

Communication Solutions that Scale With You

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Summary of Capabilities



Overview of Primevox Communications Telephony

Primevox is a Houston, Texas-based VoIP company that offers cutting-edge, next-generation VoIP services with unparalleled reliability and customer support, a 99.999% SLA, patented proprietary inter-PBX routing technology, and robust encryption.

Primevox uses a first-of-its-kind, patented artificial intelligence (AI)-based VoIP proxy cluster with built-in redundancy technology. This technology seamlessly optimizes call routing for the highest call quality, lowest downtimes, and fastest recovery times from failover in the industry. Most telecommunication providers use basic primary or secondary failovers, which results in a high potential for dropped calls and extended downtimes.

Primevox's novel AI technology simultaneously and imperceptibly routes calls between our five data centers, choosing the best route for each call within ≈ 400 milliseconds.

(Figure 1). Thus, just as a GPS might constantly re-route navigation in real time to avoid crashes and traffic jams, Primevox's non-centralized system and built-in redundancy ensures 1) data is always copied internally within at least two of the five data centers so calls are not dropped, 2) calls are reinvented in real time, no matter the carrier of the caller on the other end, and 3) calls recover nearly instantaneously from global outages (Figure 2).

Primevox uses Open Standard SIP, which enables our system to be compatible with innumerable manufacturers and software programs. All calls are encrypted to the maximum possible extent and are HIPAA compliant and third-party verified. Moreover, our patented AI technology and cloud-based solution ensures your service is infinitely scalable both vertically and horizontally.

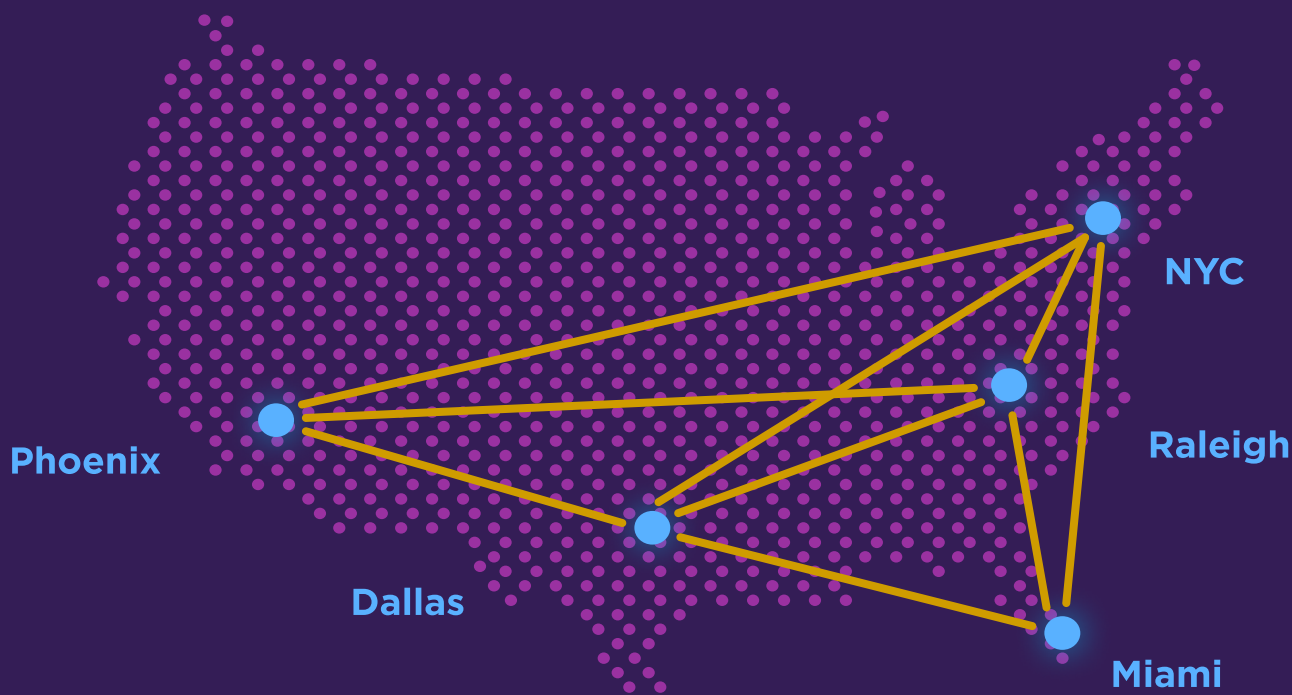


Figure 1. Call data routing and duplication/redundancy between Primevox's five US data centers ensures the highest uptimes in the industry and undetectable failovers.

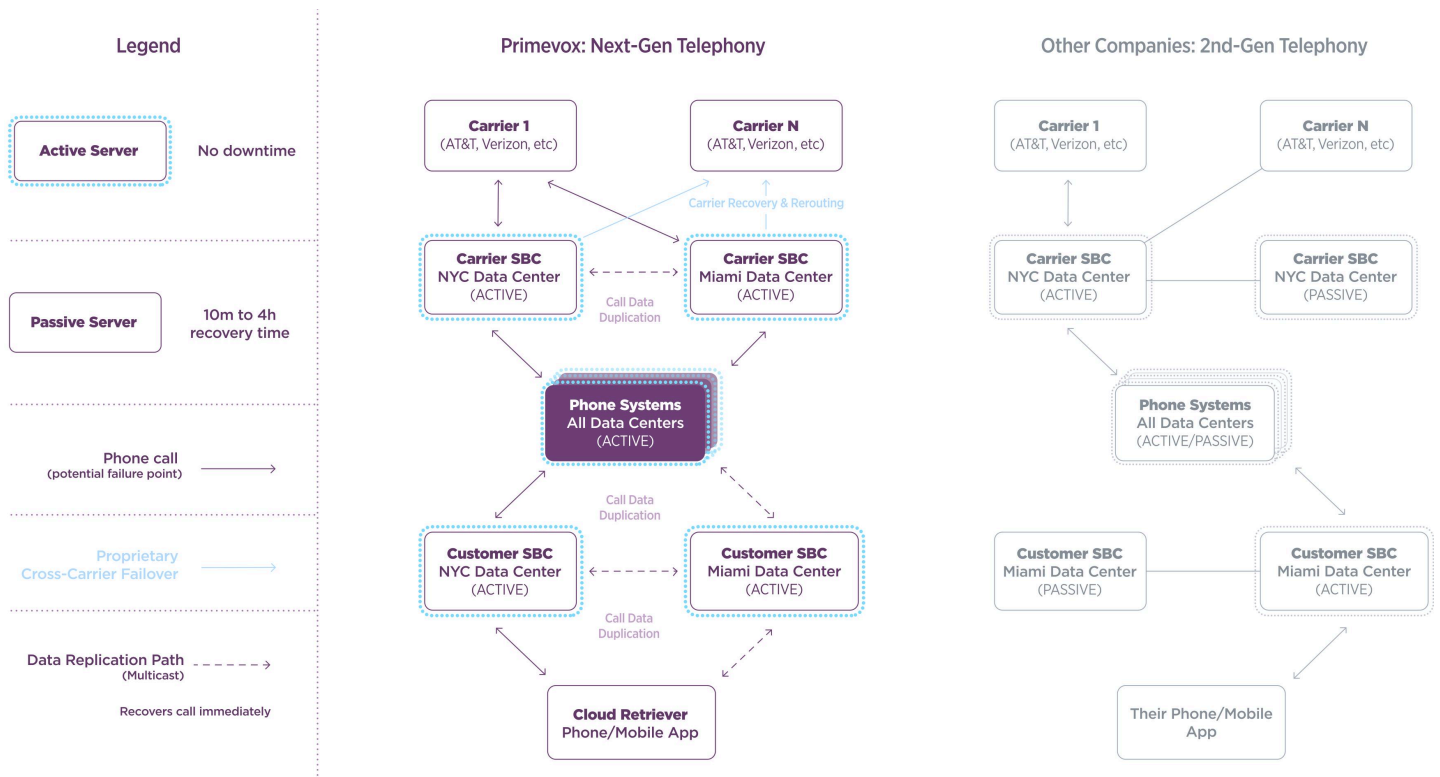


Figure 2. Primevox’s patented next-generation AI technology ensures multi-master replication (i.e., all pathways remain active) and always duplicates call data at a minimum of two data centers to eliminate downtime. In contrast, 2nd-generation competitors employ a passive/active approach without duplication, resulting in high downtimes, dropped calls, and slow failover (i.e., call recovery times of 10 minutes to 4 hours). SBC: Session border controller.

System Architecture and Capabilities

Virtually infinite horizontal and vertical scalability is the cornerstone of Primevox’s patented technology. With little to no on-premises equipment to fail or become obsolete, and Primevox’s continual efforts to push the limits of flexibility and functionality, we can easily grow to meet our customers’ evolving needs.

Networking Requirements

Even with the largest conceivable installation, customers will not need to increase bandwidth as they grow over time. Table 1 shows Primevox standard test results under standard test conditions.

Table 1. Primevox standard test results under standard test conditions

Parameter	Primevox Results
Bandwidth	64 Kbps per phone call
Latency	36 ms
Jitter	<5 ms
Packet Loss	0%

Integrations/Interoperability

We handle the programming and maintenance of integrations for our customers at no additional cost. Primevox can support integration with innumerable applications (e.g., Google, Microsoft 365) and any manufacturer device that supports Open Standard SIP (e.g., Polycom, Grandstream, Cisco, Yealink, Algo). Our team of software engineers loves to create new integrations with outside systems, so we can build almost anything our customers come up with, your imagination is the limit, since we genuinely believe that anything is possible with enough code.

Primevox can easily program desktop VoIP phones, softphone apps, and softphone desktop software to accommodate the specific needs of various industries and customer types. Options for codes and customizations are essentially limitless—e.g., panic button, lock-down codes, codes that trigger emergency messages to select groups, speed dial options—and can be programmed to notify select individuals and off-site distribution lists.

Connectivity: 911 and Analog Connections

Our capacity to connect to analog devices is unlimited. Paging systems, faxes, external ringers, and other existing analog systems can connect with the Primevox platform using a Grandstream HT818 ATA device. We also interface with POTS lines, FXO/FXS, and other analog systems for 911 calling/survivability, including two-way radio integration using an analog interface and emergency response email notifications. These devices interface with Primevox's system via Open Standard SIP, with on-premise connectivity via FXS or FXO ports for analog devices.

Emergency calls and emails can be placed by all of a customer's employees using Primevox's softphone or desktop apps and can be programmed to notify select individuals in real time as well as an off-site

distribution list via phone or email. Primevox easily accommodates notifications to multiple emergency response locations and supports high granularity of location information conveyed to police when a 911 call is placed.

Uptime and Downtime

Owing to our proprietary method of AI-based redundancy technology shown in Figure 2, Primevox has experienced an uptime of 99.999% (i.e., less than 6 minutes downtime per year) since inception, including 100% of uptime and 0 minutes of downtime over the last four years.

Failover

Because all data pathways in the Primevox system are always active (Figure 1), failover is near-instantaneous and undetectable by Primevox users. If another carrier experiences an outage, and their back-up system is active, Primevox automatically reinvents the carrier back to the call with a high success rate. If a user's phone dies, Primevox will reinvent the call six times.

Disaster Recovery and Redundancy

In terms of disaster recovery, the Primevox platform replicates data at five geographically separated data centers (Figure 1), which is virtualized using the VMWare platform. Primevox can securely store unlimited quantities of data using TLS-encrypted, HIPAA-compliant Amazon S3 Object Storage. Data can be stored for up to two years. Utilizing an odd number of geographically disparate set of data centers, uptime is guaranteed as long as a majority of data centers are online (i.e., the "majority quorum") to maintain proper AI and cluster operations. In 9 years of operating this revolutionary system, the majority quorum has never been lost.

Data Storage Capabilities

Primevox data is stored using encrypted Amazon S3 object storage and can be stored for up to 2 years. As storage capabilities are infinite, Primevox can easily meet customers' data storage, retention, and monitoring requirement needs for thousands of users, and needs can be adjusted on a site-by-site basis. The two-year data retention period can be extended and customized, as our platform is built in-house and is therefore easy for us to make enhancements. Data retention can be set differently for digital faxes, voicemail messages, call recordings, etc.

We have hired, on a yearly basis, a 3rd party compliance and security company to audit our company business practices and technical practices to ensure HIPAA compliance, which ensures data is encrypted and stored/transmitted securely.

Telephony Features and Functions

Primevox believes in transparency and fairness. That's why our extensive suite of over 100 features, shown in the table below, is included in our base price. These features include, but are not limited to, auto attendant, SMS messaging, voicemail (with voicemail-to-email and voicemail transcription), highly customizable and sophisticated call queues, switchboard/operator consoles, full administrative features, extension dialing between locations, and converged phones. Most features offer infinite scaling options. Only three listed features italicized in the table below may bore additional costs: bulk texting, international calling, and toll-free numbers.

Business Communications	
Phone	
0 to 5 Digit Extensions	Dynamic Caller ID
Analog Telephone Line Adapatability	e911 Management
Announce Position in Queue	Feature Shortcuts (Star Codes)
Automations (Macros/Workflows)	Feature Transfers
Call CAPTCHA	International Calling/Dialing
Call Confirmation	International Numbers
Call Monitoring (Listen/Whisper/Barge)	IVR Menu (Auto Attendant)
Call Parking	IVR/Auto Attendant Report
Call Recording	Mobile Softphones
Call Schedules	Multi Recipient Voicemail Notifications
Caller ID Management	Multiple Voicemail Notifications
Caller ID Prefixes	Multiway Toggles
Canadian Numbers	Music on Hold
Centralized Presence on Every Device	Number Blocking
Click-to-Call Chrome Extension	On-Demand Call Recording
Computer Desktop Softphones	One-Time Voicemail Notifications
Conference Bridges	Paging/Intercom
Custom Greetings	Phone Number Porting
Dashboards	Phone Number Purchasing
Dependency Trees	Phone Number Routing
Device Provisioning Templates	Phonebooks
Dial-by-Name Directory	Queue Call Back Request
	Queues
	Ring Groups (Hunt Groups)

Scheduled Wakeup Calls
SIP Device Provisioning
SIP Trunking
Toll Fraud Protection
Toll-Free Numbers
Two-Way Toggles
US Phone Numbers
VIP Caller List
Visual Call Schedules
Visual Voicemail
Voice Pitch Shift
Voicemail IVR
Voicemail Notification Schedule
Voicemail Transcription
Zero Touch Device Provisioning
Fax
Digital Faxing
Dynamic Fax Cover Pages
Fax Confirmation Pages
Fax Detection
Fax-to-Email
Messaging
Bulk SMS Messaging
Group SMS/MMS Messaging
Missed Call SMS Auto Reply
MMS (Picture) messaging
Scheduled SMS/MMS Messages
SMS (Text) Messaging
SMS Auto Response
SMS-to-Email
SMS/MMS Message Templates

Reporting and Analytics

Audit Logs
Call Transcription
CDR/Reporting Tags
Device Status Snapshot
Digital Fax Report
e911 Report
Email Delivery Logs
Extension Report
Messaging Delivery Logs
Outbound Dial Report
Phone Number Report
Queue Detail Report
Queue Summary Report
Queue Supervisor Console
Realtime Device Monitoring
Ring Group/Hunt Group Detail Report
Ring Group/Hunt Group Summary Report

System Management and Access

Brandable Administration Portal
Brandable Login Page
Brandable Mobile and Desktop Softphones
Customizable Data Retention Policies
Granular User Permissions
Multi-site Management
Phone Number Management
Portal User Impersonation
Single Sign-On (Google & Microsoft)
Soft Deletes

Integrations and Intelligence (AI)

AI Call Summarization

API Routers

Centralized API Key Management

Open API

Sentiment Analysis

Webhooks (Realtime Event Streams)

Contact/Call Centers

Primevox can create unlimited contact/call centers as needed to meet our customers' needs. In line with Primevox's commitment not to nickel and dime our customers, a plethora of contact center features are built into our platform and all included in our base price (Table 2) . These include ACD queues (e.g., ring all, linear, least-recent, least-calls, random, round-robin), skills-based routing, agent login/logout tracking, real-time and historical queue analytics, and unlimited agent/supervisor and dashboards.

In addition, the following AI features are available in our call center suite: sentiment analysis, which analyzes the happiness or anger of a customer throughout the call to determine how satisfied a customer is with the agent's service; agent coaching, which offers the agent tips on how to improve future calls; call summarization, which summarize the call in 5 talking points; and action item generation, which extracts actionable items from the call (e.g., "don't forget to email the customer", "offer that discount to them on their next billing cycle").

Customer Support and Training

Contact/Call Centers

For Primevox customers, the chain of trust resides with Primevox. Our customer support is unparalleled and response to critical issues very aggressive. We don't use bots and auto-attendants; we are real people who care about our customers and aim to answer all calls by the third ring. Primevox's Net Promoter Score (NPS) is 64, which is unprecedented in the VoIP industry (see Figure 3).

In contrast to the conventional paradigm, in which vendors are the first point of contact for technical issues that can often be solved virtually, Primevox offers one single point of support. This substantially simplifies the process of and response time to providing technical assistance our customers. In the case of a technical issue or concern, the customer first reaches out to Primevox's dedicated support team. Primevox has an average initial ticket response time of 15 minutes for non-critical tickets. If a customer submits a ticket with "urgent" in the subject or body, our system flags the ticket and notifies the entire Primevox team on a critical priority channel for a near-instantaneous response.

If Primevox cannot resolve the issue virtually, we will initiate a service ticket and transfer the ticket to our local IT partner, who will then rapidly deploy on-site resources and assistance.

Additionally, Primevox can program a "HELP" dialing extension for all phones so the customer can directly contact our world-class support team at any time. Our team is here for you, no matter the issue and no matter what time it is.

Customer Training

At Primevox we traditionally perform training remotely. However, we are very happy to travel to your site for in-person training. When it comes to remote training, Primevox can host a webinar to educate the administration and employees on using the Primevox system. A separate webinar can be hosted specifically for administrators. On-site assistance for installation and training will be provided by both our local IT partners and Primevox.



Figure 3. Primevox's Net Promoter Score compared with various industries, Business-to-Business (B2B) benchmarks, and two leading competitors. Sources: [customerguage.com](https://www.customerguage.com), [comparably.com](https://www.comparably.com)

The Primevox User Platform

Primevox has a user-friendly customer portal that is built and maintained in-house, making it incredibly nimble and easily able to accommodate customer-requested changes. Customers have direct access to their portal to make modifications at any time, or they can reach out to Primevox's support team, who will make changes on their behalf.

Monitoring Capabilities, Diagnostics, and Troubleshooting

The Primevox portal offers a suite of real-time monitoring and troubleshooting tools via analytics dashboards for call quality and latency statistics, monitoring via listen/whisper/barge capability, recording review and call flagging for support follow-up, and additional monitoring capabilities depending on the needs of customer's staff. Analytics dashboards are available to view reports such as real-time latency, searchable call detail records, and extension analyses.

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