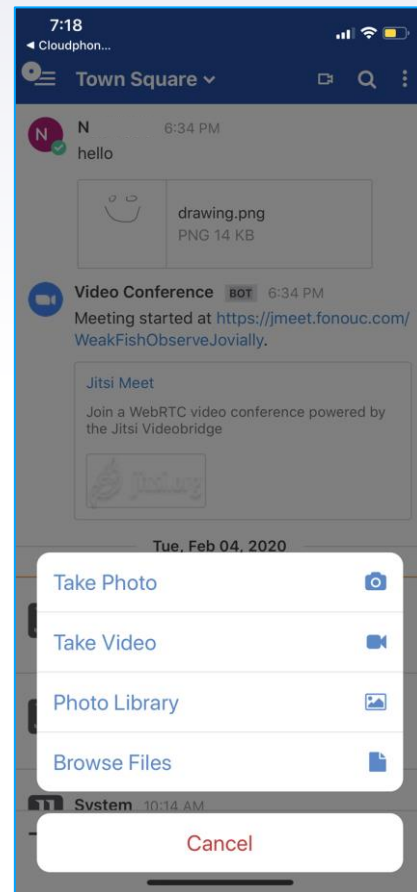
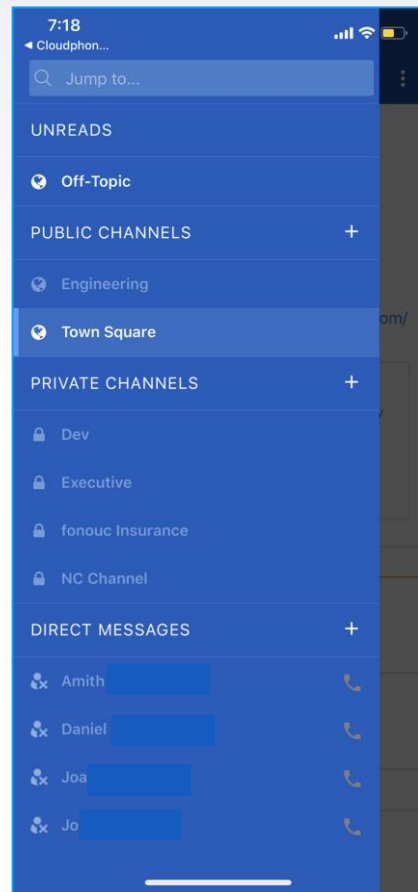
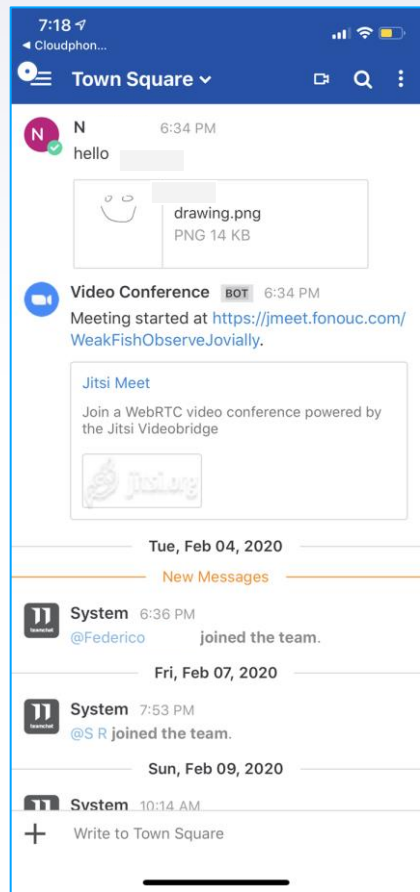
Integrated personal and business contracts with presence.

Private Slack
Chat, Group Chat, File Share,
Click to Call

Dial and receive internal calls as well as external PSTN calls.

Start or Join Video Conferencing in channel.

SMS and Omni channel Integration possible*



“

Go beyond voice and chat

iMobilitys MobileUC product offers a true collaboration experience on Desktop and Mobile.

Think private **Slack + Zoom!**



IP Desk Phones

Support for Polycom, Yealink, Cisco and others

Zero touch provisioning via MobileUC Portal

Portal phone configuration and firmware management

Integrated contacts and call history

Transfers, Conferencing, Do Not Disturb, Paging, Intercom

Shared Parking Lots: allow others to pick up a call on hold

BLF: Button that indicates when others are on call

Speed Dial and one click transfer

Program custom speed dial buttons

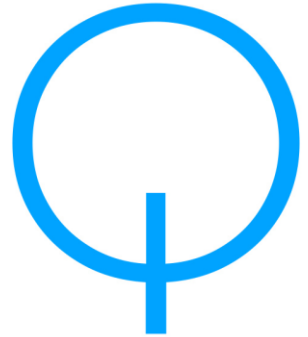
Real time transfer from IP Desktop Phone to Desktop app or Mobile



3

System Admin

Features that IT users like



Portals

SmartPBX Portal

Self service PBX administration

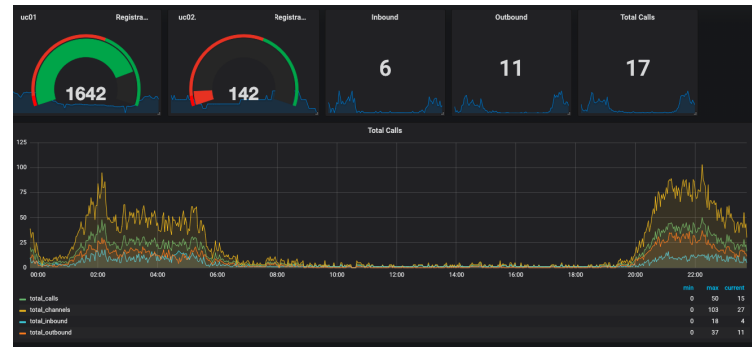
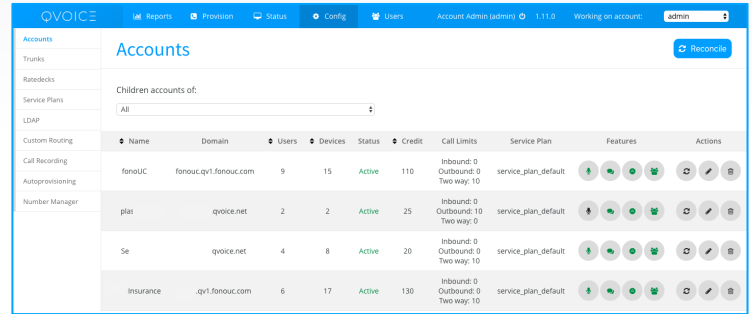
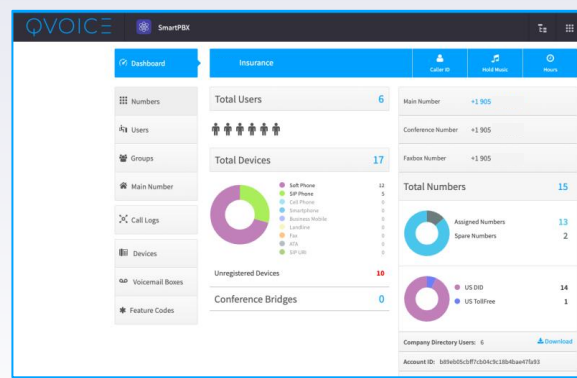
System Admin Portal

System administration

Backend configuration, Phone Provisioning, Reports

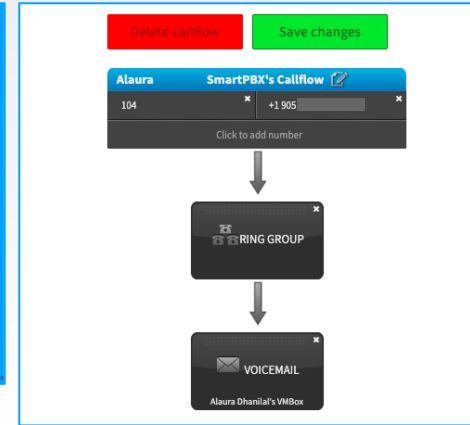
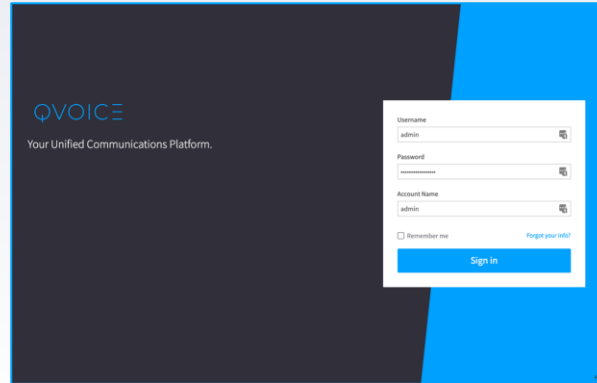
NOC Portal

Monitoring, Alerting, Reporting



SmartPBX

- Intuitive PBX management
- Visual IVR Builder
- User Management
- Feature Management



QVOICE SmartPBX

Dashboard Insurance Caller ID Hold Music Hours

Numbers Users Groups Main Number Call Logs Devices Voicemail Boxes Feature Codes

Total Users 6

Total Devices 17

Unregistered Devices 10

Conference Bridges 0

Main Number +1 905

Conference Number +1 905

Faxbox Number +1 905

Total Numbers 15

Assigned Numbers 13

Spare Numbers 2

US DID 14

US Tollfree 1

Company Directory Users: 6

Account ID: b19eb05cbff7c044c9c1384bae47f9d3

Total Users 6 Add User

Search.....

Users Settings	Extensions	Phone Numbers	Devices	User Features
Alaura	104	+1 905	[Phone] [Mobile] (+1)	[Features]
Bryce	101	+1 905	[Phone] [Mobile] (+1)	[Features]
Daniel	100	+1 905	[Phone] [Mobile] (+1)	[Features]
Derek	105	+1 905	[Phone] [Mobile] (+1)	[Features]
N	9999	None	[Phone] [Mobile]	[Features]
William	102	+1 905	[Phone] [Mobile] (+1)	[Features]

System Admin Portal

- Account management
- Sip trunking
- Rate decks
- Service Plans
- Call Recording
- PIN codes
- Custom caller-id
- Phone provisioning
- Reports, CDR, Stats
- Active Calls, Registrations
- Switch between accounts

Accounts

Children accounts of:

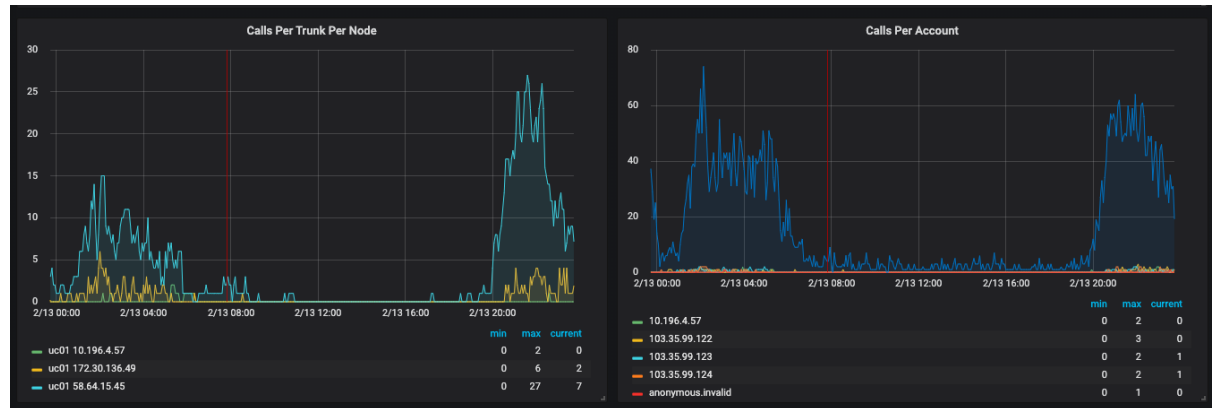
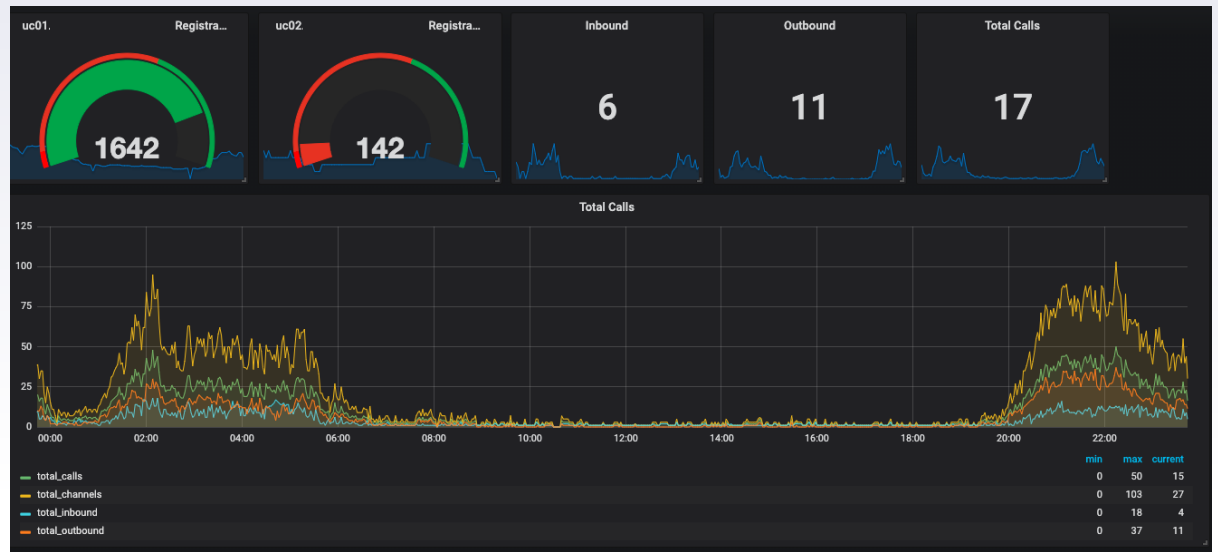
Name	Domain	Users	Devices	Status	Credit	Call Limits	Service Plan	Features	Actions					
fonoUC	fonouc.qv1.fonouc.com	9	15	Active	110	Inbound: 0 Outbound: 0 Two way: 10	service_plan_default							
gate	gate.qvoice.net	2	2	Active	25	Inbound: 0 Outbound: 10 Two way: 0	service_plan_default							
Mena	mena.qvoice.net	4	8	Active	20	Inbound: 0 Outbound: 0 Two way: 10	service_plan_default							
Insurance	ve.qv1.fonouc.com	6	17	Active	130	Inbound: 0 Outbound: 0 Two way: 10	service_plan_default							

#	Datetime	Caller Name	Caller Number	Callee Name	Destination	Billing (sec)	Hangup Cause	Call ID
1	2020-02-15 11:09:57	905	905	--	905	4	NORMAL_CLEARING	73b600de-cab0-1238-cab0-0cc47a073eb8
2	2020-02-15 11:04:41	9059401000	9059401000	--	905	17	NORMAL_CLEARING	b76d5398-caaf-1238-cab0-0cc47a073eb8
3	2020-02-15 10:02:29	905	905	--	905	22	NORMAL_CLEARING	07178d83-caa7-1238-afa4-0cc47a0b7722
4	2020-02-14 22:03:00	CR	905	--	905	6	NORMAL_CLEARING	843e0842-ca42-1238-899a-0cc47a0b7874
5	2020-02-14 21:24:00	Daniel	100	1416	416	234	NORMAL_CLEARING	d6123c4df279a5bbb9ea5896efca665c
6	2020-02-14 21:20:21	Daniel	100	--	905	0	ORIGINATOR_CANCEL	vs3nihfqefn22r9gsfsv
7	2020-02-14 21:17:25	Daniel	100	--	*98	27	NORMAL_CLEARING	d95c96ff0d4dac60b214f1c489ca665c

NOC Portal

Integrated Monitoring
Trigger Alerting via Email
Fully customizable Dashboards

Each customer can have access
to their own dashboard.

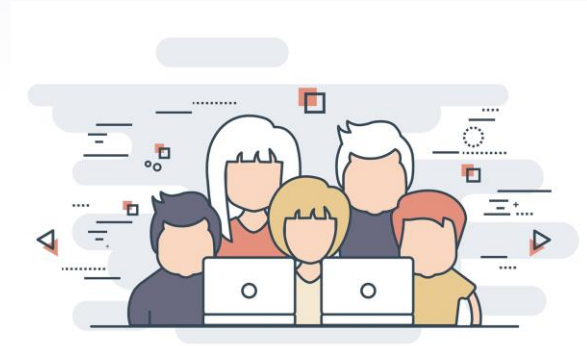


Bulk User Import

How to create an account with MANY users?

MobileUC Portal allows system admin to **bulk import** unlimited users via CSV file upload.

MobileUC Portal allows system admin to connect a multi-tenant account to a third party **LDAP** or AD server.



Bulk Phone Button Provisioning

How to manage phone buttons for MANY phones?

MobileUC Portal allows system admin to **bulk** import unlimited phone button profiles via CSV file upload.

MobileUC Portal allows system admin to programmatically take over any number of existing Polycom phones. Critical in large scale phone system conversions.



Bulk User Onboarding

How to onboard MANY users?

System administrator invites one or all users via MobileUC Portal.

Users receive personalised email with an onboarding link. Users click on the onboarding link, that navigates them to the onboarding website. Users are able to change passwords, download Desktop App or Mobile Apps that will auto login on install.



Third Party Integrations

Our APIs and push events allow us to integrate with anyone!

Provide deep integration with customer's business logic

Office 365 AD and LDAP Integration

Third party Single Sign On

CRM Integrations

Custom portals

Custom number/DID purchasing

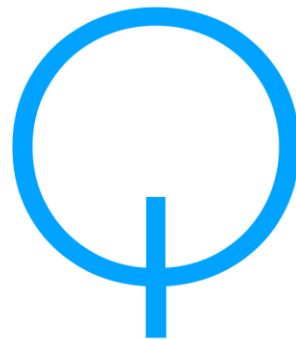
Custom value added applications

Custom payment integration



4 Architecture

Features that CTOs like



Redundancy at each layer

MobileUC System is designed to run as a redundant Geo Cluster

Each cluster must have a minimum of 3 servers

Cluster can scale horizontally by adding additional servers

Each server can be configured to run identical software, thus there are no single points of failure

Internal HA and heartbeat between servers and internal applications guarantees that all services remain active in case of server or application failure.

AWS Route53 DNS failover and health checks are used to failover DNS IP in case of a server or full cluster failure

MobileUC Redundant Components

SBC

SIP Proxy, Registrar, Subscriptions, Security

Applications

PBX features, Routing, Billing, Rating, Service Plans, Web Servers

Media Servers

RTP/Media bridging, Transcoding, DTMF, Playing IVR

Message Bus

Keeps state, transfers messages between applications

Database

Redundant, Cluster DB that stores all data related to the system

Services

Web Servers, HAProxy, HA Services, Keepalive, Notifications

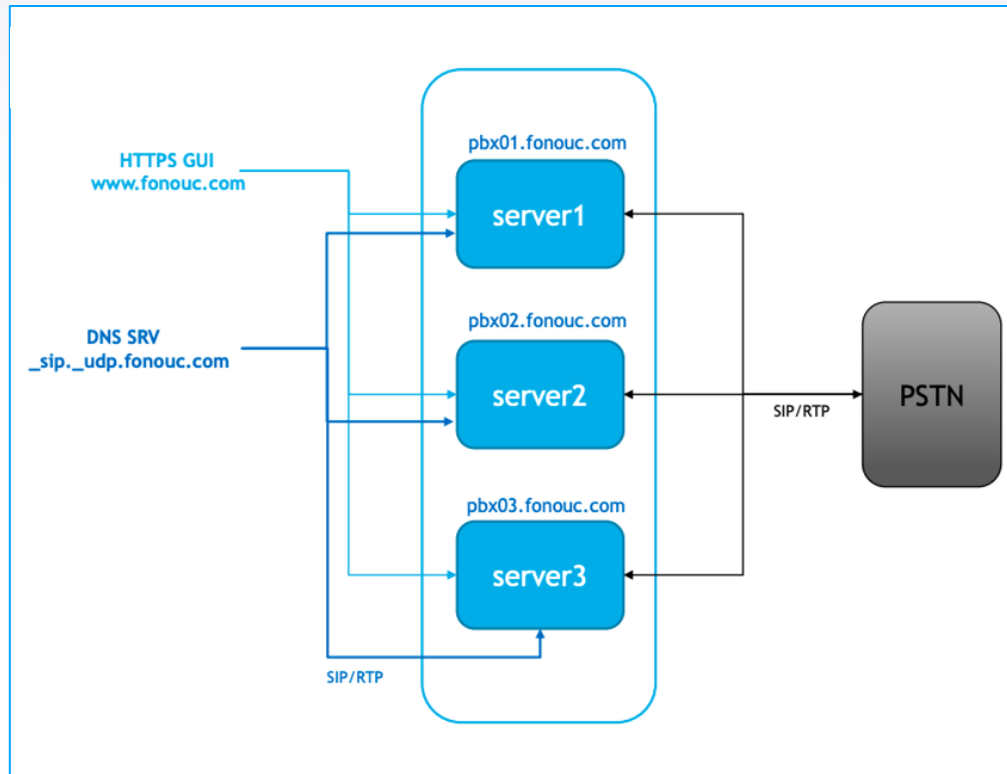


MobileUC Cluster

AWS Route53 for DNS
Health checks failover DNS A records

DNS SRV is used for SIP REGISTRATION load balancing across SIP Proxy/Registrars

SBC load balance calls over all Media Servers, distributing load evenly across all servers



MobileUC Security

Security enabled by default

Firewall Rules

Static set of rules designed to limit external access.

Geo blacklisting

IP and Net Whitelists and Blacklists

System Log Events

Block IP on service attacks

Block IP on failed authentication

Excessive rate blocking

SBC and Media Server

Rate limit per IP

Block IP on authentication failures

Strict ACL access lists

Secure sip username and password by default

Call Control Security

Email notifications on errors, system updates

Fraud based on per-pay cap limits

Rate limits control on Web and API calls



Thank You!

<http://www.imgroup.co.za>

