

Swyx unveils new products at its Partner and Technology Conference 2017

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- SwyxWare 11 offers practical additions for high call volumes plus new desktop phones and mobile clients

At the Swyx (<http://www.swyx.com>) Partner and Technology Conference 2017, the unified communications specialist presented SwyxWare 11 for the first time with innovative new features, including a practical addition for handling high call volumes and a new generation of IP phones. Also for mobile users there are further improvements in connectivity with the current version of the Swyx solution.

Version 11 of the Swyx communication solution offers a range of new features and functions. The suggestions of partners and customers have been incorporated into the development process so Swyx can support them even better in their daily work. The latest solution now offers features that make installation and administration easier. Using the online tool Swyx Configuration Planner, partners can arrange individual settings discussed with each customer and generate a configuration file at the push of a button.

All predefined configurations are then automatically adopted and the installation time is significantly reduced. The new 'Property Cloning' function also reduces the amount of work involved: This allows you to change the basic settings for several users at the same time and enables administrators to configure different user groups much faster and more conveniently for new installations or adaptations.

Efficiently manage high call volumes with SwyxPLUS VisualGroups

In the new Swyx Version 11 release the new product option SwyxPLUS VisualGroups is available. This addition offers an intelligent and effective solution for conveniently distributing calls in a group. This enables companies to increase accessibility and improve service quality.

Employees in smaller sales and support teams, at the front desk or reception can now handle a large number of incoming calls very efficiently. Through integration into the central user interface of Swyx, all team members have a clear overview of the queue, which is easy to configure and can be edited directly in the Swyx Client.

Thanks to the statistics functionality of SwyxPLUS VisualGroups, service quality can be easily monitored by those responsible, for example the average waiting time of callers can be seen.

The addition is seamlessly integrated into the Swyx communication solution and can be installed without any additional effort. VisualGroups forms part of a series of practical Swyx options that make unified communications even more productive, such as SwyxPLUS VisualContacts with its tried and tested integration of all contact data.

Intelligent IP phones and even better mobile integration

At its Partner and Technology Conference Swyx will also be presenting a new generation of desktop telephones for optimal voice communication within the workplace with the SwyxPhone L62, L64 and L66.

The intelligent SwyxPhones based on Unify devices are deeply integrated into the Swyx software and in combination offer many useful functions from phone book and call list to presence information.

These intuitively operated IP phones are characterised by their high audio quality, practicality and simple setup. The new SwyxPhones are impressive with their modern design, which combines an appealing appearance with ergonomic controls and a small footprint.

New versions of Swyx Mobile Clients also ensure that smartphone users are even better integrated. With the latest update, Swyx Mobile for iOS is not only compatible for the new operating system iOS 11 from Apple, with the use of the Apple Call-Kit, IP-based calls are now also integrated in the iPhone.

Users can switch between GSM and IP calls without disruption and, thanks to the common caller lists, can keep track of which calls they have made over which connections. In conjunction with Server version 11, the app also supports the system's own push notifications. This makes handling even more convenient and improves the battery performance of the mobile phone. The Android version of Swyx Mobile will also support push notifications in future.

About Swyx

Swyx your business.

Swyx Solutions AG develops software-based communication solutions for the requirements of medium-sized companies. A range of suitable phones and other hardware devices complete the product portfolio. With Swyx, users benefit from all the advantages of optimally networked communication: they can increase accessibility, improve processes and ultimately increase productivity.

Founded in 1999, as a pioneer in the field of IP communications, the company is now the European market leader in this field. With a two-tier distribution model and more than 1,200 authorised dealers, Swyx is present in 24 countries worldwide.

The award-winning unified communications specialist headquartered in Dortmund, Germany, and with locations in the UK and France, offers both in-house communications solutions and cloud-based variants together with its partners. A total of around 800,000 users already rely on Swyx. Currently, more than 150 employees are committed to ensuring that Swyx continues to be one of the technology and innovation leaders in the IP communications market.

For further information, see www.swyx.com.

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