

— CLOUD PBX (IP PBX) AND CONTACT CENTER

Santa Cloud PBX

PBX, contact center and browser phone on one platform

Santa Cloud PBX is a multi-tenant IP PBX that manages extensions, IVR, ring groups, queues, voicemail, fax and conferencing from a single web interface. The bundled contact center application gives agents a browser phone, customer card and disposition codes, and gives supervisors live monitoring, call listening and campaign management. A Turkish interface, automatic provisioning for IP phones from 30 manufacturers and layered security come as standard.

HIGHLIGHTS

01

Multi-tenant by design

Each company runs on its own domain with its own extensions, routing, users and contact center, all on a single installation.

02

Built-in contact center app

Browser softphone, customer card on incoming calls, disposition codes and notes; live wallboard and listen / whisper / barge-in for supervisors.

03

Broad IP phone support

Automatic provisioning templates and key programming for 30 manufacturers including Yealink, Grandstream, Fanvil, Snom, Polycom/Poly, Cisco and Panasonic.

04

Layered security

Event Guard automatically blocks IPs after failed SIP registrations, plus web and SSH brute-force protection, two-factor login and group-based permissions.

WHO IT'S FOR

Organisations replacing a legacy PBX with an IP PBX

Multi-site companies bringing branches and remote staff onto one PBX

Customer service and sales teams handling inbound calls and preview outbound dialling

Service providers and resellers running separate PBX services for multiple customers

Agents working from the browser instead of a desk phone

Features 89 FEATURES

The list below shows, module by module, what the current version of the product does.

Accounts and users 7

- Extensions: caller ID, voicemail, per-extension call recording and concurrent call limit
- Users, groups and page-level permissions
- Two-factor login via TOTP or email (optional)
- Contact directory
- Self-service call forwarding, follow-me and do-not-disturb
- Call blocking by number
- Per-user interface language and time zone

Call routing 8

- Destinations (DIDs) and inbound routes
- Outbound routes with up to three gateways per route for failover
- Ring groups: simultaneous, sequential, enterprise, rollover, random
- Business-hours and after-hours routing with time conditions
- Call flows: one-touch day/night mode switching
- Number translations
- Advanced rules with the dialplan manager
- Call parking

IVR, announcements and media 6

- Multi-level IVR menus and key options
- Upload and manage audio recordings
- Per-tenant music on hold
- Phrases (combined announcement sequences)
- Live audio stream sources
- Text-to-speech announcement creation (optional, with an external API key)

Voicemail, fax and conferencing 8

- Voicemail boxes and greetings
- Voicemail delivered to email as attachment or link
- Voicemail transcription (optional, with an external API key)
- Fax server: send, inbox and outbox

- Email-to-fax and fax-to-email
- Fax queue with automatic retries
- Conference rooms, conference centers and PINs
- Live conference monitoring and participant control

Devices and provisioning 6

- Automatic provisioning templates for 30 vendors
- Yealink, Grandstream, Flyingvoice, Polycom/Poly, Snom, Fanvil, Cisco, Panasonic and others
- Line and function key programming
- Device profiles and registration by MAC address
- Provisioning requests logged in device logs
- Configuration for softphones such as Zoiper, Linphone and Acrobats

Trunks and connectivity 6

- Registered or IP-authenticated SIP trunks
- OPTIONS-based trunk reachability checks
- SIP profiles and NAT settings
- WS/WSS SIP binding for WebRTC enabled by default
- Built-in TURN server for browser phones on other networks
- G.711, G.722, AMR and H.26x codec support

PBX contact center tools 6

- Contact center queues and agent definitions
- Nine distribution strategies: ring-all, longest-idle, round-robin, fewest calls and more
- Live queue monitoring and agent status
- Operator panel: extension status and call transfer
- FIFO queues
- Call broadcast of a recorded message to a list

Contact center app: agent 9

- WebRTC phone in the browser; no extra software
- Answer, hold, mute, DTMF, transfer, outbound dialling
- Available, available on demand, on break, logged out states
- Customer card and last 10 calls on incoming calls

- Required disposition code and note after each call
- Save the number as a new customer in one click
- Customer record: phones, email, company, tags, notes and call history
- Pull the next campaign contact and preview-dial
- Today's call list

Contact center app: management ¹⁴

- Live wallboard: waiting calls, longest wait, agents available/on call/on break
- Waiting callers and wait times per queue
- Listen, whisper, barge-in; switch mode during the call
- Supervisor can change an agent's status
- Queue strategy, timers and agent tier/position assignment
- Campaigns: attempt limit, retry interval, agent assignment
- Contact import from CSV or customer tags; duplicates skipped
- Disposition codes with success and retry flags
- Reports: service level, abandon rate, average wait and talk time
- Hourly and daily charts, disposition breakdown
- Per-agent available/break time and outcomes
- Call list export to CSV
- Administrator, supervisor and agent roles
- Single sign-on from the PBX

Reporting and monitoring ⁹

- Dashboard: recent and missed calls, new voicemail
- Active calls and active conferences
- SIP registrations and SIP status
- Call detail records: advanced search and filters
- CDR export to CSV and PDF
- Call statistics, extension and destination summaries
- Play and download call recordings
- Emergency call log with email notification
- System status: CPU, memory, disk and services

Security and administration ¹⁰

- Multi-tenant: separate domain-based tenants
- Per-tenant extension and destination quotas

- Event Guard: automatic IP blocking after failed SIP registrations
- fail2ban protection for web login, SSH and HTTP abuse
- Firewall filtering known SIP scanners
- Access control lists (ACLs)
- User and device logs, database change history
- Daily local database backup and automatic maintenance cleanup
- Turkish interface; 26 language options
- Email templates, menu manager and default settings

Technical specifications

Foundation	Built on open-source FusionPBX and FreeSWITCH (MPL 1.1); the theme, Turkish interface, contact center application and installer are developed by Marta Teknoloji
Protocols	SIP (UDP/TCP), SIP over WebSocket (WS/WSS) for WebRTC; SIP TLS configurable
Audio and video codecs	G.711 (a-law/ μ -law), G.722 wideband audio; AMR; G.729 (passthrough); H.26x video
Phone compatibility	Provisioning templates for 30 vendors (Yealink, Grandstream, Flyingvoice, Polycom/Poly, Snom, Fanvil, Cisco, Panasonic and others) plus standard SIP softphones
Carrier trunks	SIP trunks (registered or IP-authenticated), OPTIONS reachability checks, up to three gateways per route for failover
Recording and reporting	Per-extension call recording (stored on the server); CDR export to CSV/PDF; contact center report export to CSV
Interface language	Turkish by default; the PBX interface offers 26 languages; contact center app in Turkish
Multi-tenancy	Domain-based tenants; per-tenant extension and destination quotas, separate settings and a separate contact center
Security	Automatic IP blocking with Event Guard, fail2ban, firewall, ACLs, TOTP/email two-factor login, group-based permissions, user logs
Delivery	Installed on a Debian 12 server (physical, virtual or cloud) with an installer script; PBX, contact center and TURN on the same server

DEPLOYMENT Installed on a Debian 12 server (physical, virtual machine or cloud server) with an installer script; the PBX web interface, contact center application and TURN server run on the same server. A single installation can serve multiple tenants (domains).

Book a demo or request a quote

Contact us to see the product in your own environment and discuss scope and pricing.

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