Switchvox® for Education

Digium's award-winning Switchvox UC system has been providing robust and easy-to-use features to schools for years

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The Asterisk Company

Switchvox® for Education

Switchvox is the best phone system for schools

The quality of technology available to the administrators, teachers, and IT staffs of educational institutions has improved exponentially

Advances in communications technology now benefits schools and other educational institutions

in recent years. Advancements have been realized in learning materials, management systems, software solutions, and the hardware that students use (including laptops and tablets). The increased availability of Internet-based learning applications has even further revolutionized the way students are educated. One key technology that's a staple of schools that has rapidly advanced with valuable benefits for education is the communication system.

School systems are presented with unique communications challenges, such as student safety, parental relations, and general student management. These issues must be addressed when evaluating a new phone system.

Traditional, basic key phone systems have been replaced by Unified Communications (UC) systems that include sophisticated call routing, mobility features, and the ability to integrate with other education-specific software. School systems also have unique communications challenges, such as student safety, parental relations, and general student management, which must be addressed when choosing a new phone system. A modern UC system can help manage these types of issues for educational institutions. Even so, the adoption of a new telecommunications system may take longer than the integration of other technology solutions. The decision to delay updating a communications system is often mandated by budget and a lack of adequate IT resources. Because of this, schools find themselves cutting corners—but it doesn't have to be that way. Sometimes, it's simply a matter of finding the right UC solution at the right price.

Digium's award-winning Switchvox UC system has been providing robust and easy-to-use features to schools for years. It's available at a cost that fits within most budgets and can be implemented even with limited or no in-house IT staff. Switchvox goes a long way in providing solutions for a school's most common problems:

Affordability

Switchvox has been named the best value in UC. Minimal upfront costs combined with industry-low annual costs mean Switchvox can save your school 40-60% compared to other proprietary phone vendors. Switchvox also has an "All Features Included" pricing model. This all-inclusive pricing strategy ensures that you don't have to start sacrificing features to meet your school's budget. Switchvox can also easily integrate with existing systems to facilitate a slow rollout if the budget can't cover a complete replacement.

Ease of Use

Education professionals are incredibly busy performing the vital role of educating our children and have little time for learning complex systems. Not to mention, the knowledge of operating and maintaining a legacy phone system can be lost should IT resources or other system administrator roles get cut from or transferred out of the school system. Faculty, staff and students come and go and with them goes the knowledge of the existing systems. This makes an easy-to-use phone system a must. With its incredibly intuitive web-based graphical user interface (GUI) and simple, but powerful, handsets and mobile applications, Switchvox meets this challenge making it easy for a new employee to get up and running quickly without taking time away from the classroom.

Safety

Recent events have mandated that school systems take a more proactive approach to student and teacher safety within schools, and this includes implementing better communications tools. Switchvox can be an integral part of your school's safety processes. Switchvox has the ability to broadcast emergency alerts and messages over a paging system via the display on desktop phones or directly to parents' phones—or other emergency contact numbers of your students. Mobility features are also included with Switchvox, which help turn your staff into a mobile taskforce during an emergency. The ability to readily communicate with mobile devices also ensures that you can reach your staff anywhere, anytime.

Switchvox includes many features that can make a teacher's job easier, whether it's in the classroom or working from a home office.

Switchvox for the Teacher

The job of the teacher is complex, and rarely ends when the last student leaves the classroom. Whether it's managing the relationships with parents or juggling a workload of grading papers and planning classes, inevitably, a teacher must take work home. Switchvox includes many features that can make a teacher's job easier, whether it's in the classroom or working from a home office:

- **Mobile applications allow teachers to have the same connectivity at home that they have in the classroom.** Teachers can access their voicemail from anywhere; and can call parents using a school phone number instead of a personal cell or home number. Switchvox Mobile also makes it easy to dial into a conference room to speak with parents, administrators, or other faculty members, all while grading papers from home.

- **Fixed Mobile Convergence (FMC) allows teachers to move calls from their desk phones to their mobile phones** with the touch of a button. This makes it easy and hassle-free to maintain communication with parents or administrators while transitioning from the classroom to other locations.

- **Every Switchvox extension includes a personal voice mailbox** that can be accessed from a phone, email, mobile application or computer interface. This means teachers no longer have to rely on secretaries or office volunteers to relay messages. Instead, they can listen to voicemails and respond in a timelier manner.

- **Switchvox provides each user with personalized call rules.** This gives teachers the flexibility to set which of their phones ring, in what order and at what time of day. They can set up calls to automatically ring to their classroom during school hours, to their mobile phone after hours, or to go straight to voicemail when needed.

- **Teachers can also manage their presence and let everyone in the school know where they are** or what their class is doing. These notifications are customizable so each teacher can set a specific status such as, "Out to recess," "Testing in progress," or "In the cafeteria."

- **Every teacher has access to instant messaging (IM), as well.** IM allows a teacher to quickly communicate with other teachers and staff without the need to call.

- **Switchvox provides an easy way for teachers to communicate with parents with dedicated conference rooms.** If a teacher needs to communicate field trip details, class party plans, or have one on one parent conferences, Swithvox conferencing gives each teacher an easy to use method for group or individual conferences.

- **Switchvox easily integrates with Microsoft Outlook to allow teachers to dial parents directly** from their contacts list or from an email. They can change their presence, see their last calls and voicemails, and much more, all from the Outlook interface.

- **It is also easy to keep records using the Call Recording feature**, which allows teachers to record important calls with a simple click of a button.

Switchvox for the Administrator

Juggling the communications tasks that come with managing a school can be difficult. This role can be made easier with Switchvox:

- **Know exactly which parent is calling and have an idea of the reason for the call** with Digium's Extend API. This feature allows Switchvox to be easily integrated into the school's student management system. Using the Extend API, you can create "pop-up" messages for incoming calls that display important student details and notes.

If a teacher needs to communicate field trip details, class party plans, or have one on one parent conferences, Swithvox conferencing gives each teacher an easy to use method for group or individual conferences.
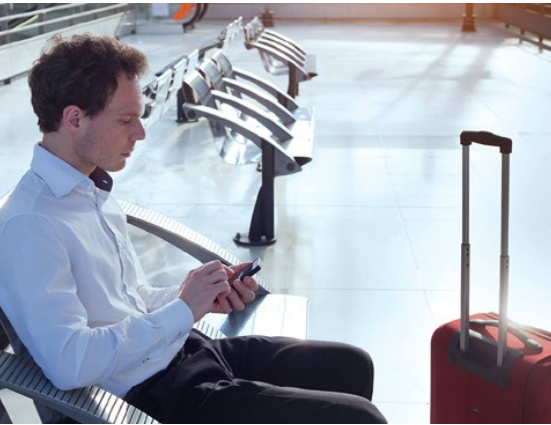
Teachers can manage their presence and let everyone in the school know where they are or what their class is doing.

Switchvox Mobile allows administrators (and any other staff members) to stay in constant communication, regardless of their location.

- **Cut the cord between school staff members and their desks** with mobile applications and Fixed Mobile Convergence. The job of School Administrator often means leaving the desk and spending time all over campus, but that shouldn't mean being out of touch or difficult to locate. Switchvox Mobile allows administrators (and any other staff members) to stay in constant communication, regardless of their location.

- **Automate absentee calls** and other routine calls with Switchvox API.

- **Call queues allow administrators to easily create logical call routing** to send calls to the correct staff or faculty member with little or no employee interaction.

- **Create custom greetings and messaging with Switchvox IVR** to enhance your school's professional image. Even the smallest of schools can sound like a large, Ivy League college.

- **Connect to an existing paging system** to extend the value of your investments in other on-site equipment.

- **The Switchboard allows secretaries to have a call control interface on their desktop.** This web-based, call dashboard increases worker efficiency by allowing secretaries and front office volunteers to click-to-dial, drag and drop a transfer, instant message, and see every teacher's presence.

- **Easily create and manage emergency messaging** that gets delivered to parents, teachers and other administrators with Switchvox Interactive Voice Response.

- **Limit class and school day disruptions** by blocking malicious callers.

- **Use simple Meet Me Conferencing features** to hold vital all-staff calls.

- **Connect multiple buildings, schools, or campuses together** to act as one large system. Instant message, see presence, and click-to-dial staff and faculty from any school in your district for easy connectivity.

- **Protect yourself and your staff by maintaining records** of every call with both impromptu and scheduled call recordings.

- **Integration with Microsoft Outlook allows administrators to dial parents** (or other contacts) directly from their Outlook contacts or from an email. This also makes it simple to change presence status, view last calls, and access voicemail messages and more, all directly from within Outlook.

- **Intercom and page each desk phone directly** to make sure important staff-related messages get heard over a noisy classroom.
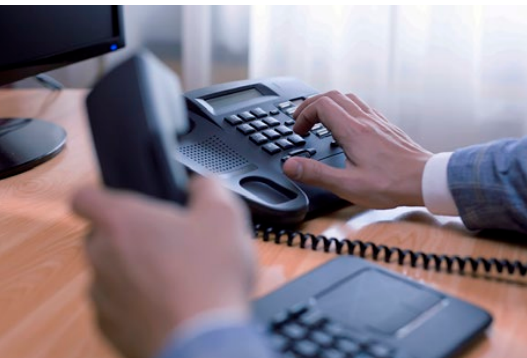
Switchvox for the School's IT Staff

Managing a phone system for a school can be a daunting task, especially when dealing with older analog and key systems. These outdated phone systems have very complex and cumbersome interfaces that make day-to-day management a hassle—even on the best of days. Switchvox takes away all of that frustration with its extremely easy-to-use and intuitive administration portal. The admin interface is 100% web-based so that IT staff can manage the system from any computer that's connected to the network. Let's take a look at some administrative feature highlights:

- **The admin interface is intuitive, very easy-to-use and requires zero scripting or coding.** It's simple drop-down menus and fields to input information and easily accessed manuals make Switchvox GUI one of the simplest in the industry.

- **Moves, adds, and changes to extensions and IVRs** are under the complete control of the admin and are very simple.

- **Stay on top of any potential issues** by running detailed reports on call volume and usage.

- **Provide incredible support for your teachers.** When taking a support call from a teacher, simply hit a function on your desk phone to move the call to your mobile phone so you can be in the classroom before they can finish giving their request.

Simple drop-down menus, input fields and easily accessed manuals make the Switchvox GUI one of the simplest in the industry.

Switchvox has an extremely easy-to-use, intuitive, 100% web-based administration portal. IT staff can manage the system from any computer connected to the network.

Switchvox easily integrates
into your existing network.

- **Each feature in Switchvox is permissions-based and included in your purchase**, so it is simple to create a permissions structure for other staff members. Don't want someone to be able to record calls? Just uncheck a box. Need to add a feature? Don't worry about requesting funds from accounting because every feature is included!

- **Known for its interoperability with all types of equipment**, you can easily integrate Switchvox into your existing network.

- **Need a slow rollout?** Switchvox can integrate with older systems to ease the transition.

- **System messaging and call routing are incredibly easy to create** with the powerful IVR system of Switchvox.

Conclusion

UC is changing the way schools communicate and it's time for your school to take advantage of all the incredible benefits. Switchvox has all the tools that you would expect from a modern phone system and more with advanced UC features for every key member of your organization. Switchvox provides the affordability, ease of use, and safety features that are now a necessity for any size school. It's time to change the way your staff and faculty communicate in a way that only Switchvox can. Take the next step and see Switchvox for yourself!

Switchvox is the award-winning business phone system specifically developed for small- and mid-sized businesses, available on-site or in the cloud! Switchvox makes it easy to integrate all of your office communications and immediately start saving time and money. Recognized as the "Best Value in UC for SMBs," Switchvox offers a single powerful set of UC features at a price your business can afford. All-inclusive pricing means there are no costly add-ons or unexpected expenses for business-critical features – including mobility! You get **all the features of Switchvox with one low price!**

Looking for a cloud-based solution?
Switchvox Cloud is a scalable, hosted PBX solution with the same features as the on-site Switchvox UC system. It's competitively priced for companies with 5-30 employees that need access to UC features, but do not want to manage an on-site phone system.

Special pricing options are available for larger companies that want the flexibility and convenience of a hosted VoIP phone system. Switchvox Cloud can also be peered together with one or more hardware appliances to create a hybrid solution, customized to meet your needs.

Digium's Switchvox solution delivers UC features everywhere you need it: on-site, in the cloud, and with mobile. Test drive Switchvox UC, and get a free 30-day trial of Switchvox Cloud.

Get started at **www.digium.com/switchvox**

> Digium's Switchvox UC will help you easily transition from a basic phone system to a feature-rich Unified Communications solution.

Digium. We're changing the way businesses communicate.

Founded in 1999, Digium is the creator and primary developer of Asterisk, the industry's first open source telephony platform. More than one million customers in 125 countries have deployed Asterisk-based systems. Digium is committed to ending the days of expensive, proprietary telecom. The Switchvox family of Unified Communications solutions is built on Asterisk and is designed to provide enterprise class features at affordable prices for small and medium businesses. The award-winning line of Switchvox IP PBX phone systems provides more than a phone system–it delivers a Unified Communications platform that integrates multiple features that increase productivity and lower monthly communication costs. It's the affordable solution with a proven return on investment for 10 businesses with to 600 users.

Learn more at **digium.com/switchvox**

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