



Alpha Data Cloud PBX

A Modern Communication System for Business

What is Cloud PBX?

A cloud PBX (**Private Branch Exchange**) is a telephone switching system that is hosted over the internet rather than on physical hardware in an office.

A PBX transforms the way a business communicates by seamlessly connecting all phones and devices into one intelligent system—without the cost of multiple external lines. Every employee, device, and workspace is unified through easy-to-manage extensions, creating a more efficient and professional communication environment.



Each telephone device connected to the exchange, is called an **extension**. Every extension is assigned its own number, usually a four-digit number such as **1001, 1002, 1003, and 1004**.



A **Cloud PBX** harnesses the power of Internet Protocol (IP) to empower your business with a modern, flexible communication system that eliminates the need for costly on-site hardware while delivering enterprise-grade capabilities.

With seamless connectivity across locations, your team can work from anywhere using smartphones, laptops, or IP phones—ensuring productivity without boundaries. Easily scale your system as your business grows, adding or removing extensions in minutes. Enjoy advanced features like auto-attendant, call



routing, voicemail-to-email, and conferencing, all managed through a simple web interface.

With built-in reliability, automatic updates, and secure cloud hosting, your business stays connected even during disruptions—helping you reduce costs, enhance professionalism, improve collaboration, and maintain uninterrupted operations.

Alpha Data Cloud PBX

Alpha Data cloud PBX is a robust multi-tenant communication platform based on Voice over Internet Protocol (VoIP) technology with real-time data backup. The PBX is located in a Tier III data center which has backup power generator and multiple uplinks ensuring 99.99% uptime.



As shown in the adjacent conceptual diagram, several devices work with the Alpha Data PBX. The devices include IP phones, mobile phones, tablets, laptops and desktop computers.

Connection between the devices and the PBX can be wireless or wired within a Local Area Network (LAN).

The PBX has been extensively tested with many brands of IP phones including Cisco, Htek, Grandstream, Digium, Snom, Panasonic, TpLink.

Contact: info@alphadatasolutions.net

Signup at: <https://www.alphadatasolutions.net>

To signup,

- Visit the website
- In the pricing page, pick a plan and click “Get Started” link
- Complete a short form
- Verify email address
- Make payment
- Get a receipt by email

After signup, login to web portal and create user accounts in the PBX. Install softphone in mobile devices and/or configure desk phones. Your business can start using a modern, enterprise grade telephone system within an hour or two.



Why Choose Alpha Data Cloud PBX

1. Professional Call Handling

- **Professional look:** PBX features like auto attendant (virtual receptionist), business-hour routing, ring group, ring strategies, voicemail, voicemail-to-email give the company a professional look and create a polished caller experience.
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2. Cost Savings

- **Lower upfront costs:** No need to purchase expensive hardware or maintain a dedicated phone server.
 - **Predictable monthly fees:** Transparent fee based on subscription.
 - **Reduced maintenance costs:** The provider handles updates, patches, and system upkeep.
 - **No setup fee:** There is no setup fee.
 - **No server fee:** There is no server fee.
 - **Try free:** Try free for 30 days.
 - **Unlimited calls:** Make unlimited in-network calls.
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3. Fast Onboarding

- **Quick signup:** Signup in minutes from a web portal.
 - **Rapid deployment:** Within minutes, extensions can be created in the PBX web portal individually or in bulk through a file upload.
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4. Built for Productivity, not Maintenance

- **Be productive:** Eliminate the cost and complexity of managing legacy PBX hardware. Administrators can add users, assign extensions, and review call reports from a single web portal.
 - **Work efficiently:** Time saving features like bulk broadcast of voice, SMS and email messages.
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5. Scalable and Flexible

- **Easy to scale:** Add or remove extensions quickly without physical changes.



- **Supports remote work:** Employees can connect from anywhere with an internet connection.
 - **Different plans:** Choose from three paid subscription plans that can be renewed weekly, bi-monthly, monthly, quarterly, bi-annually, and annually.
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6. Advanced Features

- Voicemail-to-email transcription
 - Call forwarding and routing
 - Auto attendants and IVR (Interactive Voice Response)
 - Conference calling and video integration
 - Analytics and call reporting
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7. Reliability and Redundancy

- **99.99% uptime:** Hosted in a Tier III data center with backup power generator and multiple uplinks for always-on communication.
 - **Continuity during disasters:** In case of issues with the primary PBX, calls can be rerouted to a backup PBX in a different data center at a different location.
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8. Simplified Management

- **Cloud dashboard for administration:** manage users, extensions, and call flows from a browser.
 - **Transparent updates:** Updates and upgrades happen automatically without downtime.
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9. Mobility

- **Mobile and fixed devices:** Employees can make and receive calls on laptops, smartphones, or tablets.
 - **App for mobile devices:** The PBX comes with a complimentary mobile phone app with push notification that can wake up the app from sleep induced by the mobile phone operating system.
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10. Built for Security

- **Encryption:** Calls are encrypted for security.
- **App for mobile devices:** The PBX comes with a complimentary mobile phone app with push notification that can wake up the app from sleep induced by the mobile phone operating system.

11. White Label

- **Brand the PBX:** The PBX platform can be used for Communication as a Service (CaaS) under your company name, logo, etc. You set your own prices and bill your clients.

Features List

Features	
IVR Auto Attendant	Local, Remote Endpoints
Blind Transfer	Message Waiting Indicator
Call Detail Records	Multi Tenant
Caller Id	Music on Hold
Call Forward	Music on Transfer
Call Parking	Notification Service
Call Queuing (Call Center)	Reminder Service
Call Recording	Remote Call Pickup
Call Retrieval	SIP Trunk
Call Routing	SMS Broadcast
Caller Statistics	SMS Messaging
Call Transfer	Three Way Calling
Call Waiting	Transcript Service
Codec Conversions	Voice Broadcast
Conference Call	Voicemail
Database Integration	Voicemail to Email
Do Not Disturb	
Email Broadcast	



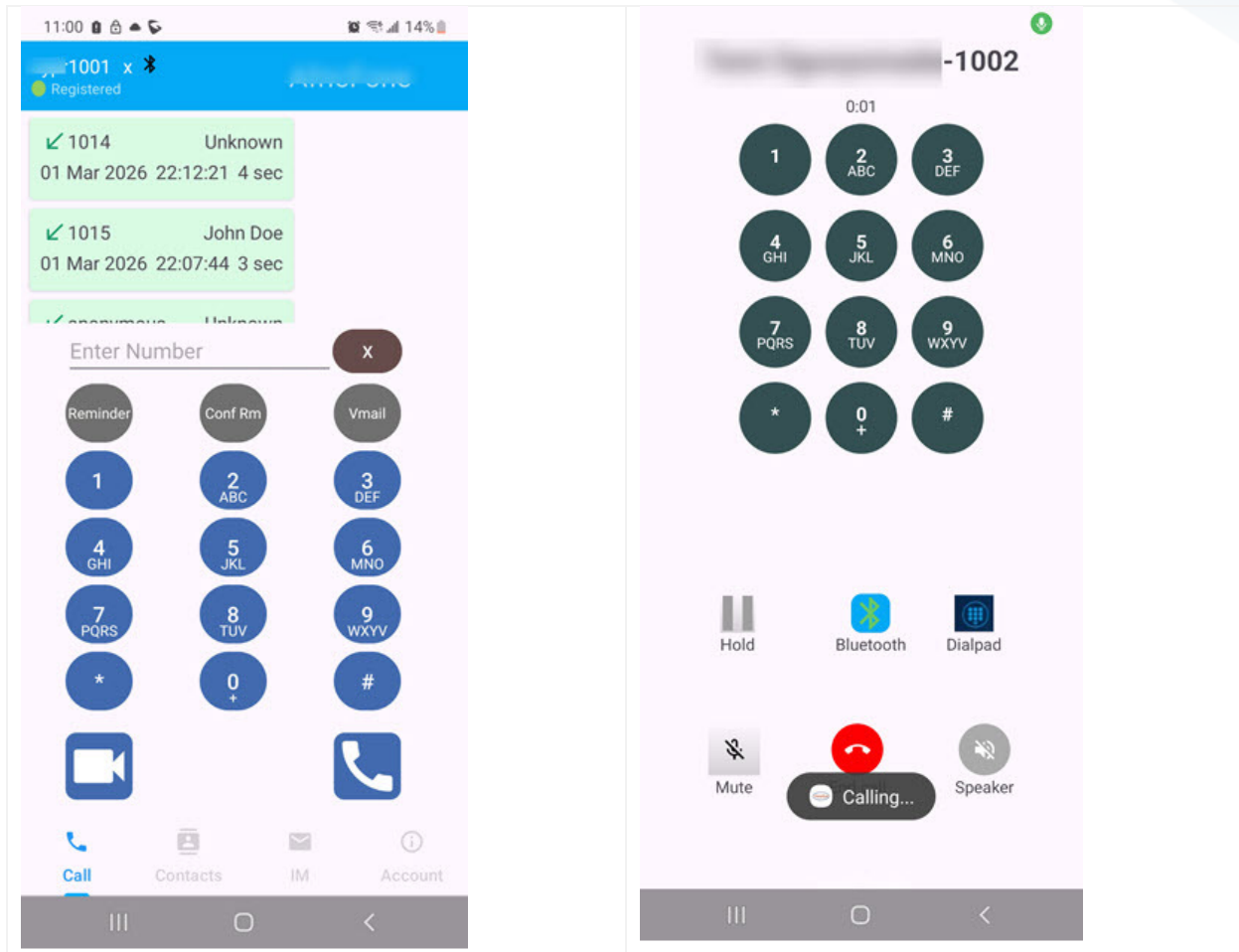
Compare Subscription Plans

Compare Plans					
#	Feature	Free*	Basic	Standard	Ultimate
1	Intercom	✓	✓	✓	✓
2	Voicemail	✓	✓	✓	✓
3	Mobile App	✓	✓	✓	✓
4	Web Portal	✓	✓	✓	✓
5	WiFi Calling	✓	✓	✓	✓
6	Call History	✓	✓	✓	✓
7	DID** Capable	✓	✓	✓	✓
8	Call Transfer	✓	✓	✓	✓
9	Conference	✓	✓	✓	✓
10	3-Way Calling	✓	✓	✓	✓
11	Text Messaging	✓	✓	✓	✓
12	Reminder Service	✓	✓	✓	✓
13	Voicemail to Email	✓	✓	✓	✓
15	Quick Conference Room	1	1	2	3
16	Unlimited Minutes (In Network)	✓	✓	✓	✓
17	Interactive Voice Response** (IVR)	✓	✓	✓	✓
18	Schedule Conference	✗	✗	✓	✓
19	Follow Me	✗	✗	✓	✓
20	Ring Group	✗	✗	✓	✓
21	Park/Pickup Call	✗	✗	✗	✓
22	Broadcast SMS Message**	✗	✗	✗	✓
23	Broadcast Email Message	✗	✗	✗	✓
24	Broadcast Voice Message**	✗	✗	✗	✓

* Free plan duration is **one month** (30 days) max.

** Requires a Direct Inward Dial (DID) number.

Mobile App (VoipSys)



Direct Competitors

Any other PBX, modern or legacy, competes directly with Alpha Data Cloud PBX. These include:

- Ooma
- Vonage
- Panasonic
- Ring Central
- Microsoft Teams PBX

Many of these competitors are based in the United States and do not offer the option to pay in the currency of other countries.



Other Competitors

Applications for text/voice messaging, video conference, conference calls, screen/document sharing. partially compete with Alpha Data Cloud PBX.

The core strengths of these applications lie in group collaboration through video conference, document and screen sharing, texting and chats.

These applications lack capabilities like voicemail, call forwarding, call queue, auto-attendant that are constantly needed in a business environment.

Popular applications include:

- Zoom
- Webex
- Telegram
- WhatsApp
- GoToWebinar
- Closed User Group
- Viber
- Skype
- Slack
- Hangouts
- TeamViewer
- GoToMeeting

Closed User Group (CUG) service is offered by GSM Mobile telephone operators like MTN, Airtel, T2 (9Mobie). Group members can make unlimited calls and text to one another. Calls and texts to non-members costs extra. CUG lack many PBX features.