Datasheet

COMuniq ONE

All-in-ONE telephone system from the cloud.

COMuniq ONE

- Add new users at any time, freely scalable and can be cancelled monthly.
- Optimum routing of calls according to predefined enquiry criteria thanks to system extensions.
- AI-supported Smart IVR saves time and personnel costs.
- Autoprovisioning of our COMfortel D-Series and M-Series.

Your advantages in detail

COMuniq ONE is an all-in-one telephone system based on a public cloud model. The number of users is freely scalable and can be canceled at the end of the month. Numerous functions and add-ons complete the future-oriented cloud platform and meet the demands of a modern and flexible communication system. Low investment costs with monthly billing make it easier to switch to the PBX cloud. The provisioning of the Auerswald COMfortel D-series and M-series has already been implemented. Thanks to the clients for all common operating systems, users receive a consistent user experience. Whether in the office, home office or when traveling – you can connect to the telephone system with your mobile phone, notebook and PC.

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Clever Communications

COMuniq ONE

Features at a glance

SYSTEM FUNCTIONS

- Best voice quality – thanks to high-end VoIP platform
- Platform supports SIP Secure and Secure RTP (SIPS/SRTP)
- Security by entering the IP address of the internet access used (white list)
- Different dial plans for different locations and departments can be activated manually or time-controlled
- Different system extensions for routing calls by area code, zip code, time or PIN entry
- Voicemail box including e-mail notification

WHATSAPP CALL DEFLECTOR

- Transfer of a call from the SmartIVR to WhatsApp
- Relief at peak times through delayed replies
- Use of a mobile or landline number possible[1]
- Access to chat via WEB portal
- Chat history is archived and can be viewed later
- Up to three agents monitor one WhatsApp channel

ACD FUNCTIONS

- Log in and log out via telephone or client
- Various distribution schemes available
- Announcement of the waiting position
- Own music on hold (wav and mp3)
- Live overview of up to 6 waiting areas

E-FAX FUNCTIONS[2]

- Sending incoming faxes as a PDF to an e-mail address
- Upload documents via the WEB portal and send them by fax
- Send documents by e-mail to a server and send them automatically by fax[3]

COMUNIQ ONE LIGHT USER

- One channel for external telephone or DECT handset included
- Blocking calls for various destinations (e.g. abroad, information, chargeable services)
- Forwarding to another phone number[4]
- Picking up calls for other extensions
- Transferring a call to another subscriber with or without prior query

COMUNIQ ONE BUSINESS USER

- Supports the same functions as a COMuniq ONE Light User and additionally:
- Use of the landline number on the mobile device
- Flexible caller identification (CLIP no Screening)
- 5G SIM card or eSIM incl. mobile phone number included
- Various statuses can be selected and dependent actions can be programmed
- Meetings with up to 5, 15 or 25 participants[5]
- Chat function
- Log in and log out in ACD via desktop or mobile app[5]
- MS Teams integration of COMuniq ONE Desktop[2]
- MS Teams connection via direct routing[6,2]
- Make calls from customer applications with one click[5]
- Connection of ERP/CRM systems to identify callers and display additional information[5]

COMUNIQ ONE PROFESSIONAL USER

- Supports the same functions as a COMuniq ONE Business User and additionally:
- AllnetFlat for calls from the PBX to the national and EU landline network and national mobile network included
- AllnetFlat with data volume (5, 10 or 25 Gbyte) and SMS flat rate can be booked for the SIM card[2]
- Live overview (QBoard) for up to 6 ACDs

COMUNIQ ONE EXPERT USER

- Supports the same functions as a COMuniq ONE Professional User and additionally:
- Report for queues
- Switchboard/reception desk included in the monthly price

COMUNIQ ONE DESKTOP

- Desktop App for Windows and macOS
- Change presence status and dial plans[7]
- Comfortably activate various settings using the slide switch or drop-down menu.
- Integration of external contacts (Google, Outlook, CRM) possible[5]

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COMUNIQ ONE MOBILE

- COMuniq ONE Mobile for Android and iOS[8]
- Change precence status
- Access to personal, local contacts

MEETING FUNCTIONS

- Online video conference via browser
- Dial-in by telephone possible[4]
- Chat function
- Screen sharing and file transfer are supported
- Recording of the video conference available

TELEPHONE INTEGRATION

- Auto-provisioning for Auerswald D-Series and M-Series telephones
- Manual configuration of SIP telephones from other manufacturers possible

COMPATIBLE PRODUCTS

- 90277 / COMfortel® D-110
- 90278 / COMfortel® D-210
- 90262 / COMfortel® D-400
- 90263 / COMfortel® D-600
- 90686 / COMfortel® WS-500S
- 90687 / COMfortel® WS-500M
- 90241 / COMfortel® M-710
- 90242 / COMfortel® M-720
- 90243 / COMfortel® M-730

1 Business account with Meta (Facebook/WhatsApp) required
2 Chargeable add-on option
3 E-mail server with fixed IP address required
4 May cause additional costs
5 The scope and costs of this option depend on the user booked
6 Option requires a Microsoft telephone license (additional costs)
7 Function is only available to authorized users
8 System requirements: Android 10 or iOS 15

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