Yeastar

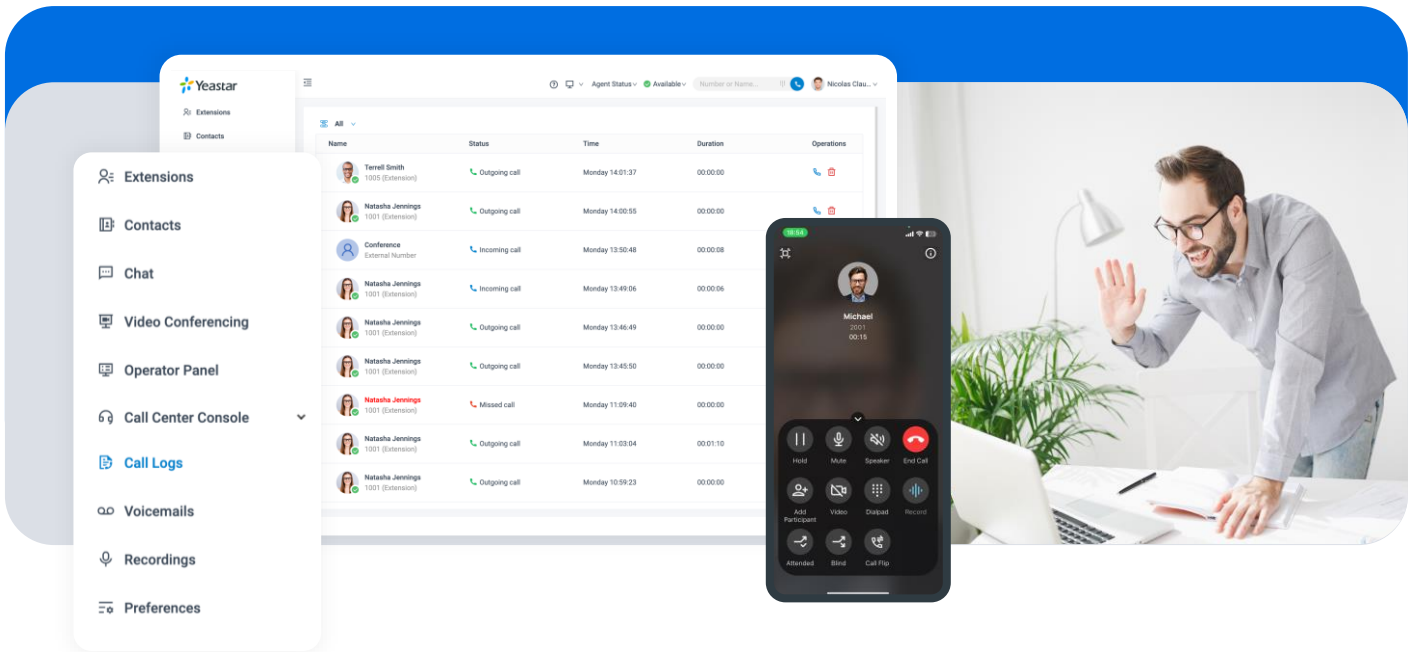# P-Series
Phone System

Empower, Enhance, Future Proof
Your Business Communications

Why Yeastar P-Series Phone System

Trusted by Over
450,000
Businesses

Yeastar P-Series Phone System is a complete business unified communications solution that simplifies how people connect, no matter how large or small your business is, or whether you operate across several locations or in different countries.

One system.
Every Communications Experience

All in One System

HD calling, call center, video meeting, messaging, SMS, integrations, and simple user apps—now teams can work in sync from anywhere.

Slash Telco Costs

Eliminate expensive, duplicative services and streamline to one bill. Re-use your existing handsets, digital/analog phone lines, and lower call costs with SIP trunks.

Deploy Anywhere

Available as an on-premise or cloud solution. Pick what suits the needs of your business best.

Easy to Start, Easy to Grow, Easy to Manage

Get the system up and running in less than a day. Take advantage of easy user apps, almost tech-free administration, flexible system scalability, and business-enhancing features.

Core Features

(1) **Business Phone**

Automatic call routing, operator panel, IVR, ring group, call recording, voicemail…access a full range of basic and advanced PBX features.

(2) **Apps & Mobility**

Use your office number to call, text, and meet customers from virtually anywhere, on any device using all-in-one web/desktop/mobile user app.

(3) **Call Center**

Delight your customers & boost call center productivity with dynamic call queues, wallboard, SLA, CRM integration, reporting, and more call center tools.

(4) **Chat & Messaging** *

Business SMS, WhatsApp messages, and internal chats managed in one interface. Resolve customer queries faster from the channel they prefer.

(5) **Meeting**

Meet like you're face-to-face with HD video and audio conferencing, screen sharing, and in-meeting team chat.

(6) **Contacts Management**

Reach out to your customers faster and easier with a unified contacts directory and phonebooks that syncs across your user apps, IP phones, and with your CRM/Helpdesk platform.

(7) **Integrations**

Streamline workflows with popular integrations with Microsoft Teams, Outlook, Salesforce, Zendesk, and more. Embed business calls everywhere.

(8) **Security & High Availability**

End-to-end encryption is just the beginning. Yeastar is certified to the most rigorous security compliance standards and features high availability solutions for maximized uptime.

Reliable

"Yeastar has everything we need to get work done, with new levels of ease of use, performance, reliability, and cost savings."

*The SMS & WhatsApp Messaging feature will be supported in October 2023.

Call, Meet. Chat. On-the-go.

Yeastar P-Series Phone System enables you to take your extension with you wherever you go and turn any smart device into a work-connected communications hub.

With Linkus UC Clients for web browsers, Android, iOS, Windows, and MacOS, you are guaranteed to be kept in the loop, always and everywhere.

Any Device. Anywhere
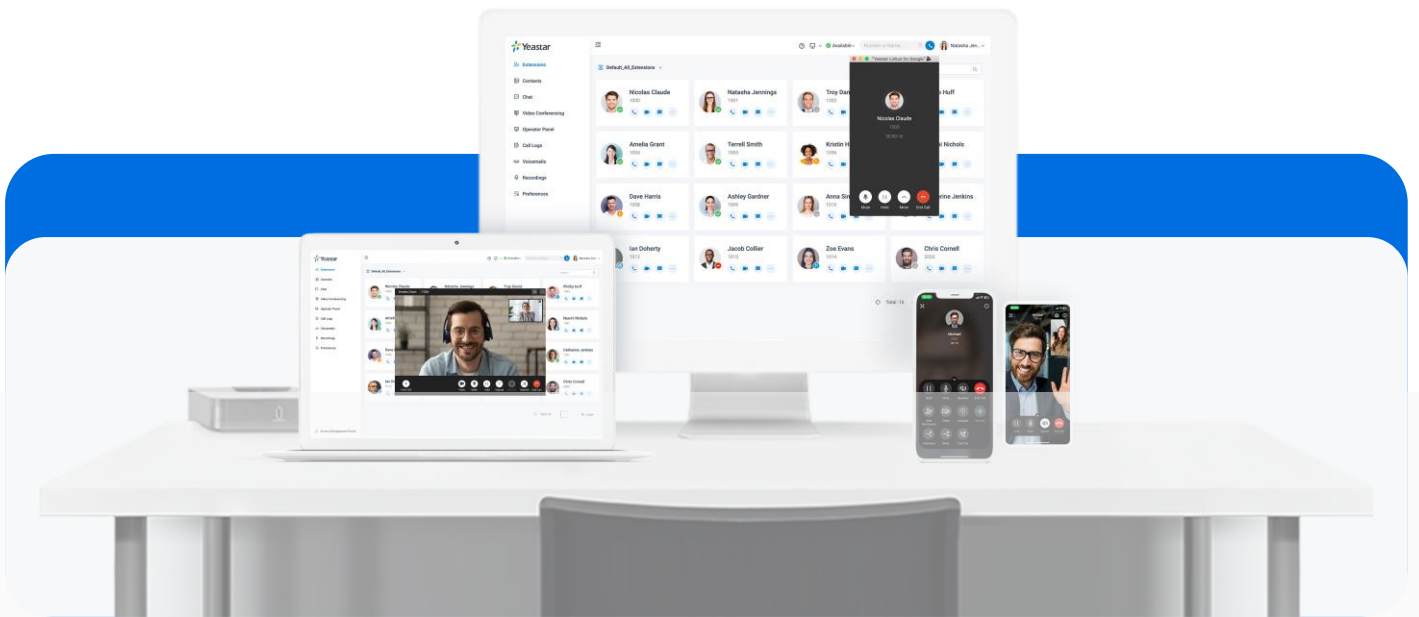
Never Miss a call

- Make and receive audio/video calls on computer or mobile phones
- Transfer, hold, mute, and record calls to any phone number or extension
- Access call history, voicemails, and call recordings
- Click to call any phone number on web pages using Google Extension
- Work flawlessly with CRM/helpdesk to know who's calling
- Customize call forwarding rules based on different presence status

Collaborate with Team

- Move seamlessly between voice, video, and chat
- Message and share files privately with teams
- View the real-time call status & availability of your colleagues
- Start and join a conference call or web-based video meeting
- Access & manage personal or shared company contacts and phonebooks
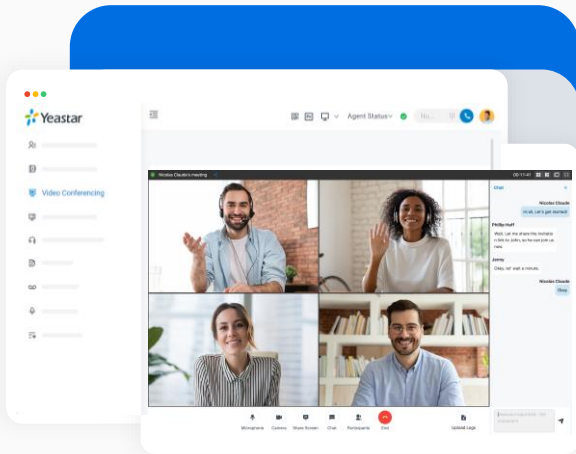
Connect All Devices

- Consistent experience across desktop, mobile, and web
- Connect all apps and desk phones simultaneously via SIP Forking
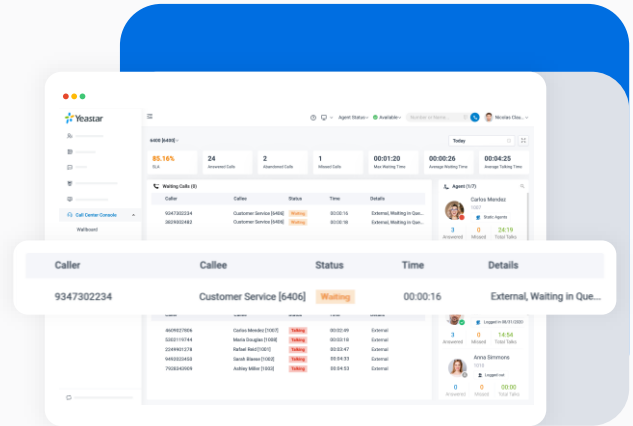- Move a live call seamlessly between devices and continue your conversation everywhere

## More on Desktop and Web App

Video Conferencing

Start or schedule a web-based video conferencing in clicks. Participants can join the meeting via a unique meeting link and be further engaged with screen sharing & in-meeting chat.

Operator Panel

Use receptionist view to administer calls. Visualize all inbound/outbound call activities, and drag and drop to route calls to specific extensions, ring groups, queues, parking, etc.

Desk Phone Control (CTI)
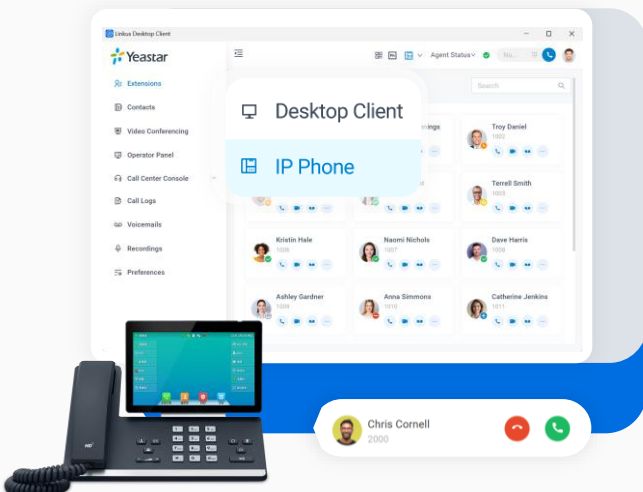
Link the desktop/web app with your desk phone. Click to dial and control calls from your computer while using the desk phone for communications.

Free Microsoft Teams Integration
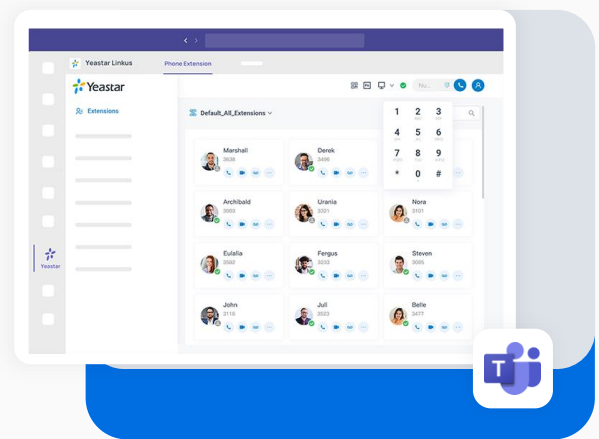
Embed Linkus app on Microsoft Teams to click to call, search contacts, check voicemails, and more directly in Teams. No extra Teams Phone license or integration middleware is needed.

Boost Customer Engagement & Sales

With Yeastar P-Series Phone System, communicate with customers however they come to you and empower your call agents, supports, and sales to work smarter.

💬 Enable Productive Call Center

Convert
Visitors to Leads & Sales →

With inbuilt WebRTC trunk and advanced Linkus SDK & API features, easily add a click-to-call button to your websites or offer calling capabilities directly within your own app. Let your visitors call you for free with just a click.

Easier
Call Resolution →

- Advanced business call routing & self-service IVR
- Unlimited queues and ring groups
- Flexible queue ring strategies (Rrmemory, least recent, etc.)
- Queue call-backs as overflow during busy times

Easier
Agent Engagement →

- Wallboard showing real-time queue statistics
- Switchboard-type Queue Panel for all queue-related and agent-related operations in one place
- Agent coaching: call listen/whisper/barge-in and call recording
- Graphical/real-time/historical/scheduled call center reports: queue/agent performance, SLA, and more.
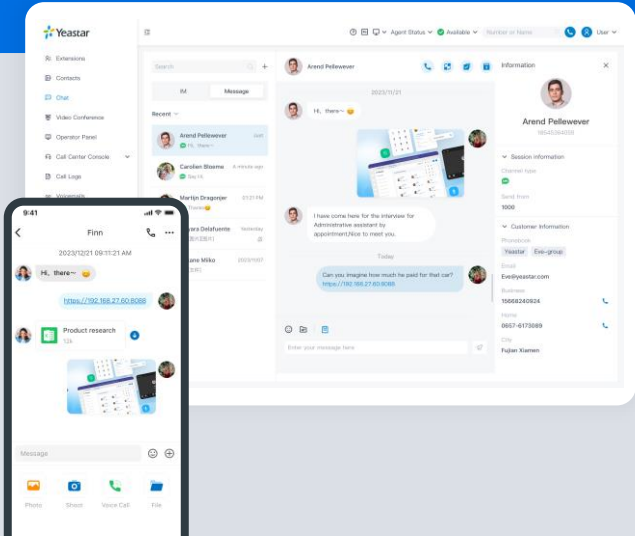
Greater
Customer Experience →

- Automatic greeting, Agent Hold Time announcement, music on hold, etc.
- Post-call survey settings & customer satisfaction reports
- CRM and helpdesk integration to remove information gaps
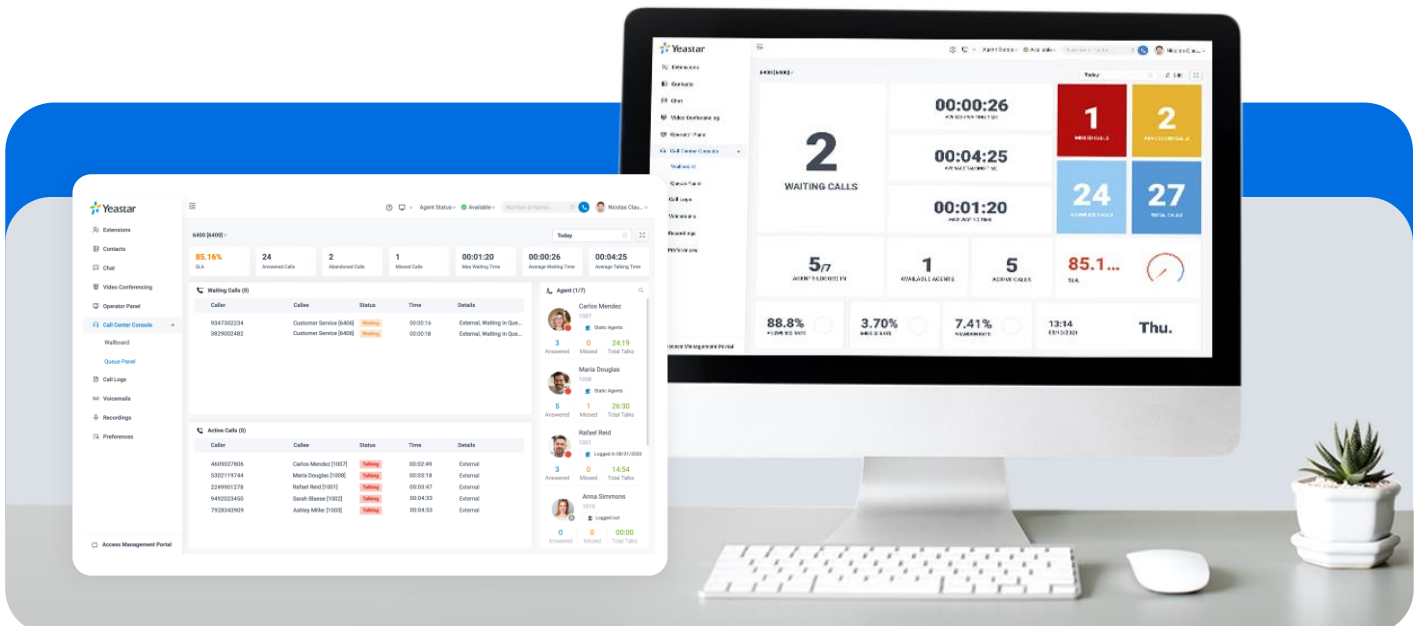
Add SMS & WhatsApp Messaging *

Improve customer interaction by engaging with the channel of their choice. Yeastar P-Series Phone System allows you to manage your business SMS texting, WhatsApp messages, and internal chats in one simple interface.

- Unlimited SMS trunk & WhatsApp account integrations
- Send, receive, and manage all your messages in one place
- Assign or transfer chats to colleagues to share the load
- Elevate chats to calls in one click
- Respond from your web, desktop, or mobile at any time
- Archive & search chats for further reviews
- Meet your customers where they are while keeping personal numbers private

Integrate CRM to Know Who's in Touch

Break down communication barriers that isolate your contact center from the rest of the business. Yeastar supports integrations with popular CRM and helpdesk platforms, so you can:

- Quickly identify who's calling or as messages come in
- Auto-create a new contact for calls from new numbers
- Automatically open contact records on their incoming calls and automatically log calls to CRM records
- Give the best customer service with all your customer's history in one place.

*The SMS & WhatsApp Messaging feature will be supported in October 2023.

No Administration Hassles

Spend less time managing your phone system and IT, and more time working. Yeastar P-Series Phone System's unified admin portal makes all your settings and system administration straightforward. Set up call routing rules, add new extensions, create auto-attendants, and more—all can be done in minutes without IT assistance.
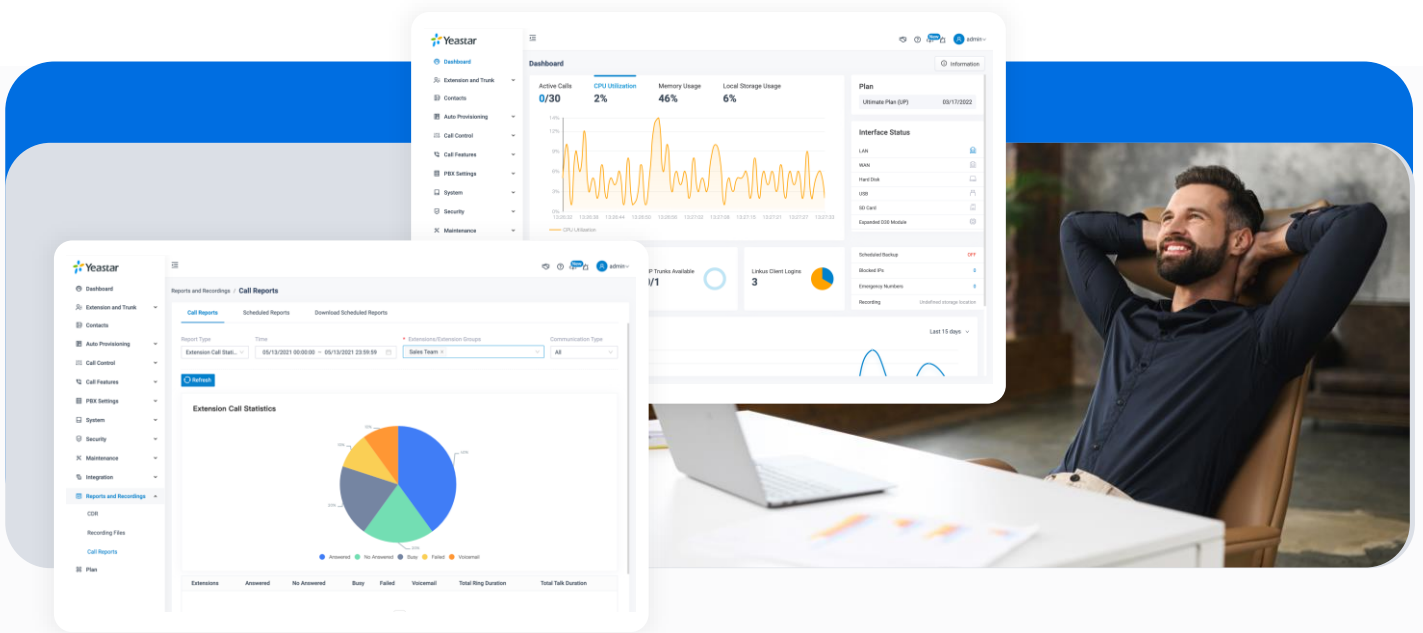
Easy Setup

- No technical expertise required
- Point-and-click configuration
- Plug-and-play IP phones with auto-provisioning
- Ready integration with Microsoft Active Directory and Azure AD

Easy Management

- Granular user permission based on roles & groups
- Intuitive system performance and usage dashboard
- Clear call analytics, CDR, reporting
- Comprehensive event logs & notifications for system issues

Enterprise-grade Security

- SRTP & TLS call encryption
- Auto & static defense of SIP attack & spam blocking
- Global anti-hacking IP blocklist automatically updated
- Account login two-factor authentication
- More inbuilt security mechanisms & features

High Availability

99.99% Uptime. 99.99% SLA Uptime for Cloud PBX hosted by Yeastar. Powered by global resilient AWS facilities located in your region.

Real-time Failover. Enterprise-grade Hot Standby solution for full PBX dual-server redundancy with real-time data replication, auto heartbeat check, and near-instant failover.

Disaster Recovery. Cross-region disaster recovery to maintain call services even in case of regional disasters like network failure or power outage. *

*To be supported on November 2023 for Yeastar P-Series PBX Software Edition.

Great for Any Business

Through the easy-to-adopt, easy-to-use, easy-to-manage, and easy-to-integrate communications solutions, Yeastar helps businesses of all sizes and industries meet their goals.

Healthcare

Improve the patient experience with faster response and greater connectivity.

- Empower patient-centric call center that drives shorter response times
- Make doctors & staff mobile and always-on
- Telehealth services with video conferencing
- Longtime stability & system uptime
- Easy system administration
- Secure, encrypted communications
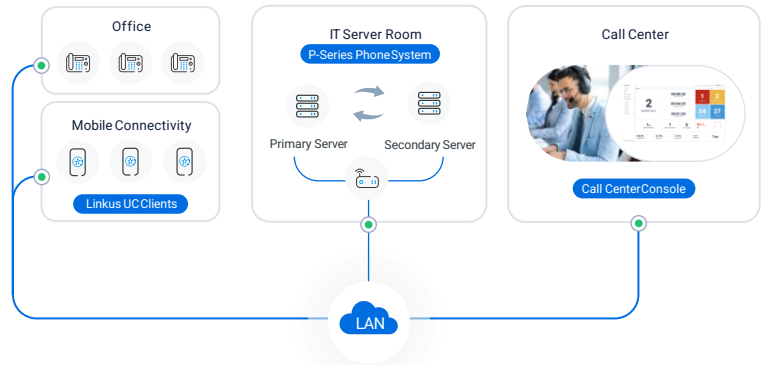
Hospitality

Streamline hotel operations while offering high availability for call services.
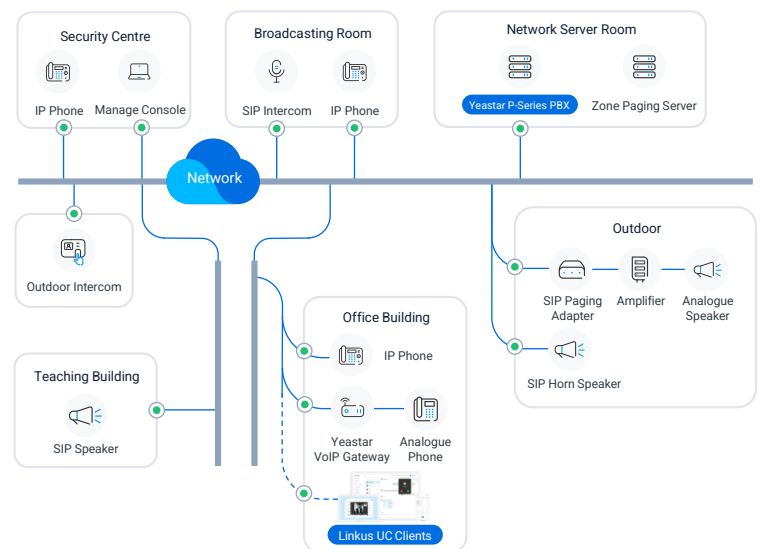
- Keep existing hotel phones & phone lines
- Hotel PMS & PMS middleware integration: wake-up call scheduling, guest check-in/out, call accounting, maid codes, blocking external calls when guests check out, etc.
- Operator panel for room booking calls
- Redundancy with Hot Standby & 4G LTE failover
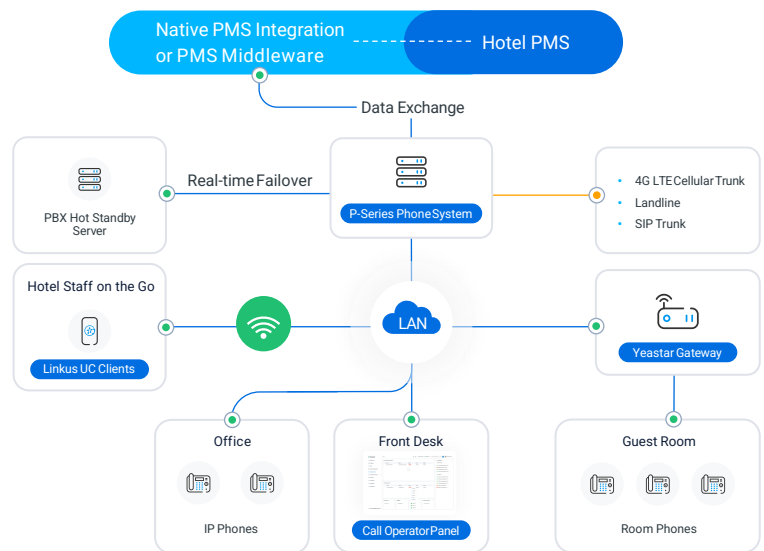
Education

Helping faculty and students communicate effectively and securely in one single platform

- One-time & scheduled paging for facility-wide announcements, time-based bell, and emergency broadcast
- Integrate with SIP cameras, door phones, and other surveillance products for door access control
- Enhance multi-campus & student-teacher communications with a unified directory, conferencing, Linkus UC Clients, and more

Features and Plans

	Standard	Enterprise	Ultimate
Telephony Features	✓	✓	✓
Business Features	✓	✓	✓
Administration & Security	✓	✓	✓
Unified Communications	✓	✓	✓
Team Chat - 1:1 or Group Chat with Colleagues - File & Image Sharing	✓	✓	✓
Remote Access Service - Custom PBX Domain Name (FQDN) - Remote & Secure PBX Web Portal Access - Linkus UC Clients Remote Connection - LDAP Server Remote Access	✓	✓	✓
Remote SIP Service - Hassle-free Remote SIP Registration - WebRTC Trunk	✓	✓	✓
Phonebook	○	✓	✓
Call Accounting	○	✓	✓
Call Center - Switchboard-type Queue Panel - Real-time Wallboard & SLA - Queue Callback - Call Center Reports	○	✓	✓
Omnichannel Messaging* - Business SMS & WhatsApp Integration - Central Message Inbox - Chat Assignment & Transfer - Elevate Chat to Call in One Click	○	✓	✓
CRM and Helpdesk Integration - Auto Call Journal - Click to Call CRM/Helpdesk Contacts - Contacts Synchronization - Support Salesforce, HubSpot, Zoho, Bitrix24, Odoo, Zendesk	○	✓	✓
Microsoft 365 Integration - Microsoft Teams Integration - Outlook Integration - Azure Active Directory Integration - User Sync & Single Sign-on (SSO)	○	✓	✓
API	○	✓	✓
Active Directory Integration - User, Organization Unit, Group Sync - Auto Extension Assignment for New User - Single Sign-on (SSO)	○	○	✓
Video Calls & Video Conferencing - Video Calls on Mobile/Web/Desktop Client - Web-based Video Conferencing - Bulk Email & Instant Link Invitation - Screen Sharing & In-meeting Team Chat	○	○	✓
Linkus SDK* - Add Linkus Calling to Your Own Application - Rich, Programmable Code Samples - Secure Authentication with Tokens	○	○	✓

*These features will be supported in October 2023.

Basic Feature List

Telephony Features

- Call Forwarding
- Call Monitoring (Listen/Whisper/Barge-in)
- Call Parking
- Call Pickup
- Call Transfer (Attended/Blind)
- Call Waiting
- Call Flip/Switch

- IVR
- Queue
- Ring Group
- Paging & Intercom
- Conference Rooms
- CDR & Basic Reports
- Dial by Name

- AutoCLIP
- Caller ID
- CID-based & DID-based Call Routing
- DID (Direct Inward Dialing)
- DND (Do Not Disturb)
- DOD (Direct Outward Dialing)
- DNIS

Business Features

- Call Recording
- Call Allow/Block List
- BLF Support
- Business Hours & Holidays
- Boss-Secretary
- Custom Prompts
- Distinctive Ringtone

- Music on Hold
- MOH Playlist & Streaming
- T.38 Fax
- Fax to Email
- Voicemail
- Group Voicemail
- Voicemail to Email

- LDAP Server
- PIN List
- Speed Dial
- Emergency Number
- Emergency Notifications
- SIP Forking
- IP Phone Concurrent Registrations

Administration & Security

- Web-based GUI
- Dashboard
- Auto Provisioning
- User Role & Permission
- Extension Group & Organization
- Bulk Import & Export
  (Extension, Trunks, Route, Contacts)
- Operation Logs

- Event Logs & Notifications
- Backup and Restore
- Troubleshooting
- Built-in SMTP Server
- AMI (Asterisk Manager Interface)
- Network Drive
- SNMP Support

- Security
  - SRTP & TLS Call Encryption
  - Auto & Static Defense
  - Global Anti-hacking IP Blocklist
  - Certificates
  - Password Policy Enforcement
  - Two-factor Authentication
  - Allowed Country IP's & Codes
  - Outbound Call Frequency Restriction

Unified Communications

- Linkus UC Clients
  - Linkus Web Client
  - Linkus Mobile Client (iOS & Android)
  - Linkus Desktop Client (Windows & MacOS)
  - Linkus Google Chrome Extension
  - Linkus Function Keys (Web/Desktop)
  - Linkus Hotkeys (Desktop)
  - Linkus CTI Mode for Desk Phone Control

- Operator Panel
  - Unlimited Users
  - Dispatch Active Calls (Redirect, Transfer, Hang up, Park, Monitor)
  - Monitor Call Status (Inbound, Outbound, Extension, Parked Calls, Ring Group, Queue)
  - Unified Presence
  - Control Extension Presence

- Presence
- Custom Presence description
- Personal & Company Contacts
- Audio Conferencing
- Voicemail Transcription
- Call Pop-up URL
- Door Phone Video Preview

Yeastar P-Series PBX appliance edition comes with the basic feature list.

Contact us to arrange a demonstration of the products within this guide

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