



Phonect's Web-based Switchboard

PortaOne Customer Conference
Chernihiv June 1st, 2019

Working at Phonect, mention 10 things you think of when “Phonect” is mentioned:



Phonect would like to present



- Our web-based switchboard
- Our mobile app

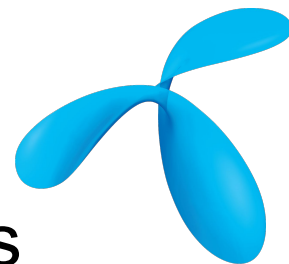
...and then demonstrate both of them

But first...

Phonect in a few sentences



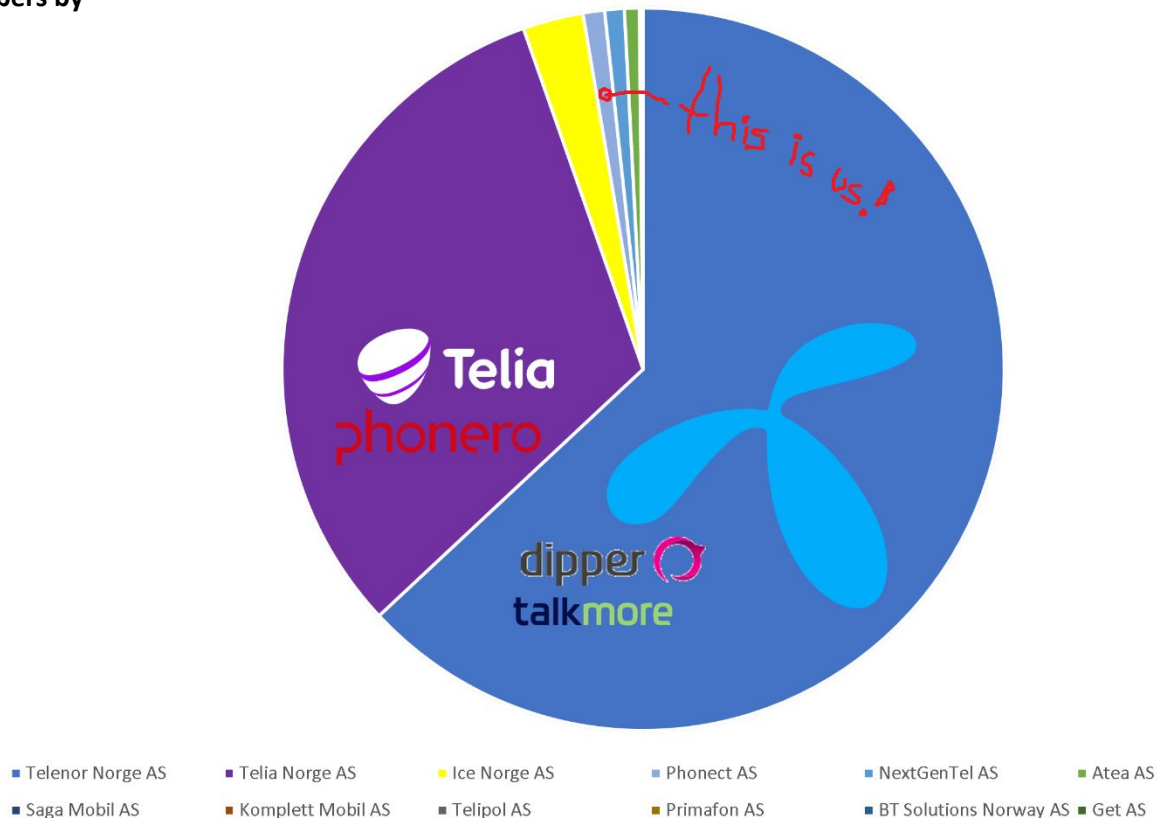
- Located in Oslo, Norway
- Focus on B2B
- PortaOne customer since 2004
- MVNE of Telenor since 2017
- Now developing mobile centrex features
- Using Google Cloud Firebase and Firestore as platform for advanced mobile services
- Already 4th largest B2B mobile carrier in Norway...



4th largest B2B mobile carrier in Norway....

Carrier	Number of subscribers by end of 2018
Telenor Norge AS	890431
Telia Norge AS	445942
Ice Norge AS	38197
Phonect AS	13675
NextGenTel AS	12327
Atea AS	9443
Saga Mobil AS	1343
Komplett Mobil AS	737
Telipol AS	188

Number of subscribers:



... and available for questions later:

- Oda Mortensen (Manager, mobile delivery)
- Ivelin Ivanov (Operations manager)
- Jonas Olastuen-Heier (Billing Controller)
- Magnus Skrivervik (Support Engineer)
- Pan Christensen (Developer)
- Ervin Wittner (Senior System Architect)



Phonect Switchboard

- PortaSwitch Centrex
- PortaSIP API → Call Control API
 - Everyone should try it out!



External Interfaces Guides

External System Interfaces Guide

Last updated April 30, 2019

PortaSIP XML / JSON API Reference Guide

Last updated April 30, 2019

PortaBilling XML / JSON API Reference Guide

Last updated May 06, 2019

Provisioning Application Reference Guide

Last updated March 14, 2019

This is what our customers gets



Web-based switchboard

The screenshot shows a web browser displaying the 'Min Phonect - sb' interface. The page is organized into several sections:

- Search and List:** A search bar and a list of employee profiles, each with a calendar view. Employees listed include Amund Helland, Anders Jensen, Ania Malmberg, Benjamin Blatch, Bjarne Bendiksen, Christopher Stoltenberg, Christopher Daniel Tutt, Einar Halvorsen, Elin Sundvoll, Ellen Bergene-Engen, Emma Bitar, and Ervin Wittner.
- Telephone:** A central panel with a numeric keypad (1-9, *, 0) and a green call button.
- Groups:** A section for 'Køgrupper' (queues) with 'Forhandlersalg' (4 agents, 00:11) and 'Test2' (6 agents, 00:08).
- Call Log:** A 'Samtalelogg' section with filters, showing call records such as 'Ole-André Sunde (internt)' and 'Thomas Donsig (internt)'.

Switchboard app

The screenshot shows the mobile app interface, split into two views:

- Min status (Left):** Displays the user's profile (Hei, Ervin, 96999912) and a grid of status options: Tilgjengelig, Opptatt, Møte, Gått for dagen, Borte, and Syk.
- Search (Right):** A search bar with 'Søk' and a list of colleagues with status indicators (green checkmarks or orange warning icons).

Both views share a common bottom navigation bar with icons for Status, Kollegar, Forbruk, Koder, and Mer.

Switchboard overview



Min Phonect - sb
https://min.phonect.com/sb

96 99 99 12

Søk i listen

Kalender Skype Phonect

Telefon **Kalender** **Køgrupper** Alle

Amund Helland Tilgjengelig
Salgs Direktør Salg
93 24 34 99

Anders Jensen Tilgjengelig
KS
41 35 72 96

Ania Malmberg Tilgjengelig
Faktura
93 89 17 15

Benjamin Blatch Tilgjengelig
KAM Direktesalg
41 48 18 89

Bjarne Bendiksen Tilgjengelig
Salg
41 61 71 81

Christopher Stoltenberg Tilgjengelig
Leveranse
96 00 01 90

Christopher Daniel Tutt - ... Tilgjengelig
Leveranse
93 83 69 99

Einar Halvorsen Tilgjengelig
Utvikling
99 25 06 05

Elin Sundvoll Tilgjengelig
Leveranse
40 80 08 40

Ellen Bergene-Engen Tilgjengelig
Markedssjef Marked
95 18 43 11

Emma Bitar Tilgjengelig
Leveranse
95 48 78 54

Ervin Wittner Borte
Plattform
96 99 99 12

1 2 3
4 5 6
7 8 9
* 0 #

Samtaler i kø **Samtalelogg** **Filter**

Forhandlersalg Utlogget
4 0 00:11

Test2 Innlogget
6 0 00:08

Ole-André Sunde (internt) 09:28:58
40 40 00 20 28. mai 2019
Direktesalg
Ubesvart

Thomas Dansig (internt) 09:28:54
96 00 09 60 28. mai 2019
Direktesalg
Ubesvart

21 41 98 10 08:10:03
Besvart kl: 08:10:17 28. mai 2019
Forhandlersupport Mobil

21 67 70 00 22:42:40
Besvart kl: 22:42:48 27. mai 2019
Bakvakt MOBIL

21 67 70 00 22:13:55
Ubesvart 27. mai 2019

Switchboard det

Min Phonect - sb
https://min.phonect.com/sb

phonect

Søk i listen

Ania Malmberg Tilgjengelig
Faktura
93 89 17 15

Benjamin Blatch Tilgjengelig
KAM
Direktesalg
41 48 18 89

Bjarne Bendiksen Tilgjengelig

Christopher Sto Tilgjengelig
Utvikling
99 25 06 05

Samtaler i
Phonect AS









Køgrupper Alle

Forhandlersalg Utlogget

4 0 00:11

Sett over

Samtalelogg Filter

 Phonect AS 21 67 70 12 Besvart kl: 13:44:04	 13:43:43 28. mai 2019 Test2
 Ole-Andrè Sunde (internt) 40 40 00 20 Ubesvart	 09:28:58 28. mai 2019 Direktesalg
 Thomas Donsig (internt) 96 00 09 60 Ringt tilbake : 28. mai 2019, 13:03:26	 09:28:54 28. mai 2019 Direktesalg
 21 41 98 10 Besvart kl: 08:10:17	 08:10:03 28. mai 2019

Even Lorentzen Tilgjengelig
Leveranse
92 82 01 99

Federico P
41 06 19 09

+4721677012
Phonect AS

Hovednummer — Test2 (kø)



Live Demo of Switchboard