



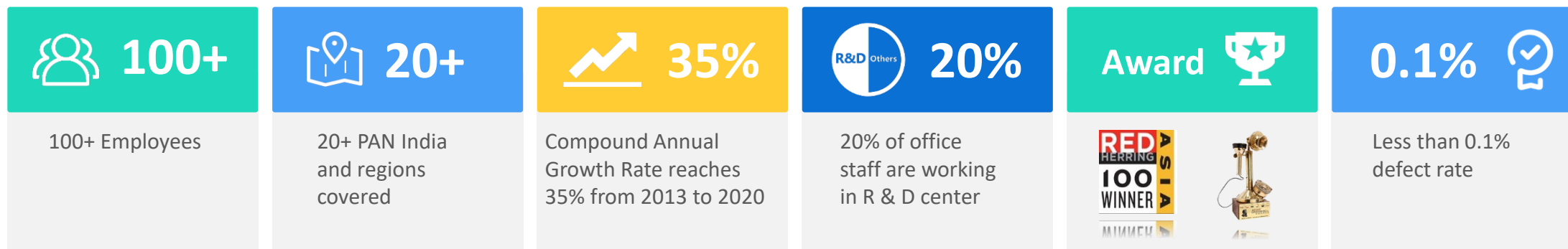
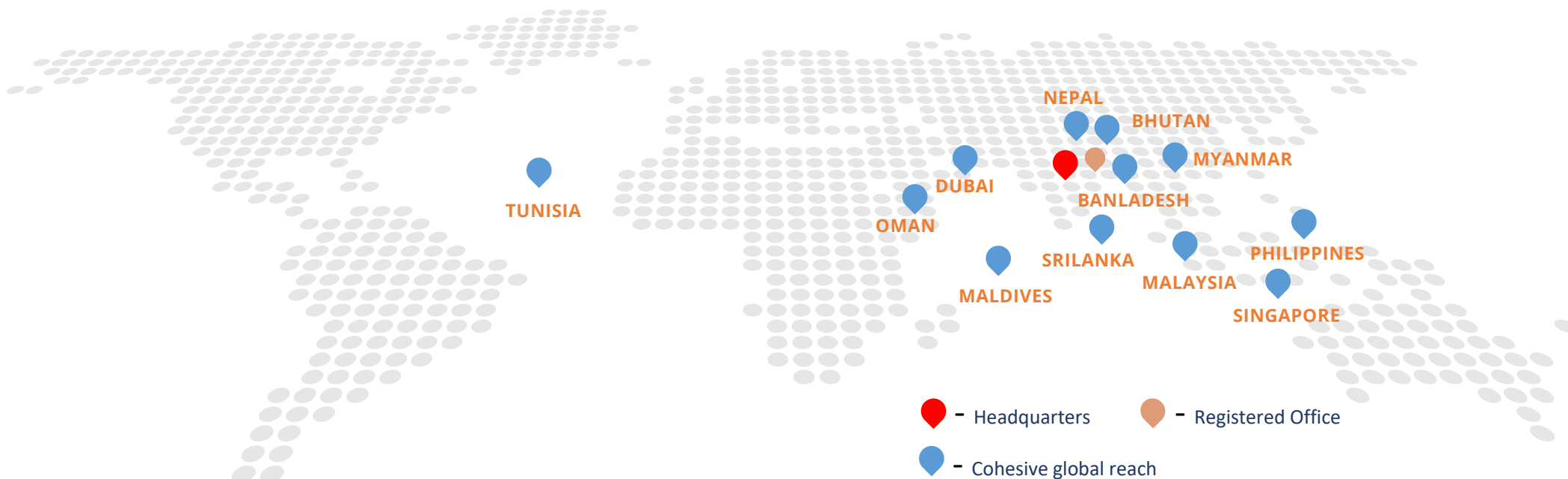
# Empowering Communication

Innovate. Integrate. Connect.



Cohesive Technologies Pvt. Ltd

# About Cohesive Technologies



 CS-4, 5 & 6, 4th Floor, Ansal Plaza, Sector 3 Vaishali, Ghaziabad (Uttar Pradesh.) 201010

 169, FIE, 1st Floor Patparganj Industrial Area, Delhi-110092, India

[Product Categories](#)

# Segment We Cater & Technology Partners



| Enterprise | Education | Healthcare | Residential | Automobile | Telecom | Financial |
|------------|-----------|------------|-------------|------------|---------|-----------|
|            |           |            |             |            |         |           |



# Product Portfolio



## IP Voice Telephony & IP Hotel Phones

- 2 - 6 SIP accounts
- Common-area phones
- color screen, HD audio
- Noise-shield technology
- Enterprise-grade security
- WiFi Cordless IP Phone
- Bluetooth, wifi, BLF Keys



## IP Video Telephony

- 16 SIP ac, Video Calling
- Instant Messaging
- Bring Your Own Device (BYOD)
- Security and On-Premise Access
- Employee Access
- Huddle Rooms



## Answering Units

- Luxury design with top materials
- Smartphone as answering unit
- Home automation integration
- HD quality sound with ambient noise suppression



## SIP Door Intercom

- Intercom is a first access control device you will get in touch before you enter a building
- It has to look very luxury in villas or MDUs
- HD audio & video quality



## Unified Communications

- Upto 5000 Extension
- Redundancy, voicemail, Recording
- call center features
- Integrated with 3 party products
- Linkus App, Auto Dialer
- Automatic Call Distribution



## Smart Home Automation

- Smarter Home,
- Sweeter Life,
- Zigbee Hub.
- Intercom. Smart Home Control Panel in One



## IP Access Control & SW

- Slimline design
- Fastest mobile access
- Bluetooth, IP55 and IK07
- Controller and reader in one
- Encrypted two-way communication
- Perfect for the office or outdoor



## Gateways & ATAs

- E1/T1/J1 Ports
- FXS & FXO Ports
- Voice Conferencing
- concurrent calls
- Nat Traversal



## Audio/Video Conferencing

- Runs on Android 9.0 operating system
- Support for up to 300 participants and 120 video feeds per session; up to 10 simultaneous sessions
- video and audio recording
- 1080p Full-HD video
- Bluetooth, WiFi support
- Built-in Mic/Speaker
- PAN, TILT, ZOOM - camera
- IPVideoTalk Meetings Platform



# Product Portfolio continue...



## IP & Analog Industrial Phone

- Hazardous & Non Hazardous
- Water Tight, Weather/Water Resistant Phones
- Food Industry Industrial Telephone
- Correctional Institute Industrial Telephone

## Elevator Management

- Convenient for the residents to get in and out without cards to avoid residents



## Networking Switches

- GREEN Networking, smart LCD
- Port VLAN, Watch Dog
- IP65, support 30-60W each port
- Redundant Power
- Industrial switches (-40°C ~ 80°C)
- Solar UPS/ outdoor Weather-Proof Switches
- 250 m CCTV Long-Range switches



## Wireless Access Points & Routers

- OFDMA technology
- Range upto 300 meters
- IP66-level weatherproof capability
- GWN Cloud, GWN Manager, Embedded Controller



## Personal Collaboration Devices

- RJ9, USB & Wireless Headset
- USB Webcam supports 1080p Full HD video
- Designed for remote workers, contact centers and other busy environments.
- Comfortable, cost effective, durable headset for Soho, VoIP, IP-phone
- Light weight design, practical IP telephony sound quality



## SIP Surveillance

- Introduced H.265+ & Starlight & WDR
- Debut of the unrivaled Mini PTZ Bullet Camera
- New technologies: Auto Tracking, Advanced Heat Map and High-quality Deblur...
- Release AI ANPR solution & Pro Bullet Plus (with 3D Radar Module)
- Launch enterprise VMS



## Call center solutions

- Inbound/Outbound calls
- Contact center on cloud
- IVR, Auto dialer, Automatic Call Distributor
- Hosted Call Center



## SIP Public Address System

- SIP/Multicast/Informacast/Syn-App
- Serverless IP paging solution
- Communication with SIP devices
- Integration with VMS via ONVIF
- Loudest Sound in the market





# Digital Value, Delivered.

Company Profile



# CONTENTS

1

## **Who We Are**

Yeastar at a Glance

2

## **What We Do**

Yeastar Products & Solutions

3

## **Why Partner with Yeastar**

Your Trusted Partner



# Who We Are

The world's leading provider of  
Unified Communications solutions



Yeastar makes digital value easily accessible from ownership and adoption to daily usage and management by transforming how businesses connect and communicate. Yeastar has established itself as a leading provider of UC solutions with a strong ecosystem, a global network of channel partners, and over 650,000 customers worldwide.

---

Countries

**120+**

---

Global Channels

**9,000+**

---

Customers

**650,000**

# Our Mission

We are committed to helping businesses remove barriers to a connected and collaborative digital workplace.

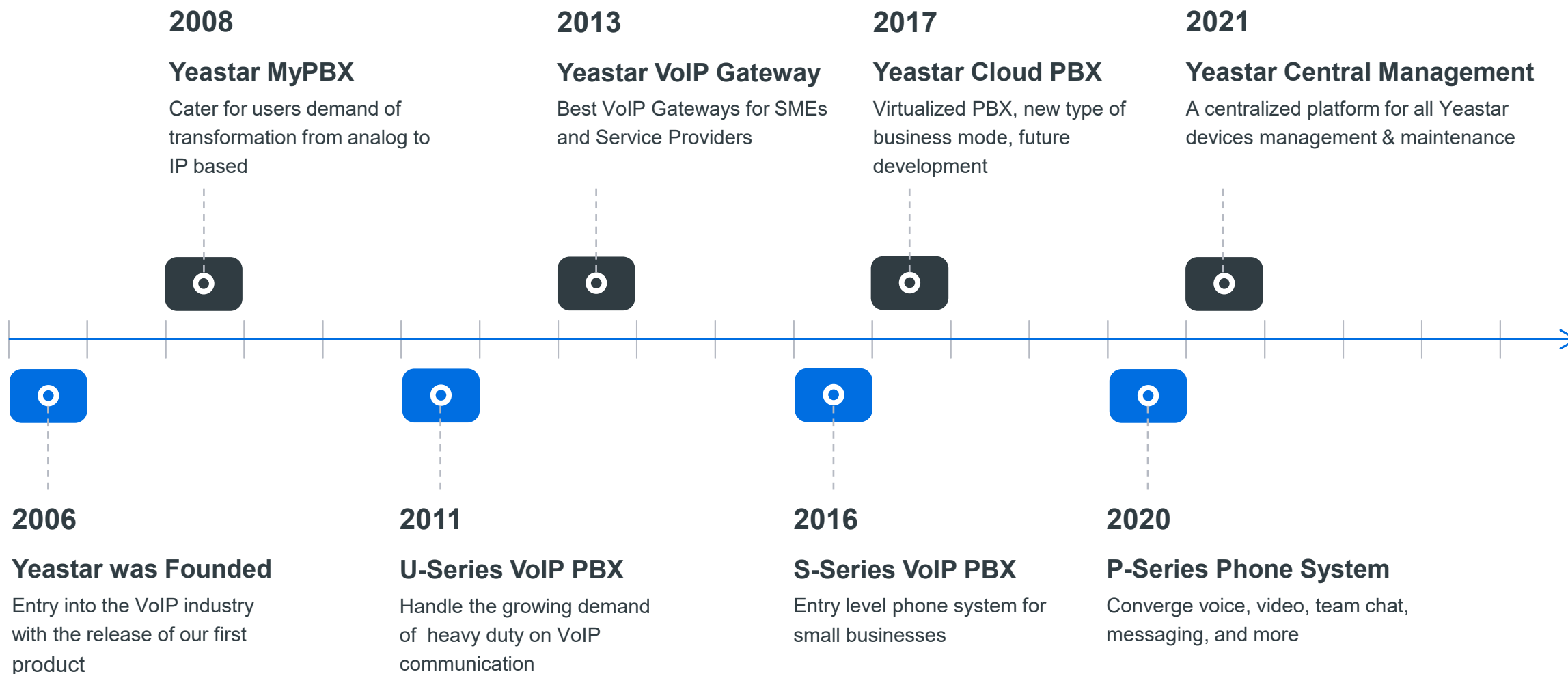
Through our **easy-to-adopt, easy-to-use, and easy-to-manage solutions**, we embark businesses, both small and large, on an easy, seamless and pleasant digital transformation journey.

**Digital Value,  
Delivered.**



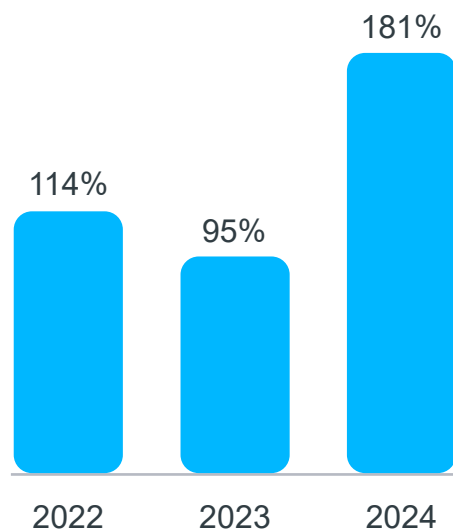
- 
- ➔ **Easy-to-adopt**
  - ➔ **Easy-to-use**
  - ➔ **Easy-to-manage**

# Yeastar Milestone

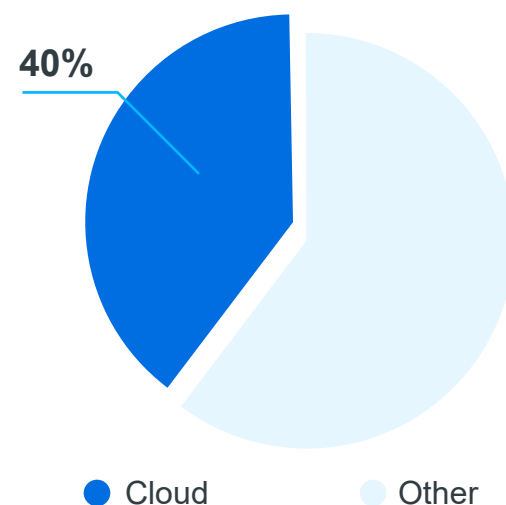


# Yeastar Today

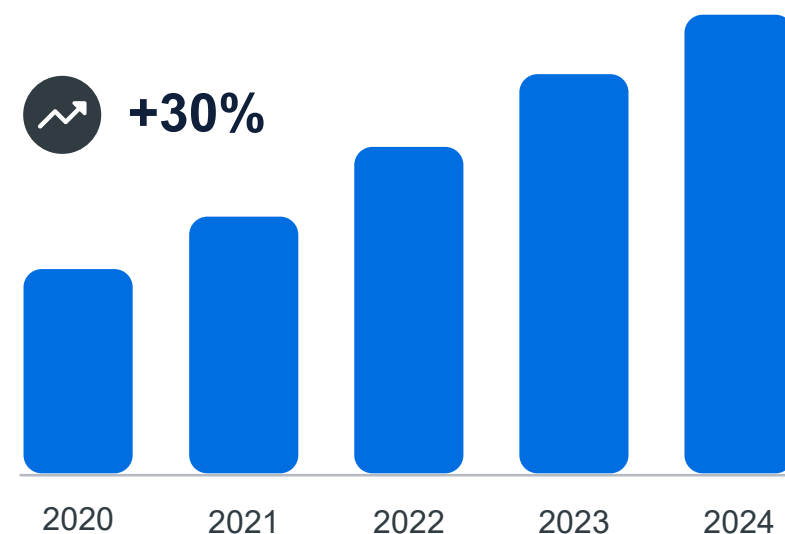
## Cloud PBX Growth Rate



## Cloud Business Revenue Ratio



## Continuous Revenue Growth



**Global SME IP-PBX Leader  
& Innovator**

**TOP 3**  
China  
IPPBX PROVIDER

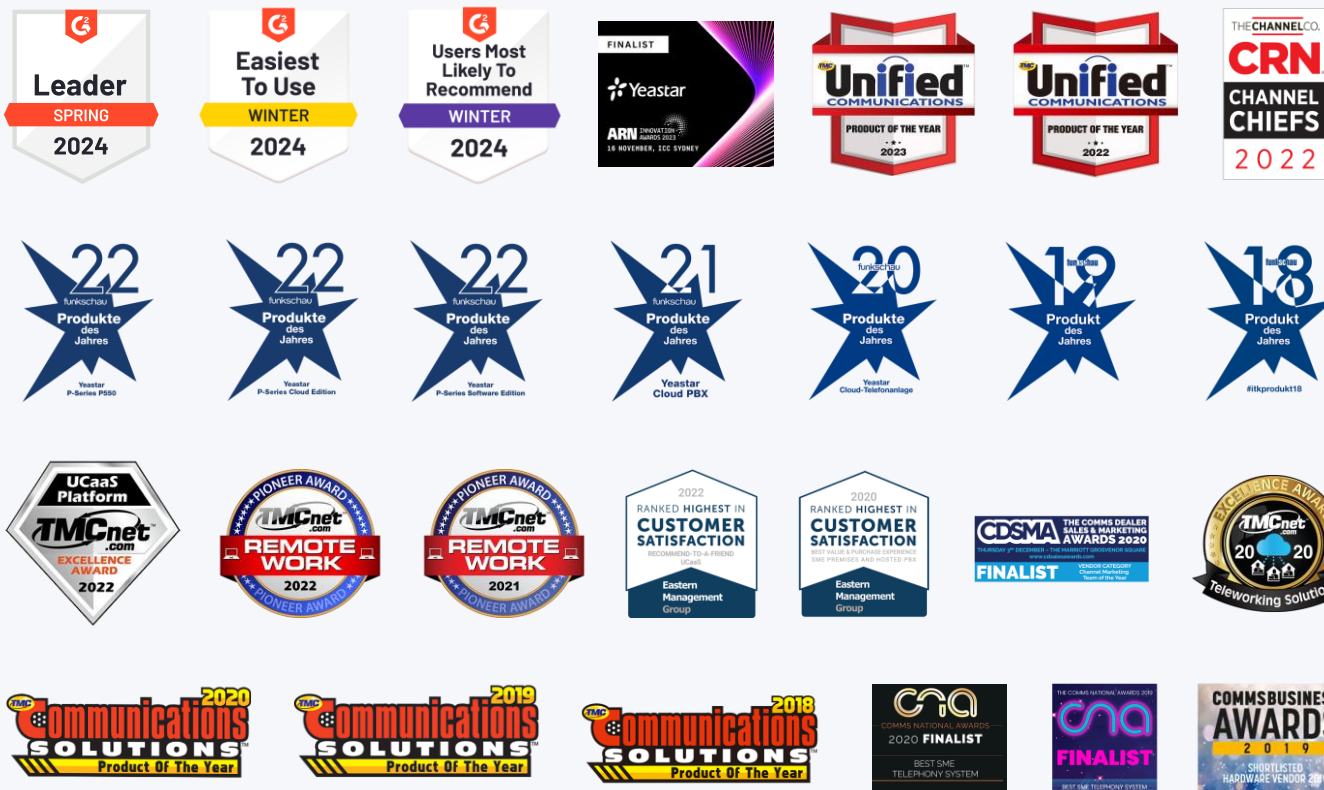
**TOP 10**  
Global  
IPPBX PROVIDER

Our revenue keeps growing at an average of over **30%** annual growth rate.



# Yeastar Recognition

## Awards



## Certification





# Easy-first Unified Communications

Our passion lies in creating values with [the right technology](#) for partners, customers, and every business.

# Easy-first Unified Communications

Easy to use

Easy to manage

Easy to integrate

Easy to adopt



## P-Series Phone System

- Appliance Edition
- Cloud Edition
- Software Edition



## Linkus UC Clients

- Linkus Web Client
- Linkus Mobile Client
- Linkus Desktop Client



## More VoIP Products

- S-Series VoIP PBX
- VoIP Gateways



## Value Added Service

- Remote Access Service
- Linkus Cloud Service Pro



## Platform Tools for Partner

- UCaaS Service Delivery and Management
- Remote Management





# P-Series Phone System

Easy-first unified communications trusted by  
650,000+ businesses

## Worldwide PBX System Addressable Market by Seats

436 million

Source: Eastern Management Group

**42%** of companies have increased unified communications adoption.

Source: Unified Communication Market Outlook: 2023 – Allied Market Research

**55%** of businesses globally offer some capacity for remote work.

By 2028, it is predicted that **73%** of business teams will have remote workers.

Source: Future Workforce Report, Upwork

## Competitive Displacement Opportunities

### Top Dissatisfaction Drivers

- Customer Experience drives PBX churn
- Businesses with PBXs installed more than two years are churn candidates

Source: Eastern Management Group

**87%** of remote employees say they feel more connected and involved with teams and projects when using video conferencing.

Source: Gigaom

# Go Boundless with **Easy-first** Unified Communications

With a focus on delivering easy-first unified communications, Yeastar P-Series Phone System helps you connect dispersed teams, level up customer experience, streamline IT, and boost employee efficiency at all levels with all you need in one simple system.





# Easy, Flexible, Adaptable



## Complete

Features for every use case. Deeply Integrated with Microsoft, popular CRMs, and more.



## Easy to use

Set up in minutes. Manage and design call flows visually— no code, no IT hassle.



## Remote-friendly

Remote enable your team to answer calls and help customers wherever they are.



## Broadest endpoint supports

Pre-built auto provisioning for 500+ mainstream IP Phone models in the market.



## Trunk interoperability

Certified with 150+ ITSPs worldwide and support SIP / PSTN / ISDN / GSM trunks.



## World-class reliability

Guaranteed uptime and high availability solutions. Recognized security and privacy 3rd-party certifications.

# Ideal for Everyone

Easy to use, manage, integrate, grow



## For Business Owners

- Future-proof business with UCaaS + CCaaS in one platform
- Omnichannel communications to boost customer engagement and sales

## For Employees

- One simple app for all-call, meet, message anywhere, on any device
- Work more efficiently with integrations & automation

## For IT and System Admins

- Simplify setup, admin, and IT management
- Automate IP phone provisioning
- Bring your own number and SIP trunks
- Protect, control and manage access easily
- Maximize uptime in case of unforeseen event
- Visually build and deploy complex call routing logic in minutes

# Improve Employee Efficiency

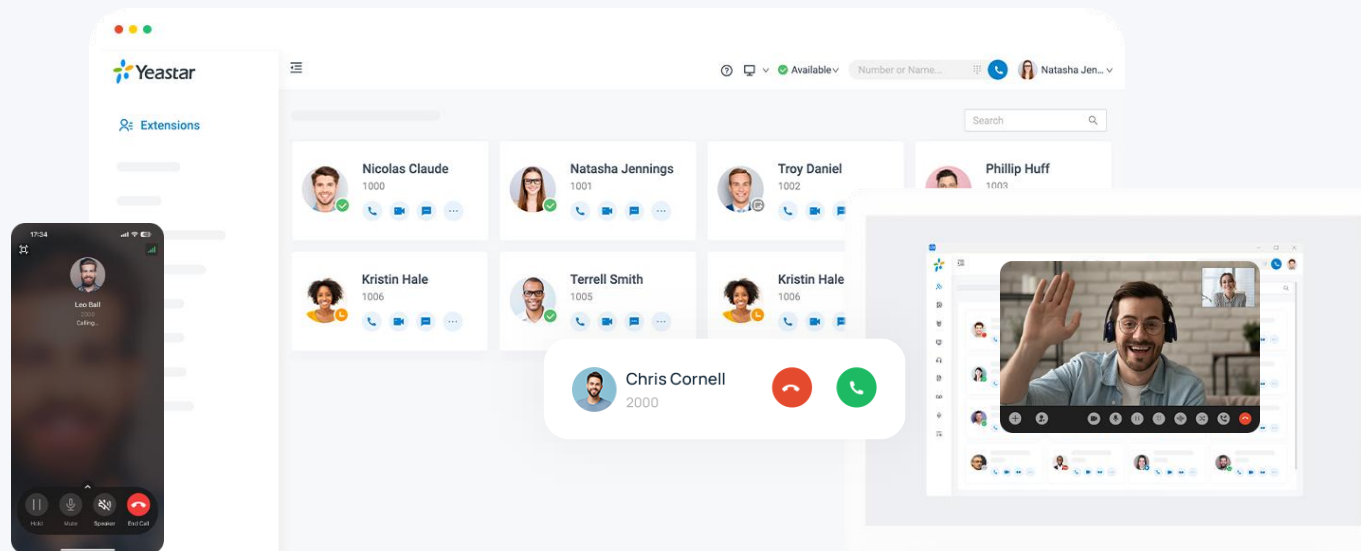
From must-have to nice-to-have, Yeastar P-Series include 100+ enterprise-level features as standard, with small business cost.

# Linkus UC Clients

Stay Connected Anywhere Anytime



mac  
OS



## All office extension features

Handle calls, chat with teams, audio/video conference, message with customers, listen to call recordings, check voicemails, send and receive faxes directly, and more, all in one simple app.

## All contacts in one place

With PBX-native contact management, intuitive phonebooks, and cross-system contacts synchronization, manage all your contacts in one place.

## Easily switch devices

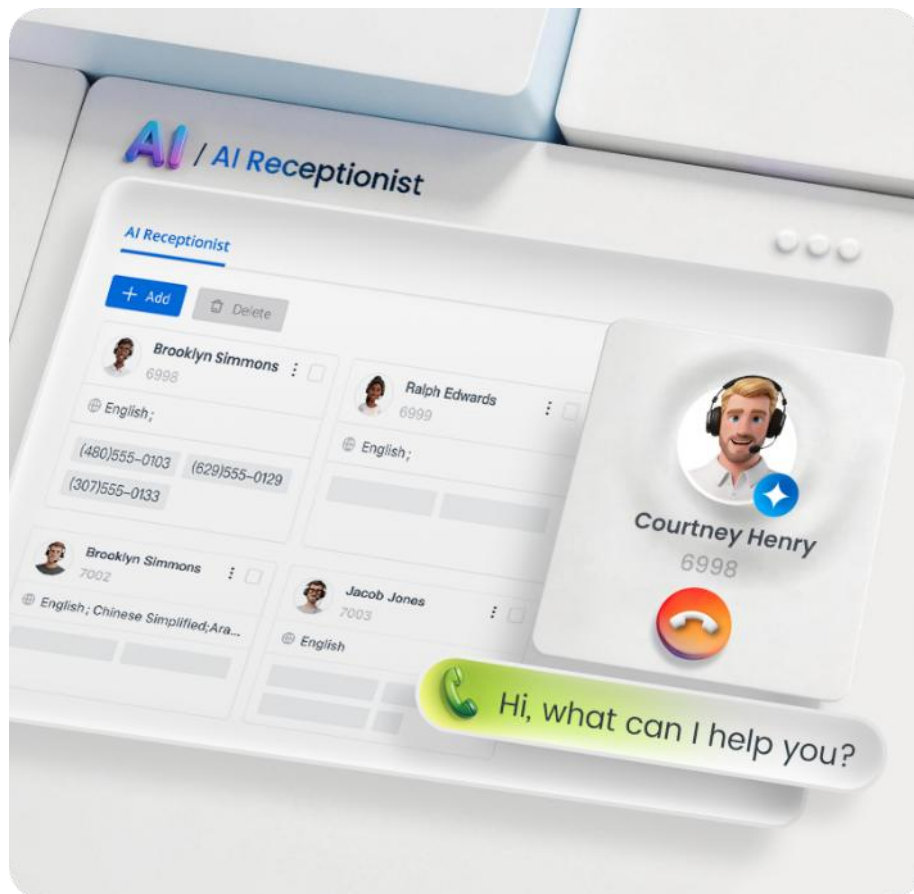
Use the app on your web, mobile, or desktop and flip calls seamlessly between devices.

- Web/Mobile/Desktop Clients
- Lightweight Google Chrome Extension



# AI Receptionist

Never miss a call or a customer. Yeastar AI Receptionist answers, understands, and routes every inbound call, automatically, around the clock



## 24/7 Call Answering

Handles calls outside business hours, during peak traffic, or when agents are unavailable

## Knowledge-Driven Interactions

Answers caller questions in real time by referencing your uploaded documents or indexed website content

## Intent-Based Call Routing

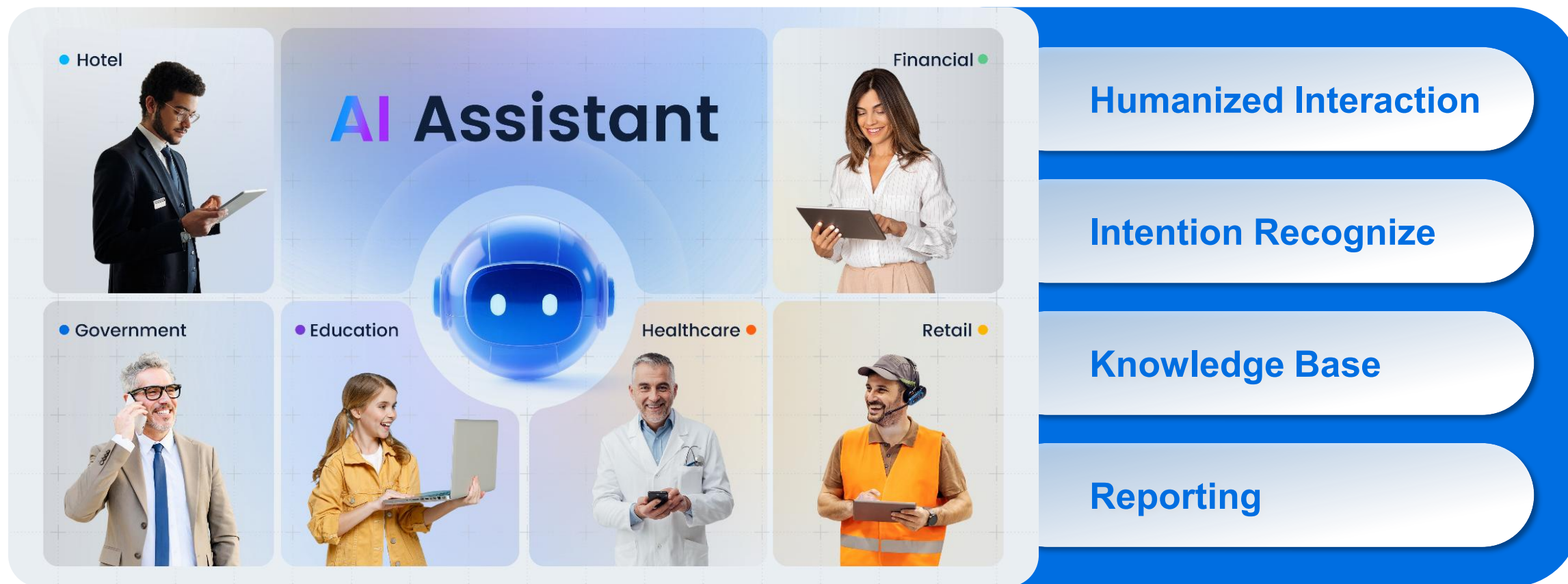
Transfers calls to the right extension or department based on caller intent

## Performance Insights

Track every AI Receptionist call via CDR and Call Reports

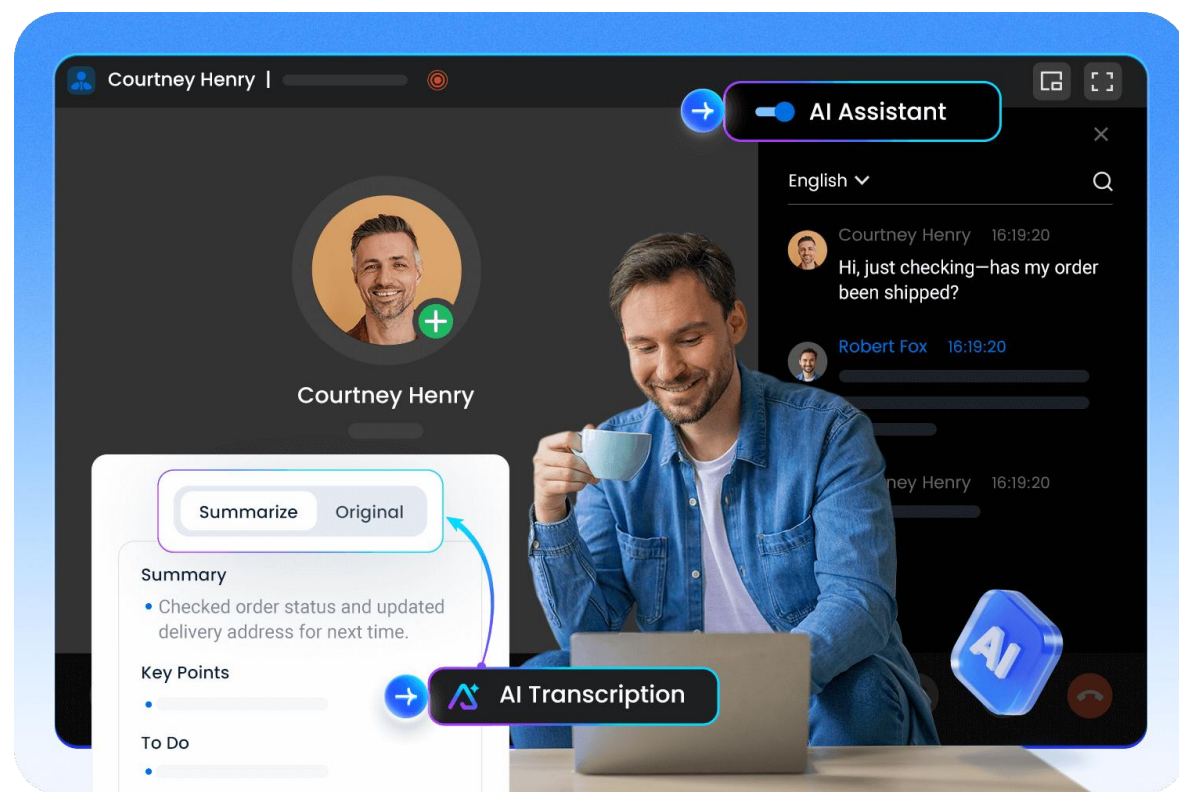
# AI Receptionist

Intelligent Call Handling



# Call Transcription & AI Summary

Unlock Insights from Every Conversation: Turn calls into text and actionable summaries



## Real-time Transcription

Live speech-to-text for instant conversation translation.

## AI-generated Summaries

Instant key points, notes, and actions for every call.

## Searchable Intelligence

Search & review information with call log.

# AI Voicemail Transcription

Read Messages at a Glance: Convert voicemails to readable text instantly



## AI-Powered Transcription

Accurately transcribe voicemails using STT

## Multi-Platform Delivery

Receive transcriptions via Linkus UC Clients (web/desktop/mobile) or email directly

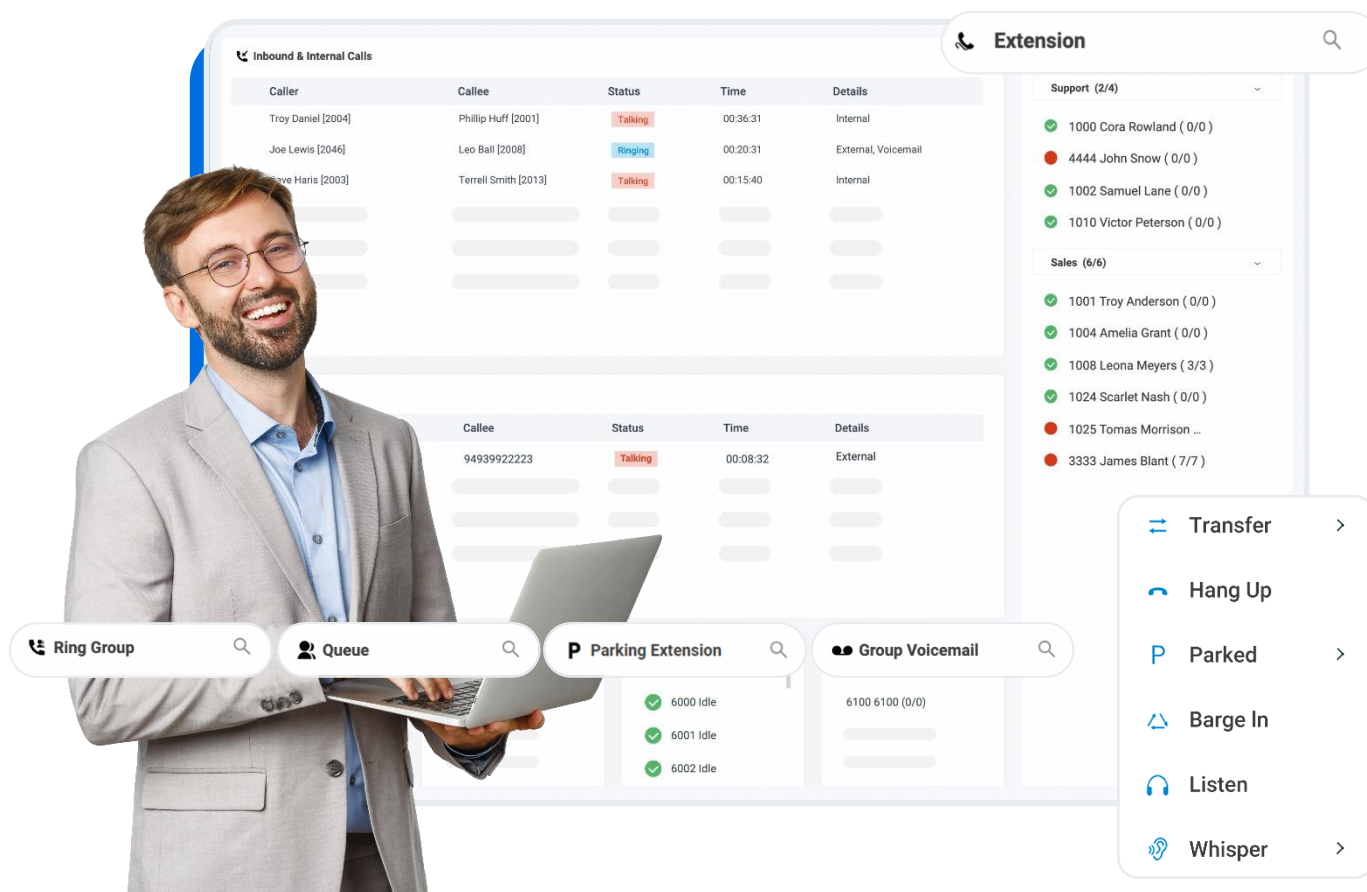
## Time-Saving Efficiency

Scan messages in seconds — no listening required



# Easy Call Control

Your visual, intuitive tools to handle daily calls with ease



## Automatic Routing

Inbound/outbound based on trunk, numbers, time condition, user presence, etc.

## All Features

IVR, call transfer, hold, mute, park, pickup, merge, monitor, record, and many more.

## Intuitive Operator Panel

Web panel to manage calls based on the availability of all call destinations

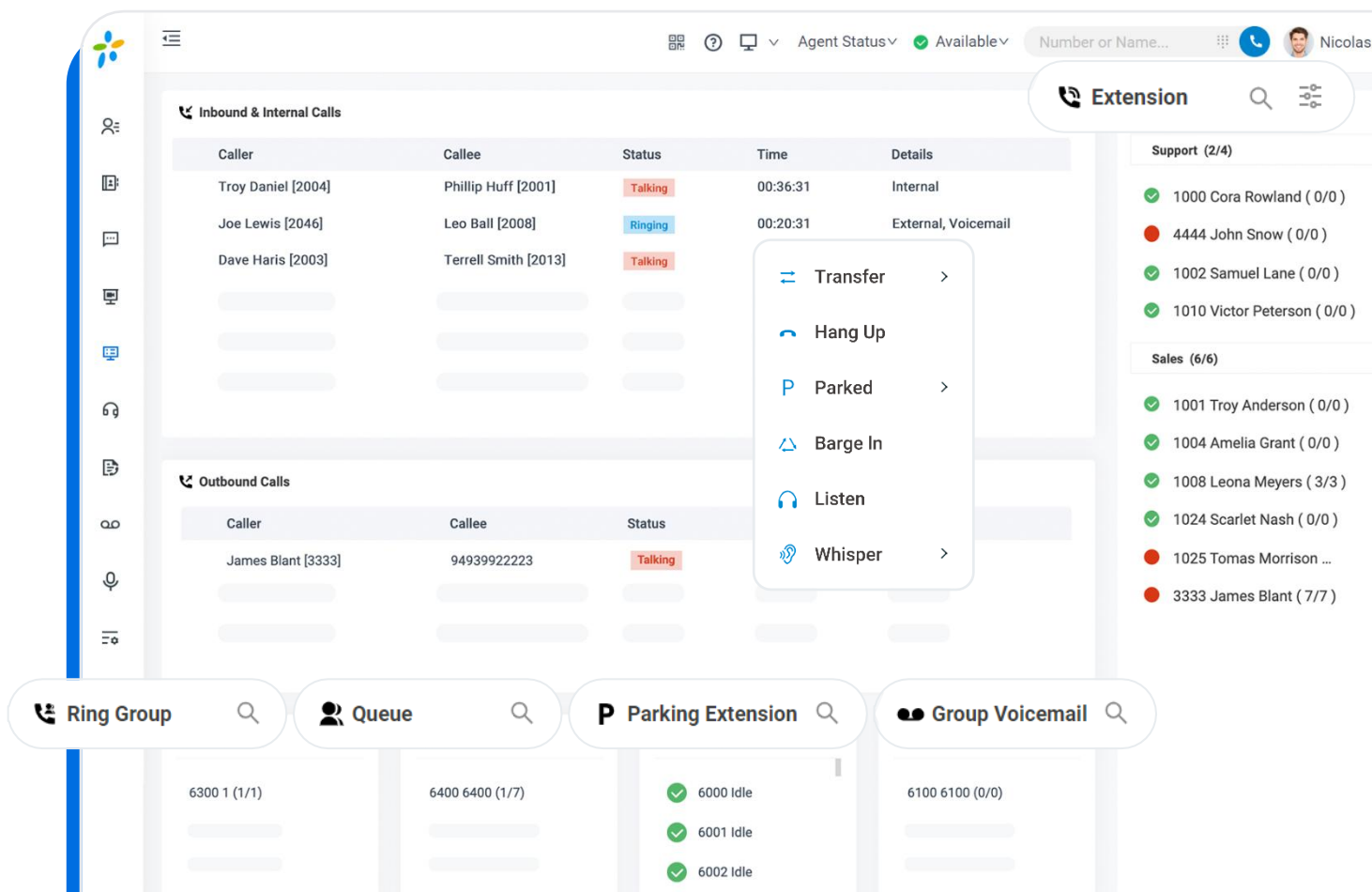
## Desk Phone Control (CTI)

Connect Linkus with your IP Phone to control calls on computer.

# Call Operator Panel

The web-based operator panel gives you a graphical, holistic view and complete control of the call activities in your company in real-time.

- Inbound/outbound call activities in one view
- Real-time state of available call destinations
- Drag-and-drop call distribution
- Advanced call control with clicks
- Ideal for companies that have receptionist and supervision requirements to achieve next-level call management efficiency



The screenshot displays the Yeastar Call Operator Panel interface. At the top, there's a header with the Yeastar logo, navigation icons, and user information (Agent Status: Available, Name: Nicolas). The main area is divided into two sections: 'Inbound & Internal Calls' and 'Outbound Calls'. A context menu is open over the 'Inbound & Internal Calls' table, showing options: Transfer, Hang Up, Parked, Barge In, Listen, and Whisper. The 'Inbound & Internal Calls' table has columns: Caller, Callee, Status, Time, and Details. It lists three active calls: Troy Daniel [2004] to Phillip Huff [2001] (Talking, 00:36:31, Internal), Joe Lewis [2046] to Leo Ball [2008] (Ringing, 00:20:31, External, Voicemail), and Dave Haris [2003] to Terrell Smith [2013] (Talking). The 'Outbound Calls' table has columns: Caller, Callee, and Status, showing one active call: James Blant [3333] to 94939922223 (Talking). On the right, there's a sidebar with 'Support (2/4)' and 'Sales (6/6)' lists. At the bottom, there's a 'Ring Group' section with 'Queue', 'Parking Extension', and 'Group Voicemail' sub-sections, each with a search icon and a list of extensions and their status (e.g., 6000 Idle, 6001 Idle, 6002 Idle).

| Caller             | Callee               | Status  | Time     | Details             |
|--------------------|----------------------|---------|----------|---------------------|
| Troy Daniel [2004] | Phillip Huff [2001]  | Talking | 00:36:31 | Internal            |
| Joe Lewis [2046]   | Leo Ball [2008]      | Ringing | 00:20:31 | External, Voicemail |
| Dave Haris [2003]  | Terrell Smith [2013] | Talking |          |                     |

| Caller             | Callee      | Status  |
|--------------------|-------------|---------|
| James Blant [3333] | 94939922223 | Talking |

**Support (2/4)**

- 1000 Cora Rowland (0/0)
- 4444 John Snow (0/0)
- 1002 Samuel Lane (0/0)
- 1010 Victor Peterson (0/0)

**Sales (6/6)**

- 1001 Troy Anderson (0/0)
- 1004 Amelia Grant (0/0)
- 1008 Leona Meyers (3/3)
- 1024 Scarlet Nash (0/0)
- 1025 Tomas Morrison ...
- 3333 James Blant (7/7)

**Ring Group**

- Queue
- Parking Extension
- Group Voicemail

6300 1 (1/1)

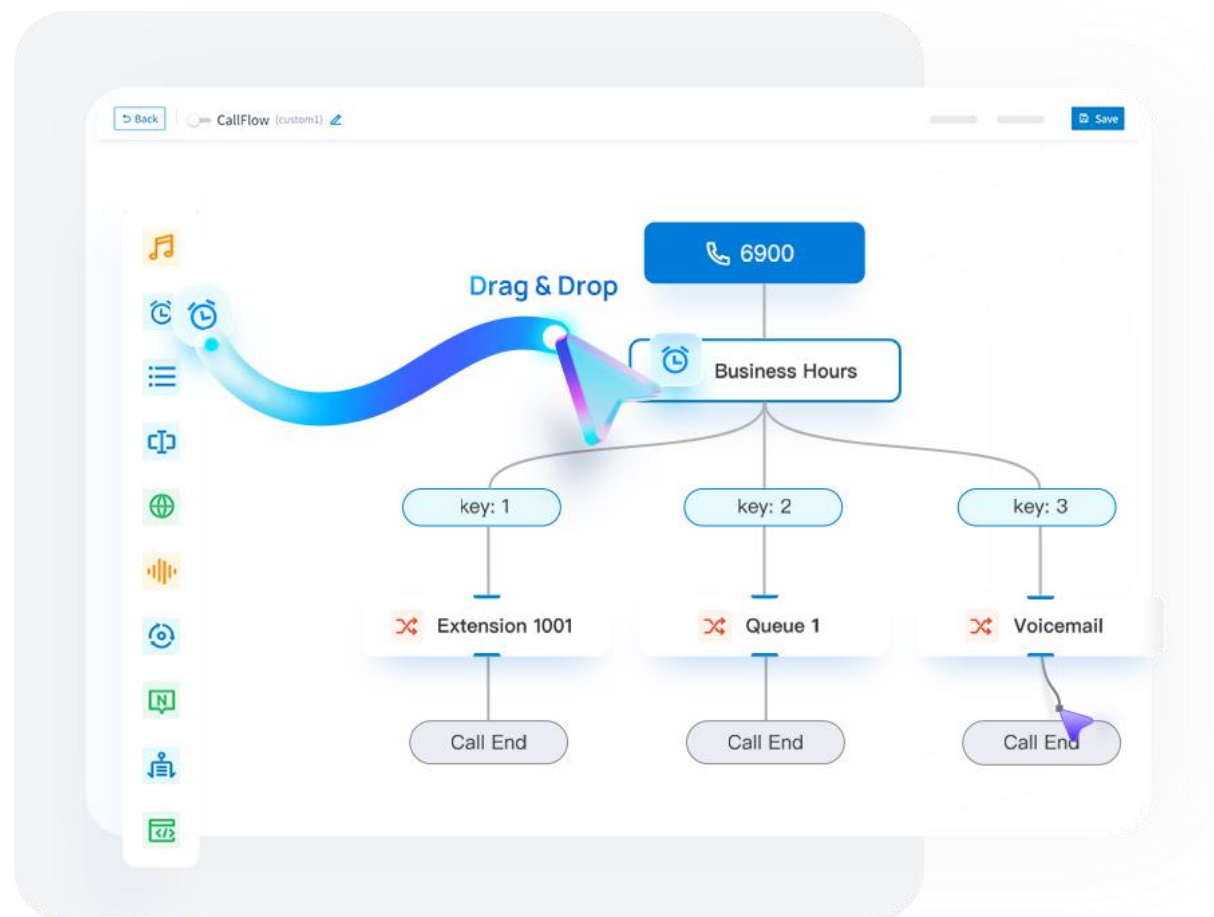
6400 6400 (1/7)

- 6000 Idle
- 6001 Idle
- 6002 Idle

6100 6100 (0/0)

# Call Flow Designer (CFD)

Easily build call flows using a simple drag-and-drop interface



## Drag-and-Drop Builder

Intuitive interface for effortless call flow design

## Smart Routing Rules

Route calls by time, caller input, language, CRM data, database authentication and more

## AI-Powered Interactions

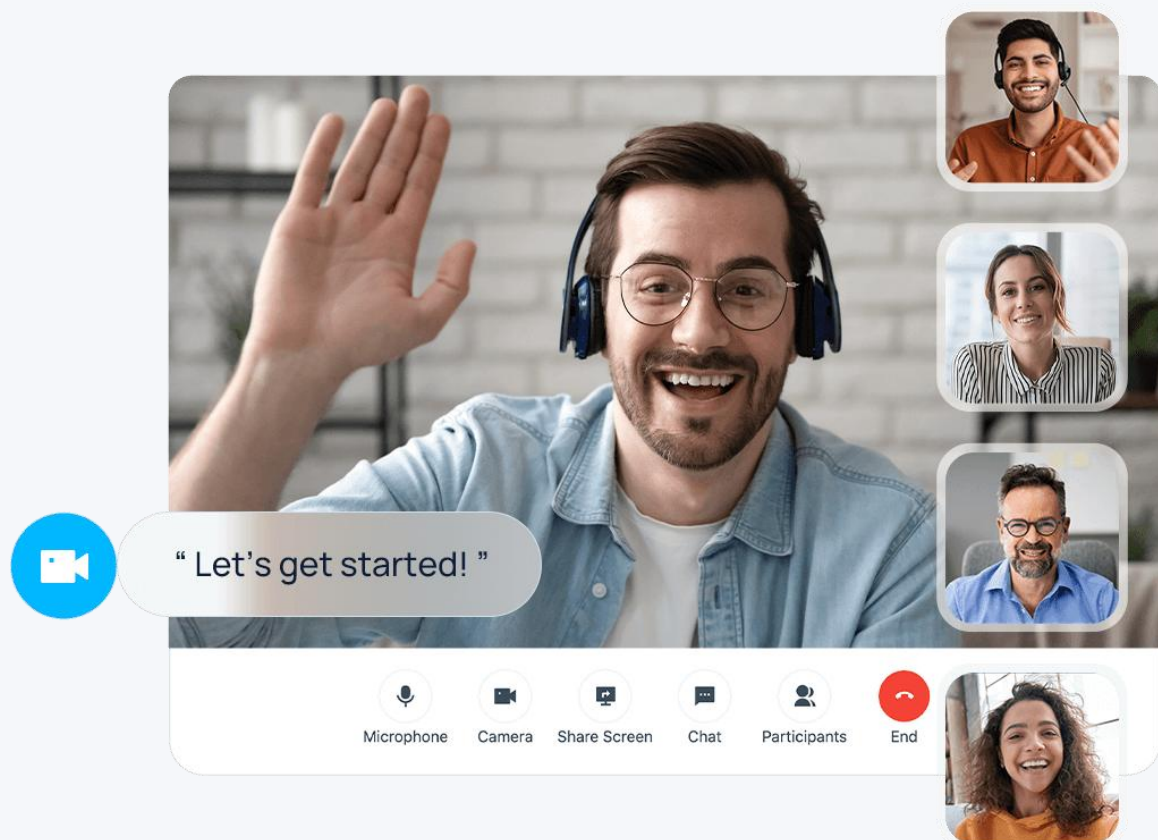
Use Text-to-Speech feature to create dynamic, lifelike voice prompts

## Pre-Built Templates

Launch professional call flows in minutes

# Easy Video Communications

Meet your teams and customers instantly and securely, from anywhere



## Integrated Web Video Conferencing

Start instantly with HD audio and video, screen sharing, in-meeting chat, and complete meeting controls.

## 1:1 Video Calls

Initial a new or switch an audio call to video call with a single tap, right from your mobile (iOS & Android) or web browsers.



# Other Collaboration & Productivity Features



## Team Chat

Chat with your colleagues 1-to-1 or in group and continue the conversations from and devices.



## Contacts Management

Manage personal or shared external contacts. Create native one or sync from CRM or database.



## File Sharing

Share files, documents, images, etc. during chats with colleagues for easier collaboration.



## Function Keys

Set up feature shortcuts to speed dial, intercom, BLF monitoring, and more.



## Presence

Let your colleagues know if you are available at a glance with colored presence indicators.



## Daily Apps Integration

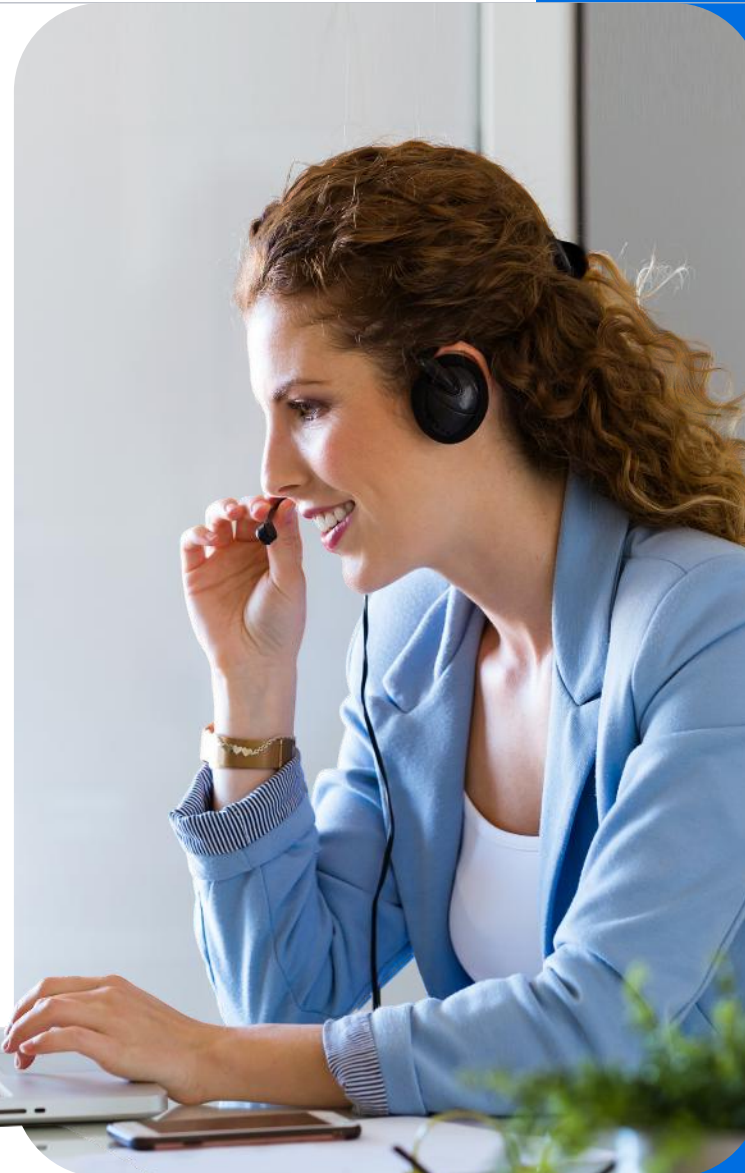
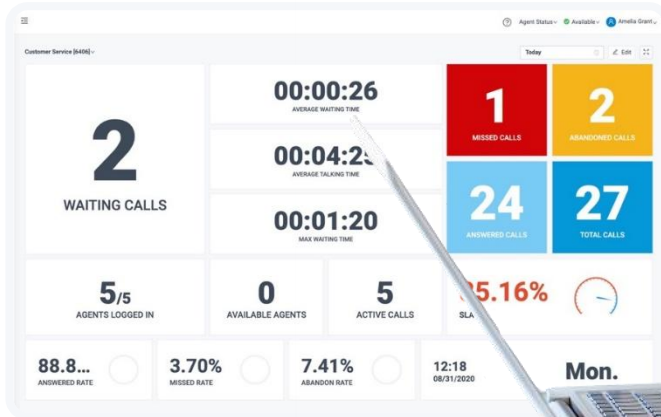
Integrate the Microsoft Teams, Outlook, popular CRMs, and more.

# Boost Customer Engagement & Sales

Let your customer contact your company on the communication channel of their choice, and empower your call agents, supports, and sales to work smarter.

# Built in Call Center Solution

Deliver exceptional customer services with all the agent and supervisor tools that drive faster call resolution and boost agent productivity



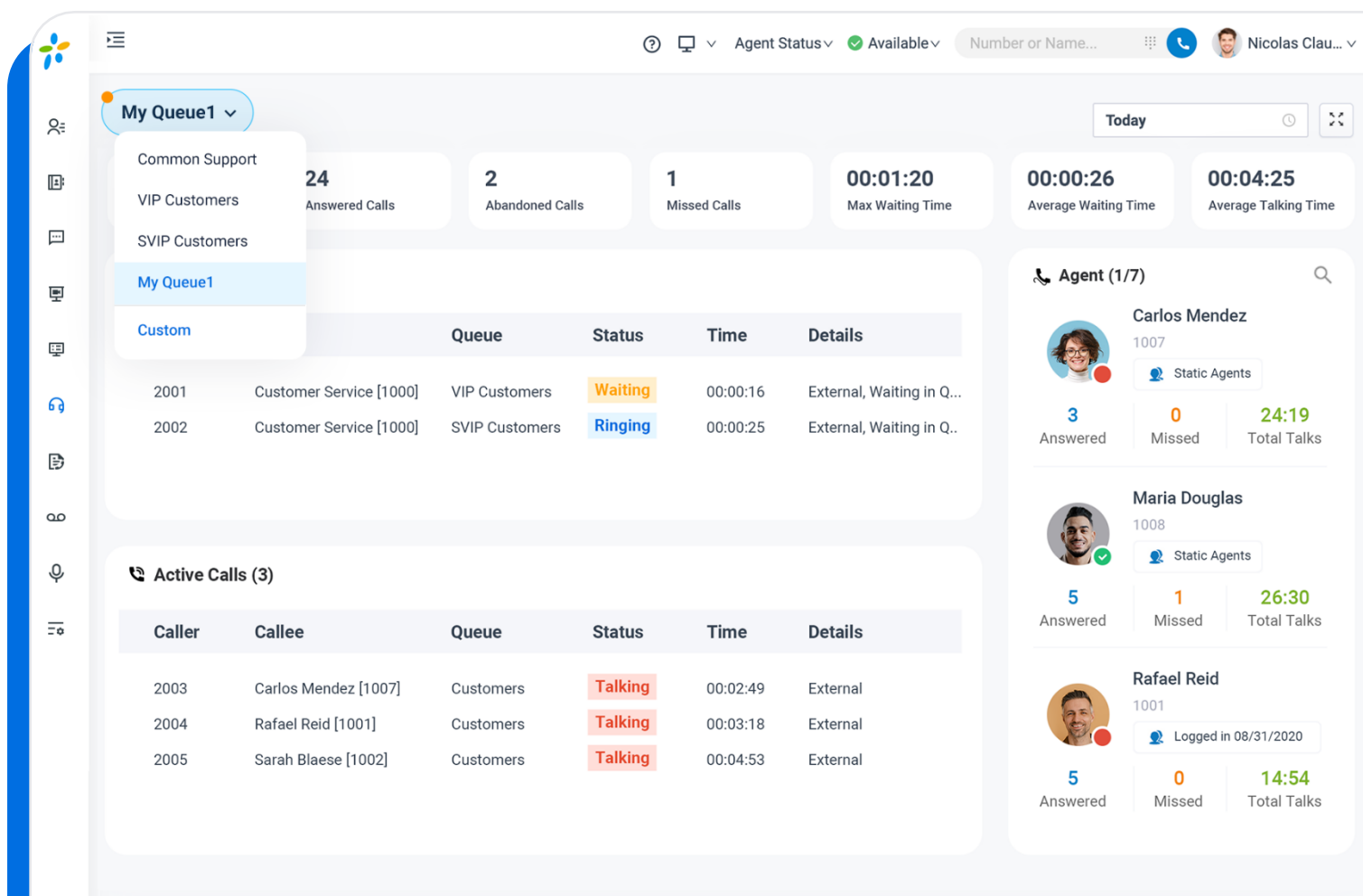
## Benefits

- Allow agents to work anywhere
- Handle volume & resolve swiftly
- Empowered agents and managers
- Additional omnichannel support
- Reduce IT dependency
- Compliant with data privacy and security standards: GDPR, PCI, ISO 27001, etc.

# Operational Queue Panel

Handle your daily call center operations efficiently through a single interface

- Manage agent status: login/out, pause/unpause
- Handle queued calls: drag-and-drop, distribute & transfer
- Live agent coaching: click to listen-in, whisper, barge-in monitor
- Track & label missed call processing results
- Display real-time active/waiting queued call list
- Display Real-time queue performance metrics at individual, group or aggregated level



The screenshot displays the Yeastar Operational Queue Panel interface. At the top, there's a header with a menu icon, a search bar, and user information (Agent Status: Available, Name: Nicolas Clau...). Below the header, a sidebar on the left contains icons for various functions. The main area is divided into several sections:

- My Queue1**: A dropdown menu showing options like Common Support, VIP Customers, SVIP Customers, My Queue1 (selected), and Custom.
- Queue Performance Metrics**: A row of cards showing statistics for 'My Queue1':
  - 24 Answered Calls
  - 2 Abandoned Calls
  - 1 Missed Calls
  - 00:01:20 Max Waiting Time
  - 00:00:26 Average Waiting Time
  - 00:04:25 Average Talking Time
- Active Calls (3)**: A table listing active calls with columns for Caller, Callee, Queue, Status, Time, and Details.
 

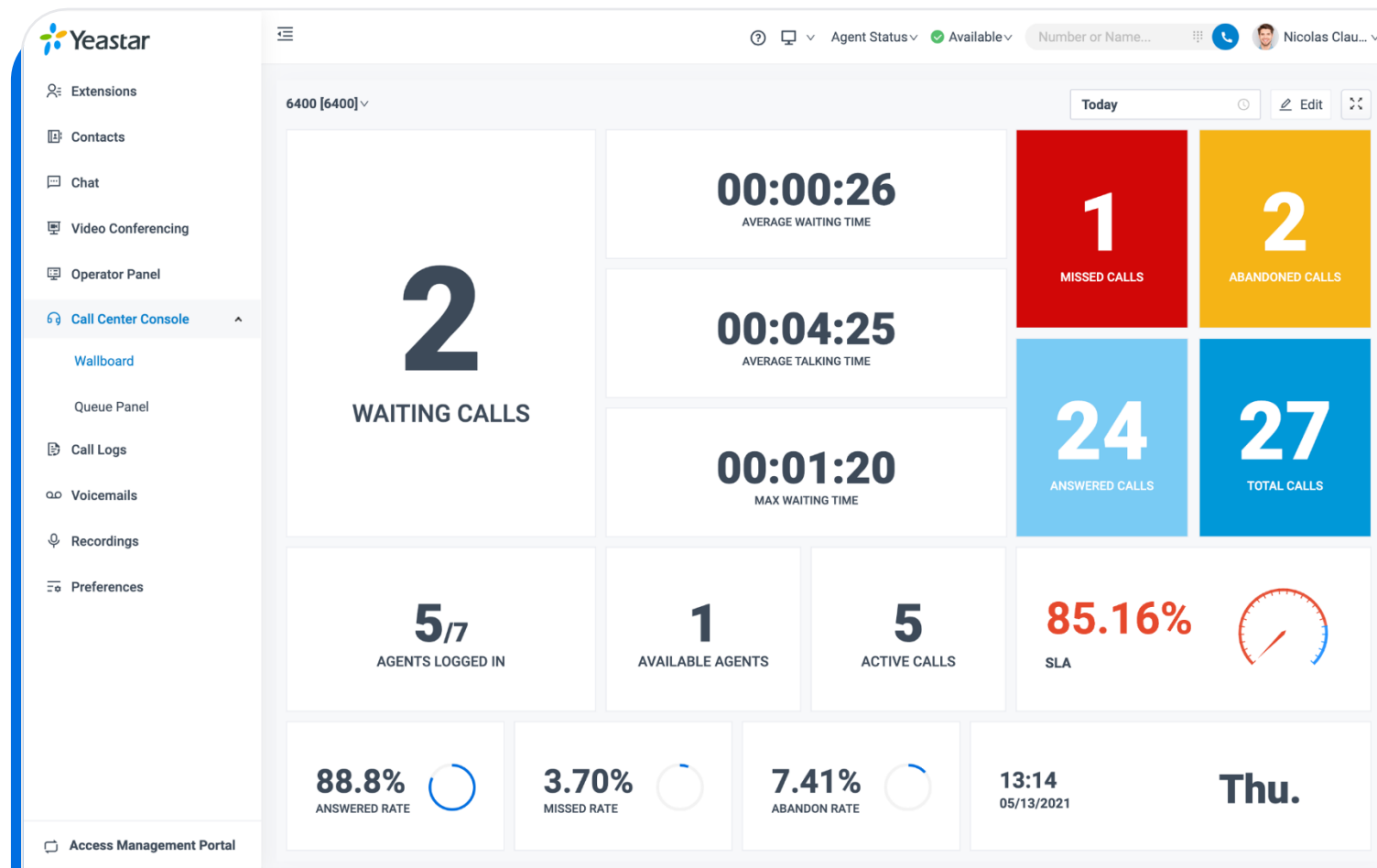
| Caller | Callee                  | Queue          | Status   | Time     | Details                   |
|--------|-------------------------|----------------|----------|----------|---------------------------|
| 2001   | Customer Service [1000] | VIP Customers  | Waiting  | 00:00:16 | External, Waiting in Q... |
| 2002   | Customer Service [1000] | SVIP Customers | Ringling | 00:00:25 | External, Waiting in Q..  |
- Agent (1/7)**: A section showing agent performance metrics for three agents:
  - Carlos Mendez** (1007): 3 Answered, 0 Missed, 24:19 Total Talks.
  - Maria Douglas** (1008): 5 Answered, 1 Missed, 26:30 Total Talks.
  - Rafael Reid** (1001): 5 Answered, 0 Missed, 14:54 Total Talks.



# Wallboard

Allow your manager and agents see call stats & KPI performance at a glance anytime

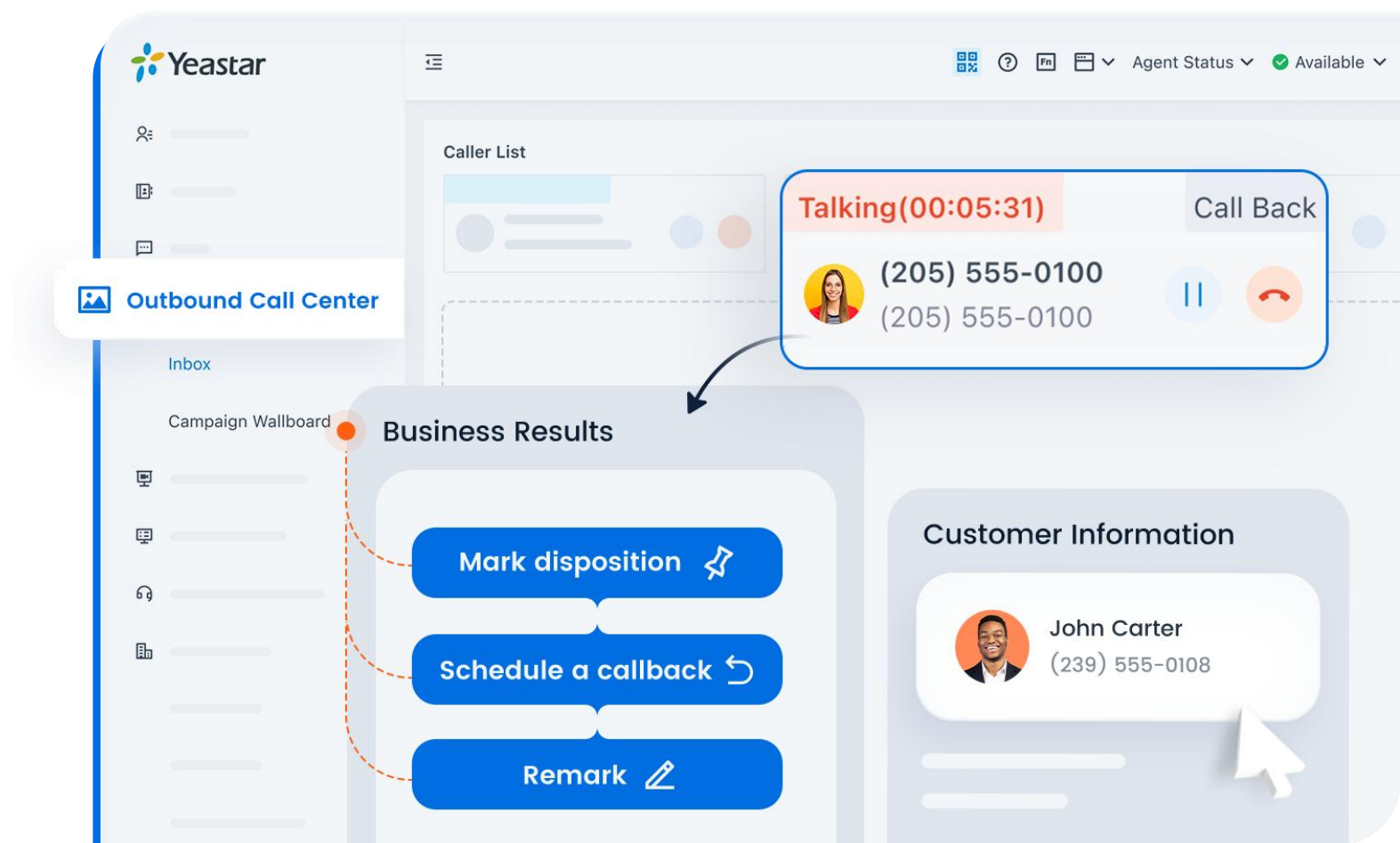
- Track real-time stats of one or multiple queues
- 17 key performance metrics including SLA, Missed Rate, Waiting Call Number, etc.
- Two customizable styles of view: widget-based view & list view
- Automatic notification on reaching SLA threshold
- Easily spot the emerging trend at a glance



# Outbound Call Center Solution

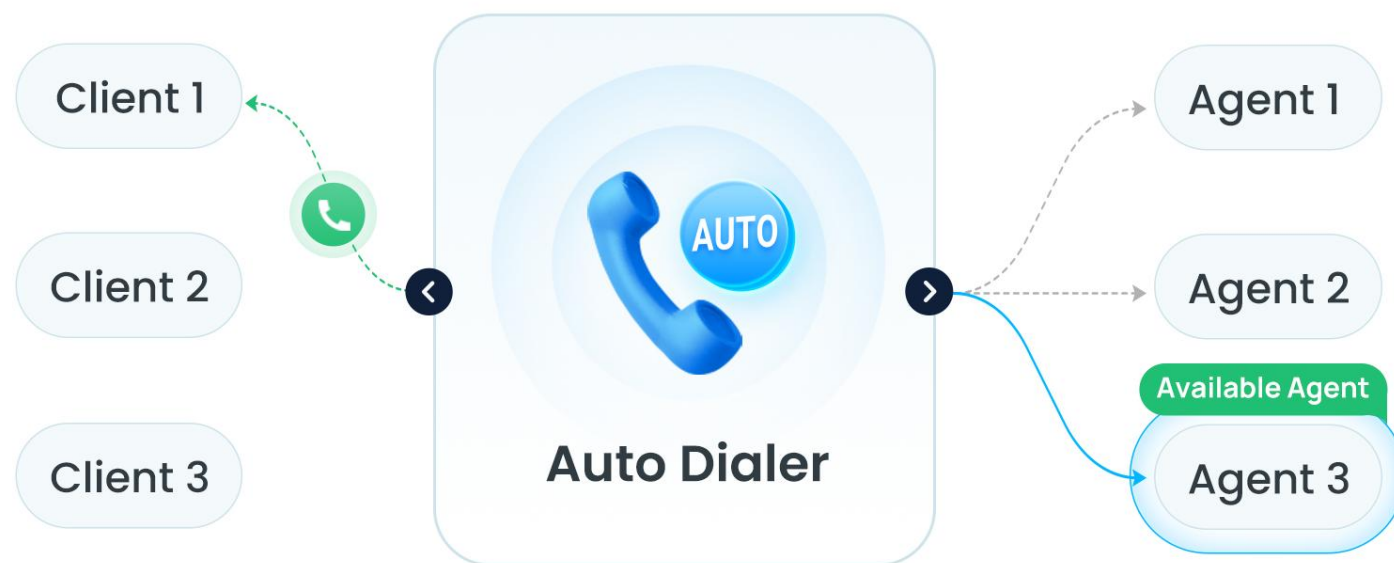
Supercharge your proactive outreach efforts with advanced dialing automation and easy campaign management.

- Auto Dialers (Progressive Dialer, Power Dialer, Agentless Dialer)
- Outbound Campaign Management
- Campaign Wallboard
- Agent-based Call Inbox
- DNC Lists & Attempt Control
- And more..



# Built-in Auto Dialers

Automate calls, reduce workload, and maximize engagement with 3 auto dialer modes for your campaign needs.



- **Progressive Dialer**

Dial one-on-one for high-quality lead-agent connections.

- **Power Dialer**

Adjust dialing rates to maximize calls and minimize drop-offs.

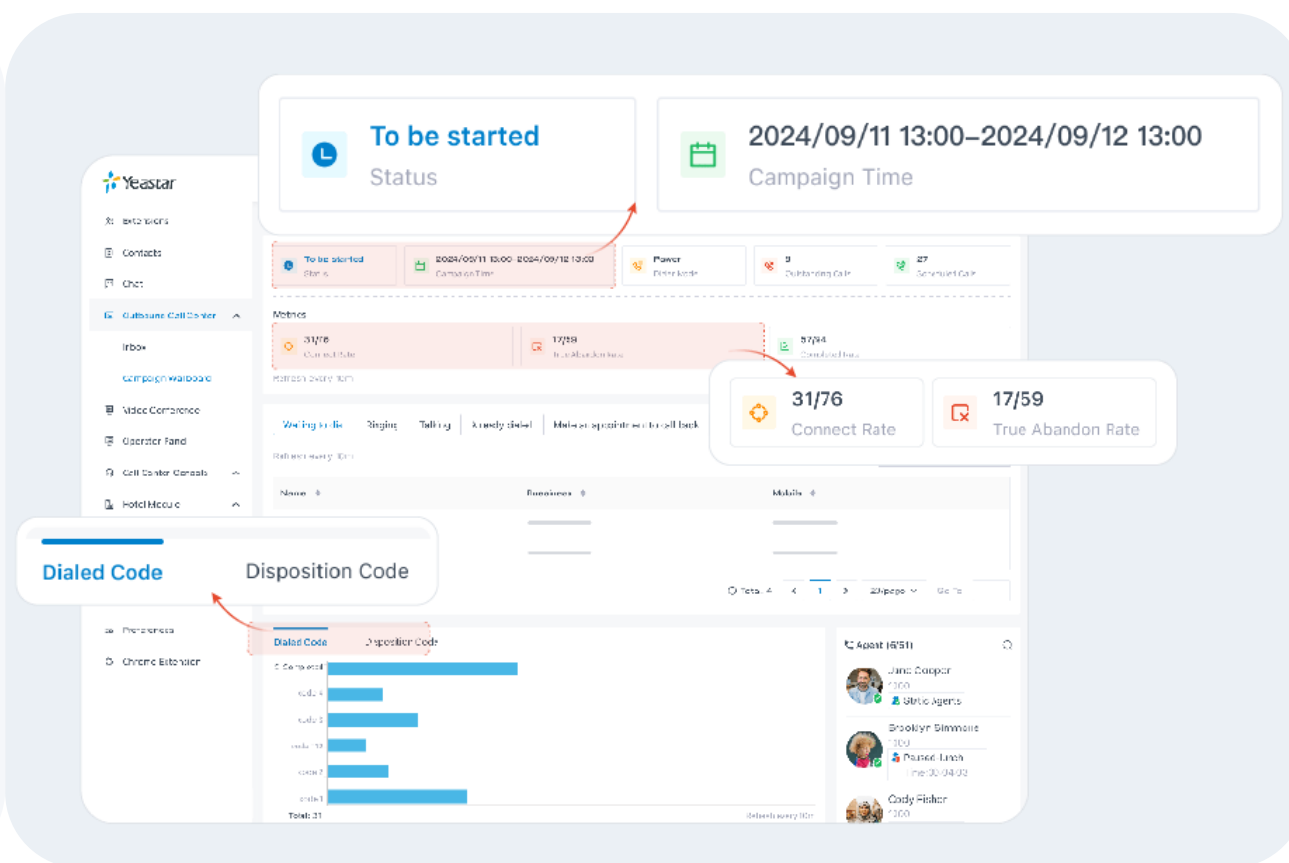
- **Agentless Dialer**

Deliver messages or telemarketing without live agents, enabling rapid outreach.

# Real-time Outbound Campaign Wallboard

Discover up-to-the-minute outbound campaign performance metrics, detailed dialing logs, and call disposition summary — all from a single, intuitive wallboard.

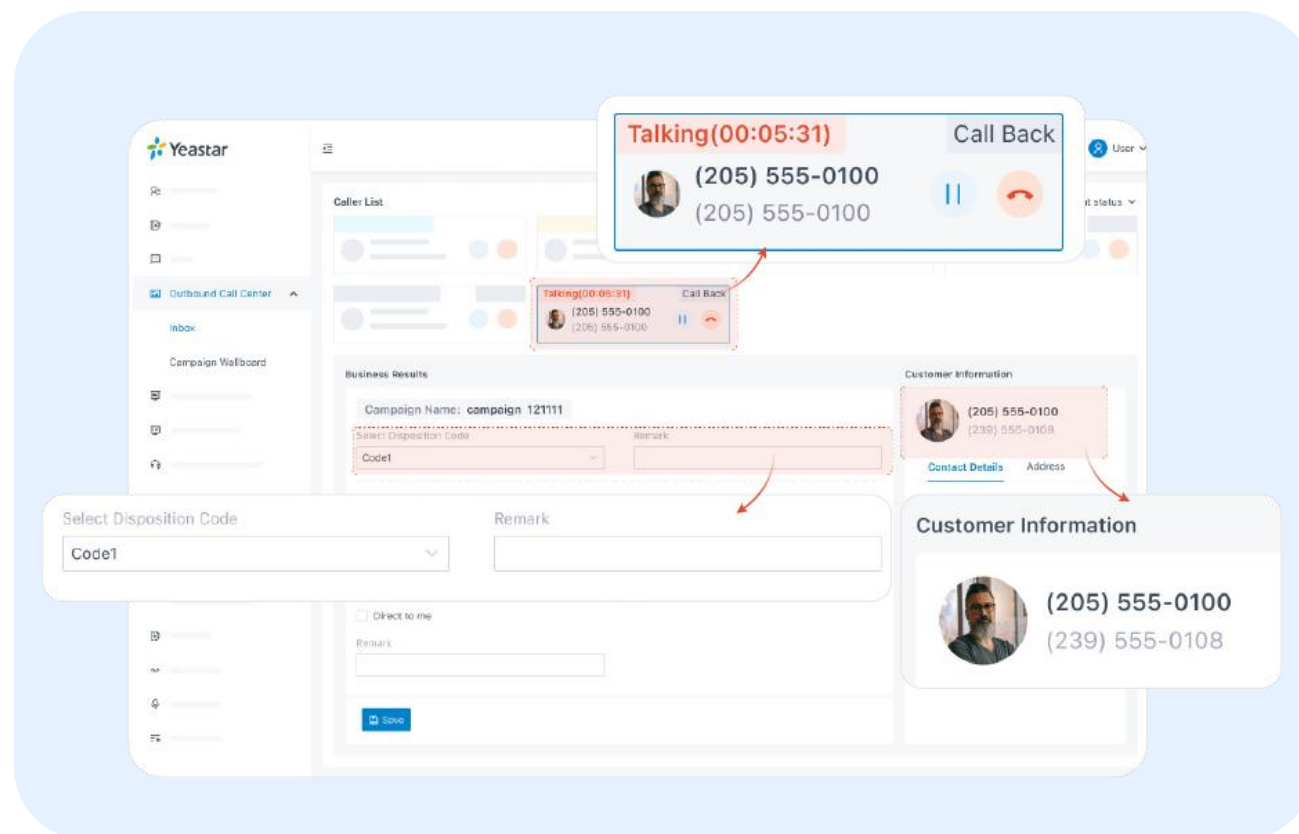
- Track outbound campaign statistics
- Monitor live KPIs: connect rate, abandon rate, and more
- Visualize dial results & dispositions summary
- Filter and search dialing logs in seconds
- Track queue agents' status in one place





# Agent-based Call Inbox

Streamline operations with a unified operation hub for agents, combining complete view of all assigned campaign calls, contact details, and related operations in one place.



- View real-time active/waiting calls
- Answer, hang up, or manage assigned calls
- Access detailed customer information
- Label call outcomes and add remarks
- Schedule an automatic callback

# All-inclusive Call Center Features

## Self-service

- Interactive Voice Response (IVR)
  - Multi-level
  - Multi-lingual
  - Time condition-based
  - Custom Greetings & Voice Prompts
- Visual Call Flow Designer\*

## Quality Assurance

- PCI-compliant Call Recording
- Call Monitor, Whisper, Barge-in
- Post Call Surveys\*

## Call Queue Treatment

- Automatic Call Distribution (ACD)\*
- Skill-based Routing\*
- Priority Queue & Acceleration
- Automatic Queue Callback\*
- Queue Ring Strategies
  - Liner (Fixed Order)
  - Ring All (Simultaneous)
  - Rrmemory (Rotary)
  - Fewest Answered
  - Least Recent
  - Random
- Music on Hold
- Custom Voice Prompts
- Queue Position Announcement
- Estimated Wait Time Announcement

## Agent Experience

- Web-based UX
- Dynamic & Statistic Agents
- Queue Panel\*
- Missed Call Disposition\*
- Screenpop
- Call Note\*
- Contact Record Display\*
- Linkus UC Clients
  - Browser-based
  - Windows, MacOS
  - iOS & Android
- Computer Telephony Integration
- Voicemail Announcement\*

## Outbound Call Capabilities

- Auto Dialer
  - Progressive Dialer
  - Power Dialer
  - Agentless Dialer
- Outbound Campaign Call Inbox
  - Assigned Outbound Call List
  - Customer Details
  - Call Disposition
  - Scheduled Callback
- Outbound Campaign Wallboard
  - Performance Metric
  - Data Dialing Logs
  - Dial Result Summary
- Campaign Management
  - Campaign General Settings
  - Outbound Queue Management
  - Local Presence DOD

# All-inclusive Call Center Features

## Team Collaboration

- Agent Presence Status
- Call Transfer (Cold/Warm)
- Three-way Calling
- 1:1 and Team Chat\*
- Group Chat in Message Queue
- File Sharing\*

## Dashboard & Reporting

- Wallboard & Real-time Analytics\*
- SLA Monitoring & Notifications\*
- Real-time and historical reports\*
  - IVR Reports
  - Agent Performance Report
  - Agent Call Summary Reports
  - Agent Activity Reports
  - Queue Performance Report
  - Queue Callback Reports
  - Queue Activities Reports
  - Satisfaction Survey Reports
  - Unreturned Missed Call Report

## Omnichannel Messaging

- Live Chat\*
- SMS Integration\*
- Facebook & WhatsApp Integration\*
- Bulk Messaging (SMS & WhatsApp) \*

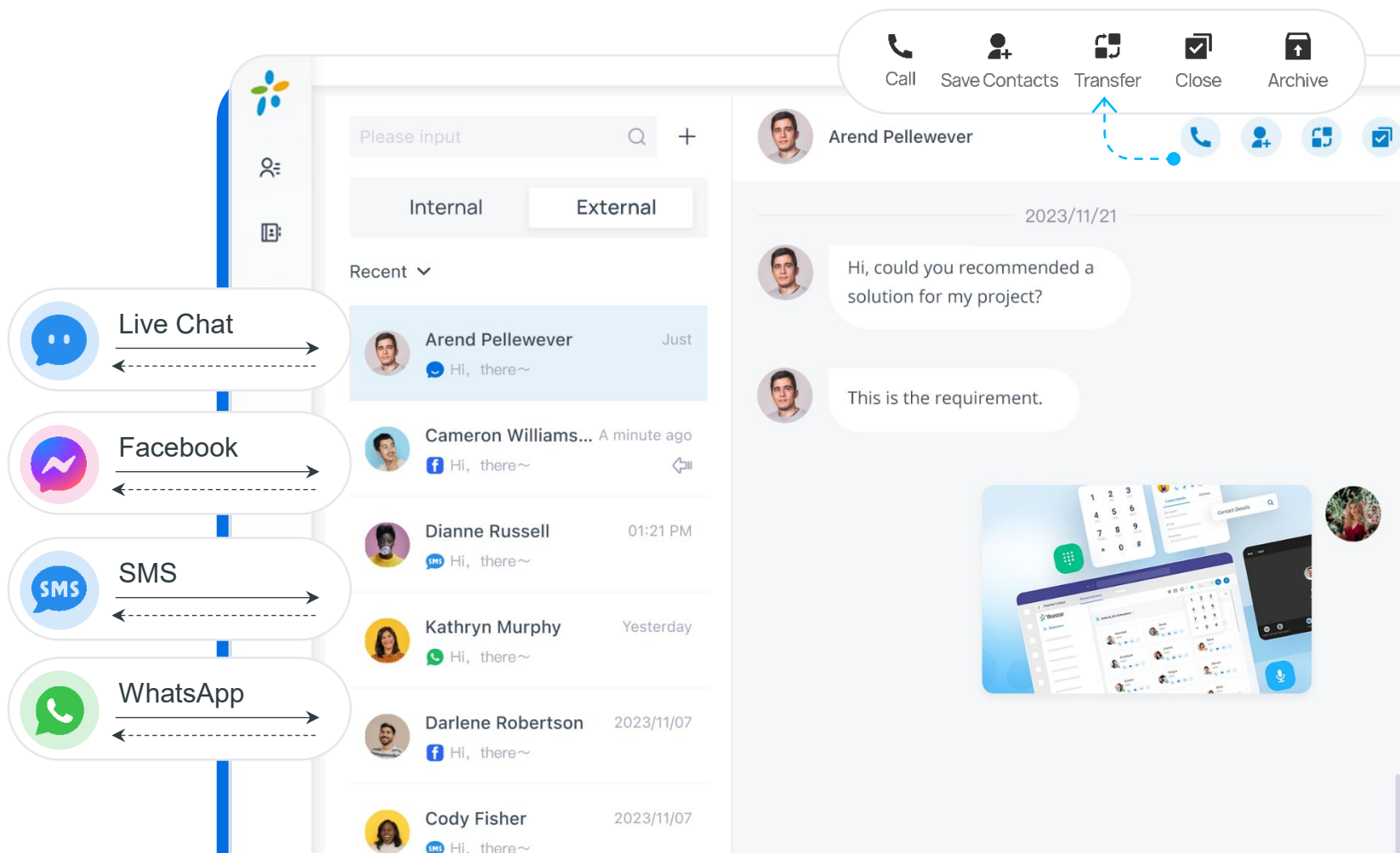
## Integrations

- CRM Integration\*
- Helpdesk Integration\*
- Database Integration\*
- Open APIs
- Linkus SDKs\*

# Omnichannel Messaging

Process all inbound inquiries in one place and drive outbound growth

- Handle all messaging channels in one inbox
- Collaborate as a group in message queue
- Match contacts & track the history of every chats
- Engage conversations with rich media support
- Power outreach with robust SMS & WhatsApp bulk messaging

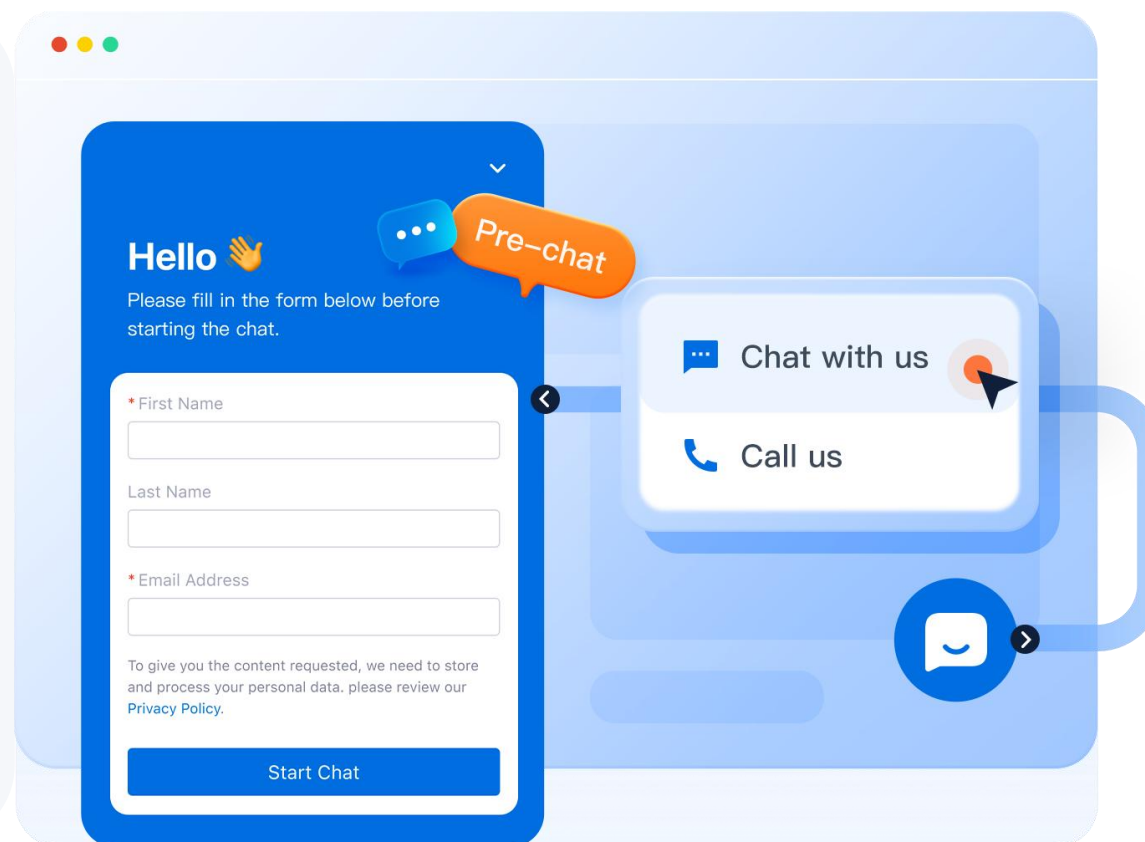




# Live Chat

Provide efficient and real-time support to your website visitors. Answer questions, nurture leads, and solve problems instantly.

- Click to chat and call (audio & video)
- Follow your visitors' browser language
- Embeddable on any website or CMS platforms
- Optional pre-chat form to capture leads
- Custom styling and messages to fit your brand
- Easy to configure with real-time preview



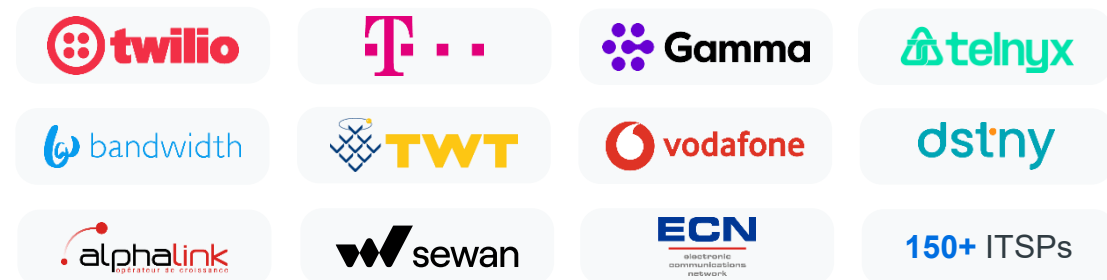
# VoIP Ecosystem & Integration

Take advantage of our ready-made integrations and an open ecosystem that works for every business needs.

## IP Phone Auto Provisioning



## SIP Trunk Interoperability



## Headset Integration



## CRM / Helpdesk / Database Integration



## Collaboration & User Management



## Hotel PMS Integration & Middleware



## File Remote Archiving



# IP Phone Auto Provisioning

Perfect interoperability with 500+ IP phones. Support auto provisioning to bulk configure IP phones.

**Options**

\* Template

YSDP\_YealinkT3

\* Provisioning Method

RPS FQDN (Remote)

PnP (In the Office)

DHCP (In the Office)

RPS (Remote)

RPS FQDN (Remote)



## In the office

- PnP
- DHCP



## Remote

- RPS
- RPS FQDN



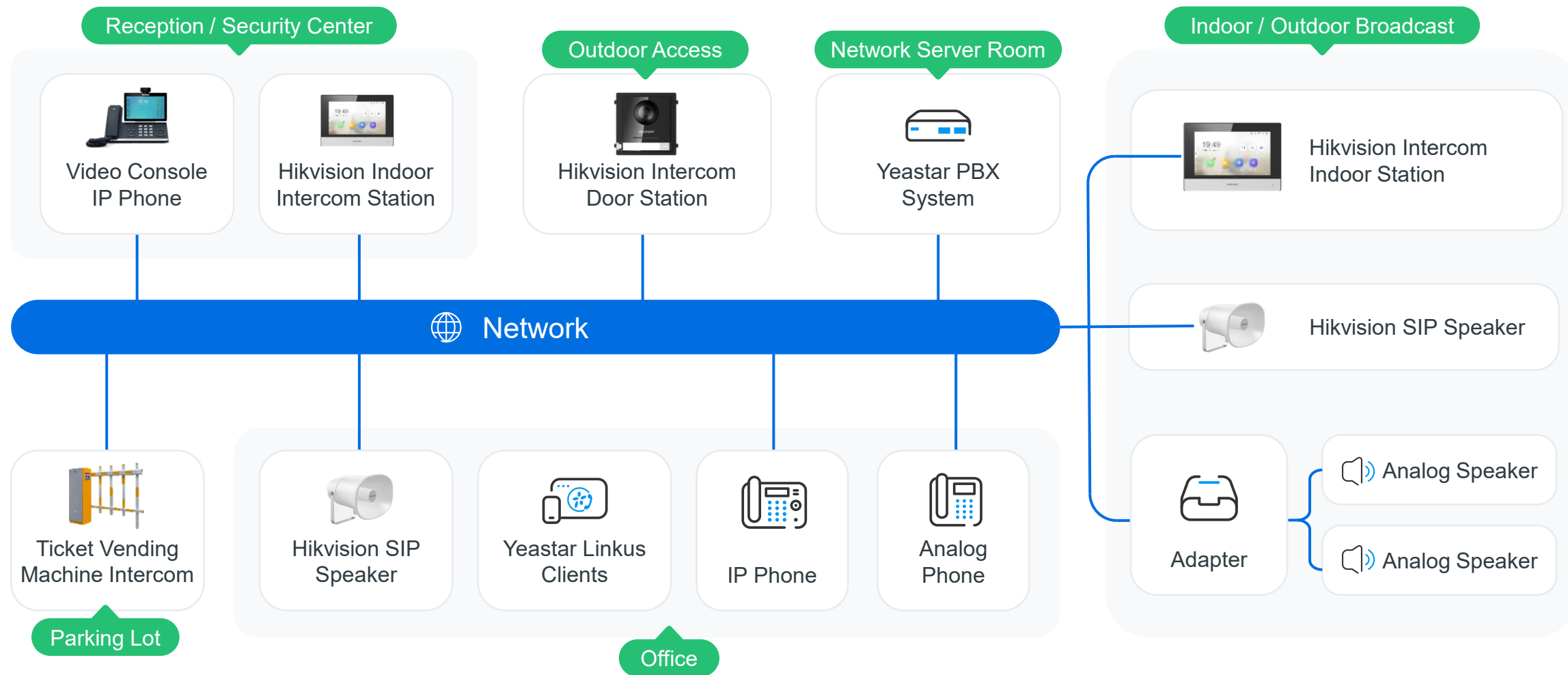
# Headset Integration

Answer, reject, mute, and control calls with your headset

- Support Linkus Web Client
- Support Yeastar Linkus for Google
- Plug and play to connect your headset
- Recommended Vendor: Jabra, Yealink, EPOS, Poly
- Compatible with any WebHID compliant headset

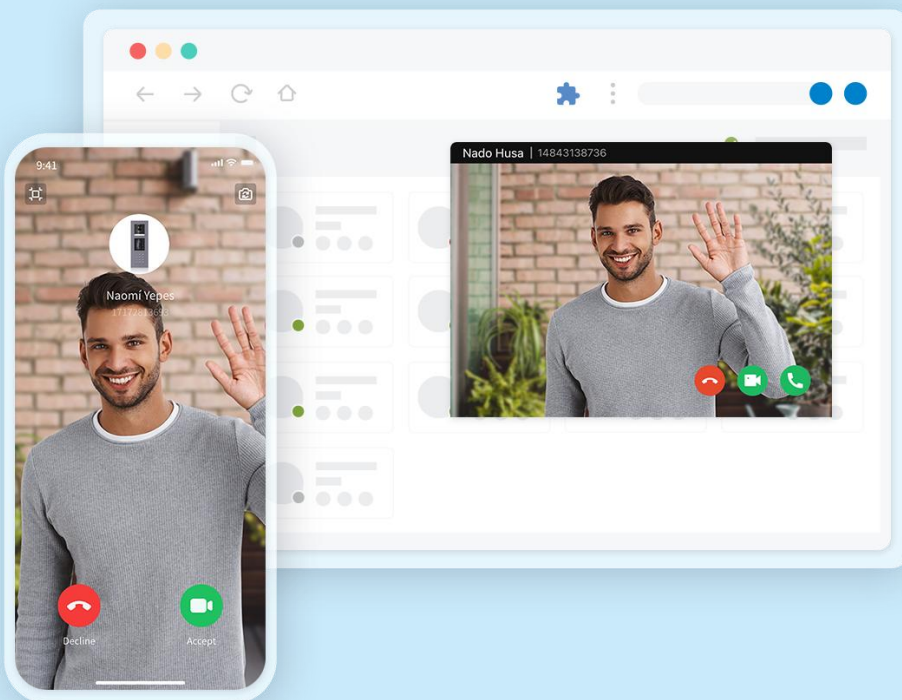


# Intercom Telephony Integrations





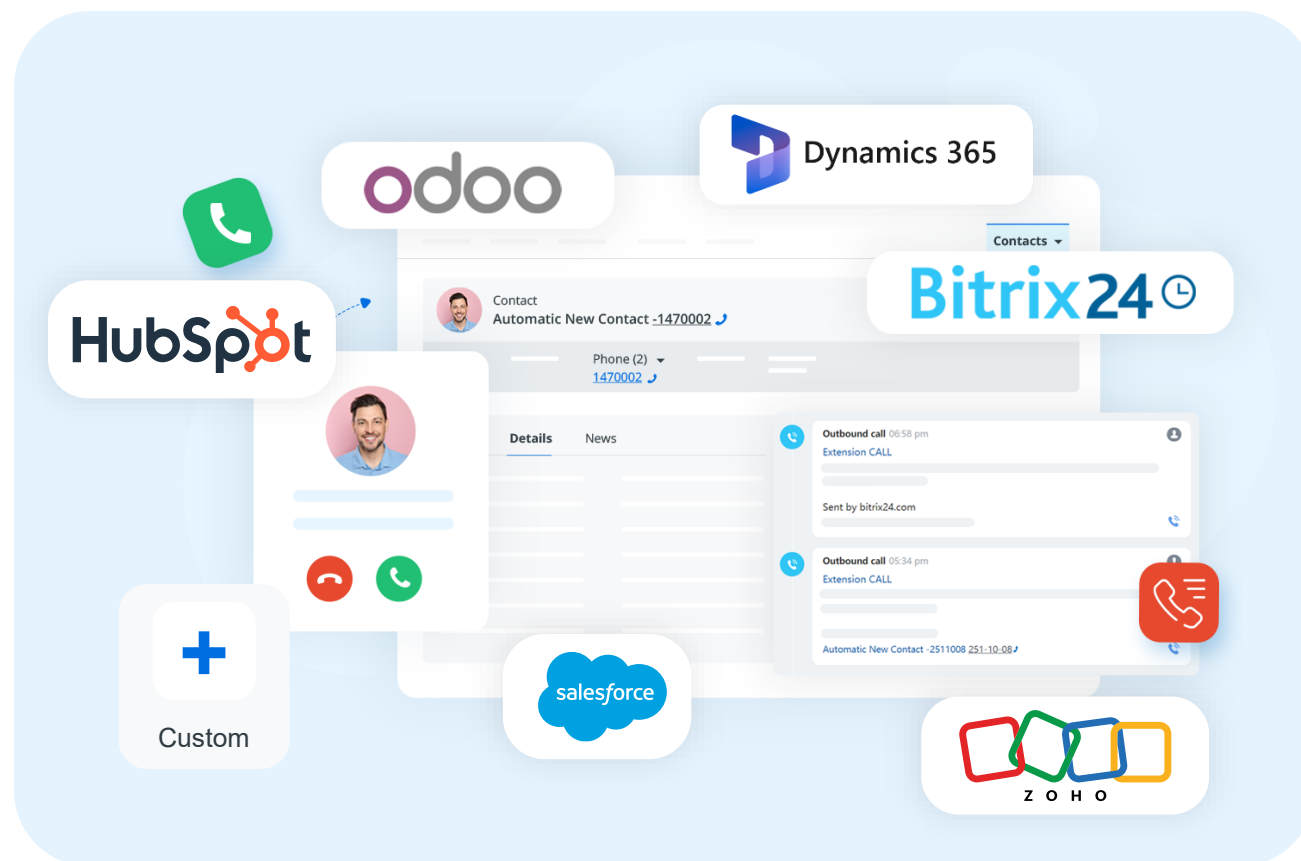
# Door Phone Video Preview & Auto Preview



- Know who's visiting before answering the call
- Enhance security and provide more convenience
- Support preview from: Linkus Web Client, Linkus Desktop Client, and Google Chrome Extension.
- Supported door phone brand: Fanvil

# CRM Integration

Yeastar PBX seamlessly integrates with leading CRM platforms to enhance business efficiency. We offer out-of-the-box compatibility with ready-made CRMs, as well as custom integration for your local CRMs.



Click to call



Call Popup



Contact Synchronization



Call Journaling

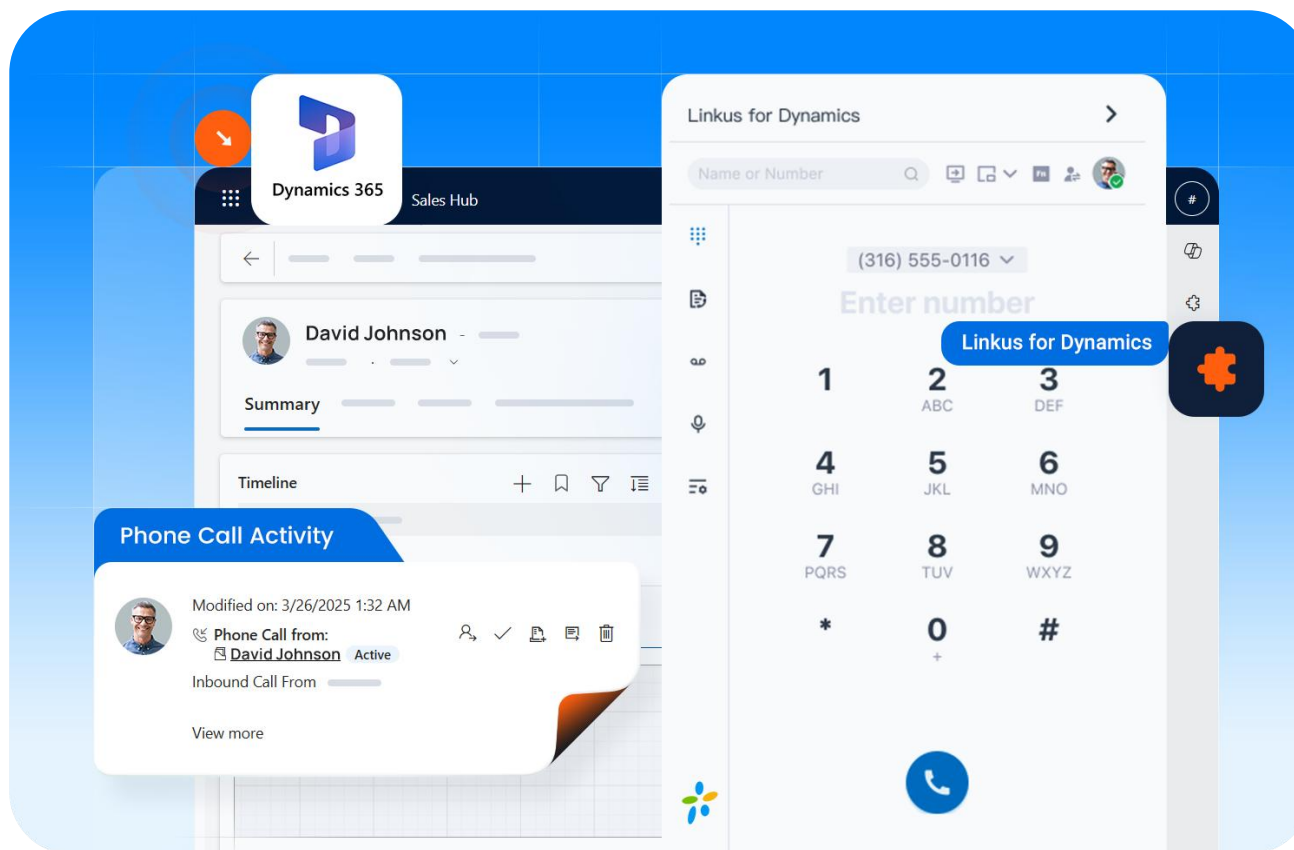


Create New Contact for Unknown Caller

# Integrate PBX with Microsoft Dynamics 365

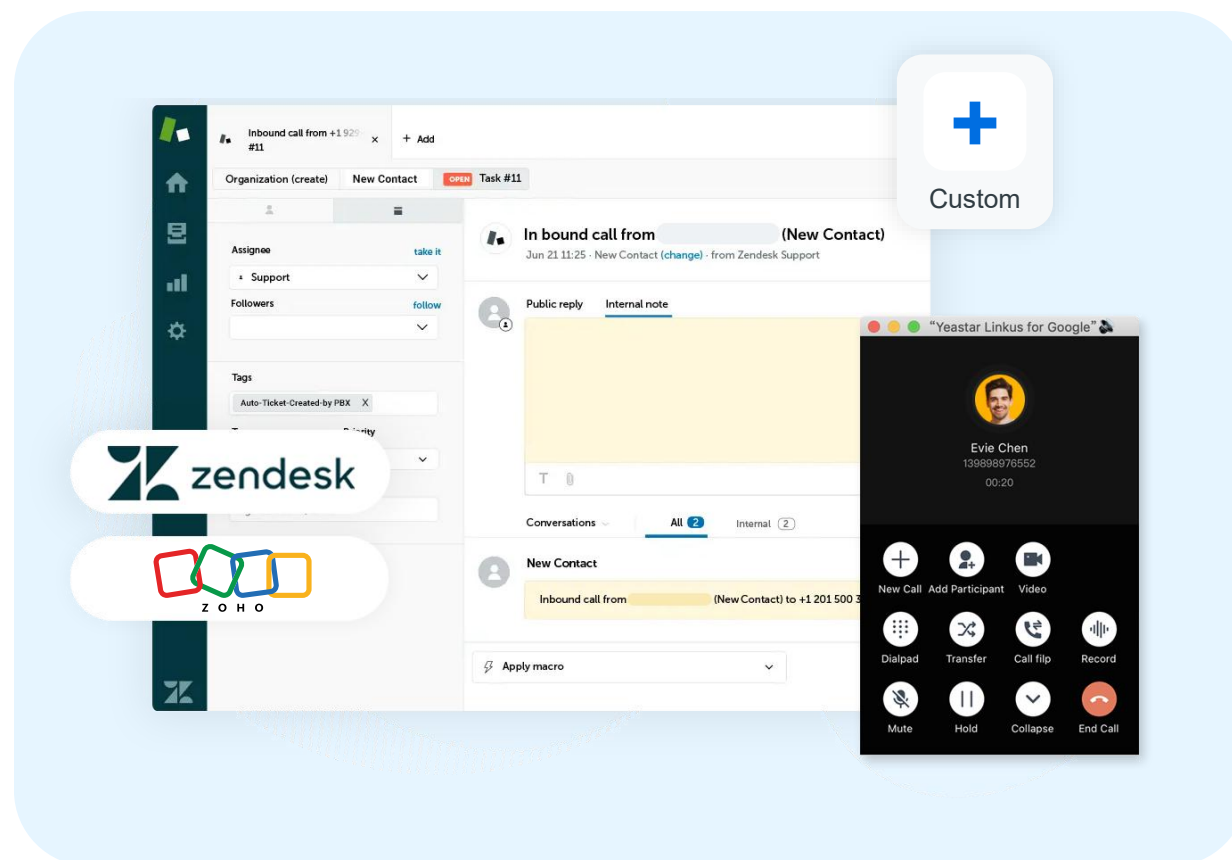
The Linkus plugin integrates advanced telephony functionality natively into Microsoft Dynamics 365

- Linkus for Dynamics 365 Plugin
- Caller ID to Contact Name
- Real-time Contact Sync
- Contextual Call Popups
- One-click Contact Creation
- Native Click-to-Call
- Call Activity Logging
- Call Recording Access



# Helpdesk Integration

Close support tickets faster with call automation for your helpdesk system.



- Integration Template to Link Other Helpdesk
- Sync Helpdesk Contacts
- Create New Contacts
- Create New Ticket
- Call Journaling
- Click to call
- Call Pop-up

# Microsoft SQL Integration

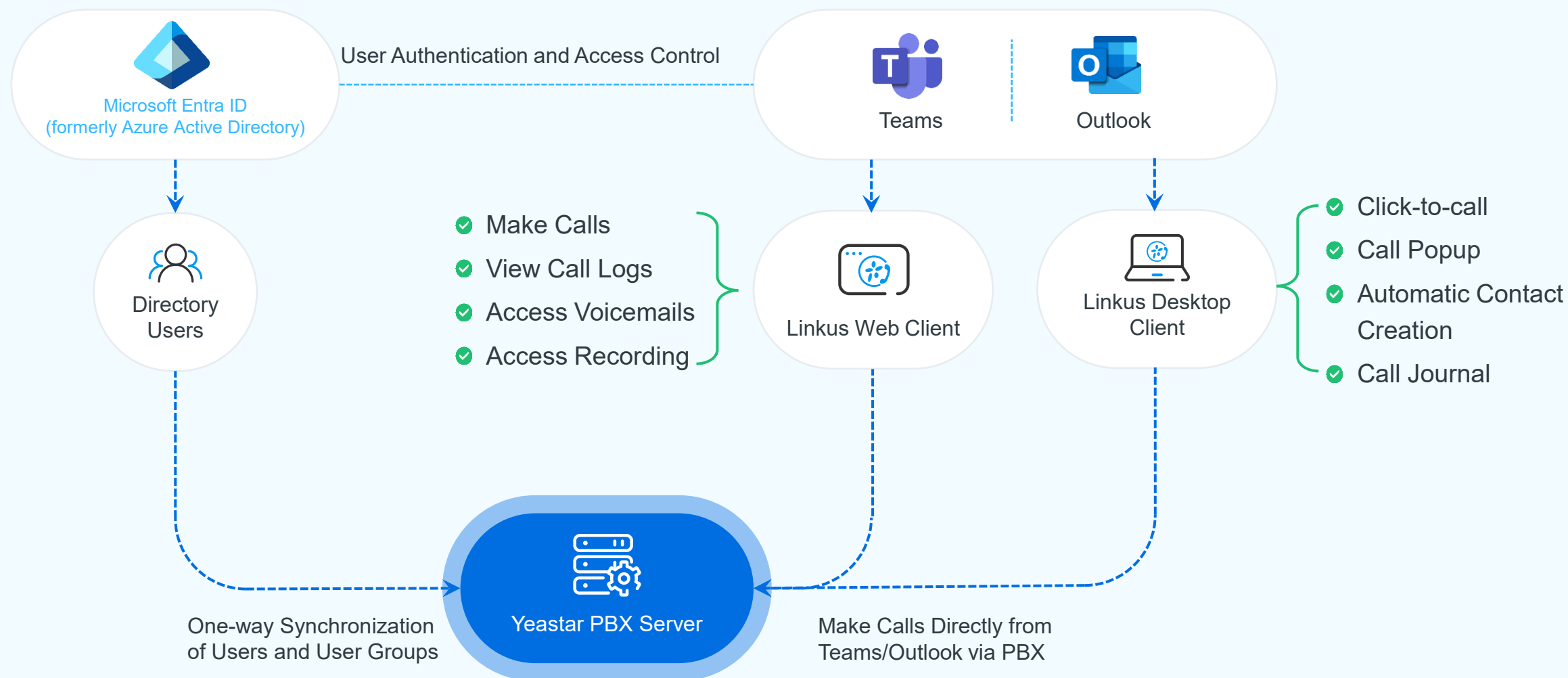
Sync user details from SQL database for easier contact management

- Real-time caller lookup in SQL database
- Sync contacts from MS SQL to PBX phonebook
- Route calls based on contact-phonebook match.





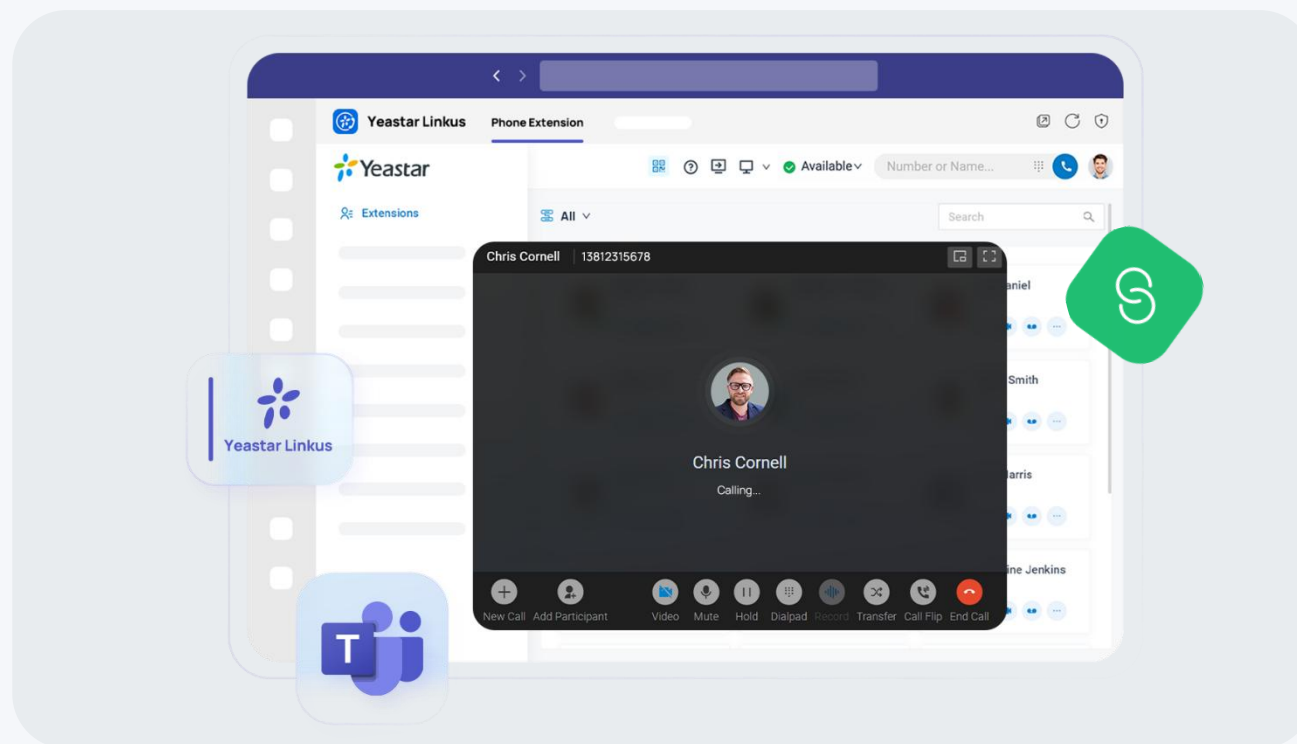
# Microsoft 365 Integrations



# Microsoft Teams Integration

Free embedded App with no extra charges

- Seamless calling experience from Linkus Web / Desktop Client
- Keep your original Teams using habits
- A fully-featured PBX within your Teams app
- Hassle-free installation and maintenance
- Start from Microsoft 365 Business Basic
- Don't need a Teams calling license

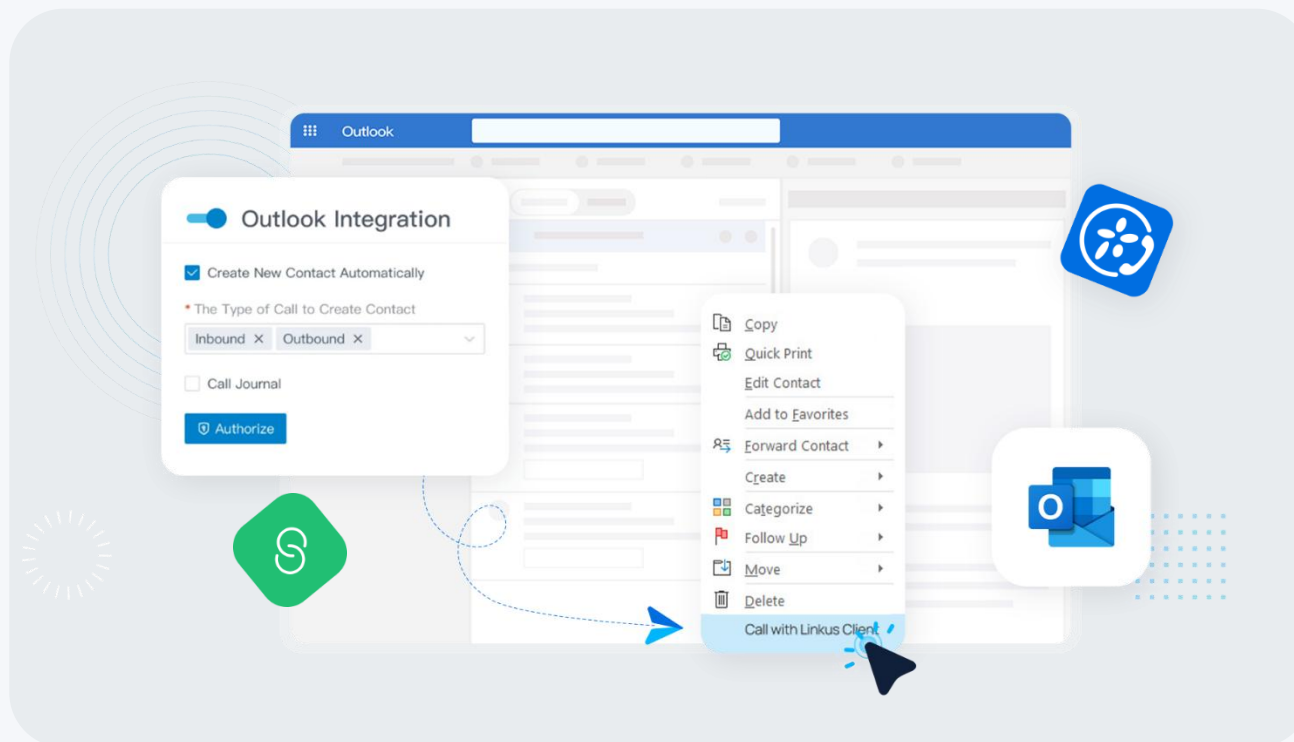


# Outlook Integration Add-in

- Click to call from Outlook contact list or mailbox
- Outlook contacts incoming calls automatically popup
- Call Journaling saved to Outlook contacts' notes
- Create New Contact for Unknown Caller

## *Outlook Integration Notes:*

- *Outlook PC Edition: Outlook 2016 and above*
- *Windows Edition: Win10/Win11*

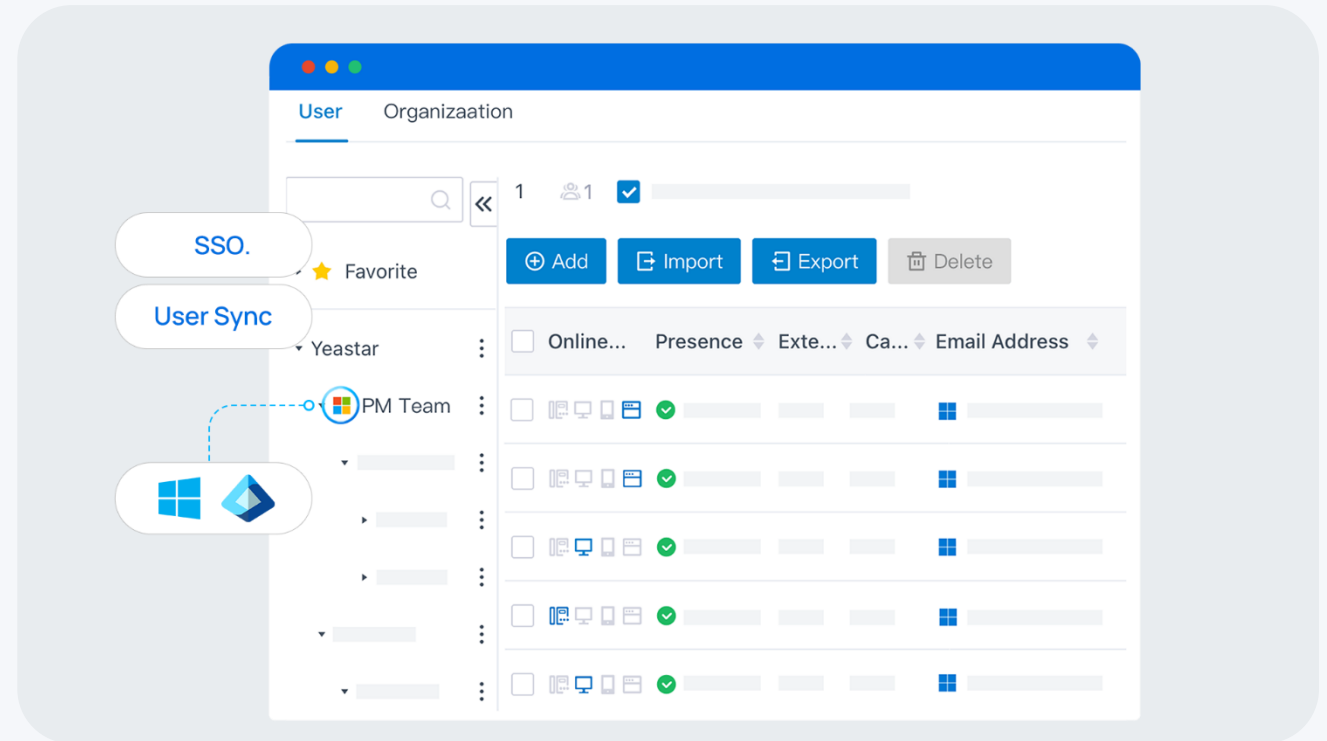


# Integrate PBX with Microsoft Directory Service

Microsoft Entra ID (formerly Azure Active Directory) & Windows Active Directory (AD)

Sync users, contacts, and Teams status across the platforms and allows users to log into their Linkus UC Clients by Microsoft account.

- User Synchronization
- Single Sign-on (SSO)
- Group Synchronization
- Personal & Shared Mailbox Contacts Synchronization
- Synchronize Teams Status to Extension Presence



# File Remote Archiving

Off-load your call recordings and system backup files to [Amazon S3](#), [Google Storage](#), or an [FTP/SFTP](#) server

- Free up PBX local storage space
- Efficiently manage large volumes of recordings & system backups files
- Enable long-term file storage, avoiding the pitfall of auto-cleanup when your PBX storage limit is reached
- Enable external backups of system files
- Off-load files to cheaper remote storage, making your PBX setup more cost-effective





# API Interfaces on P-Series Phone System

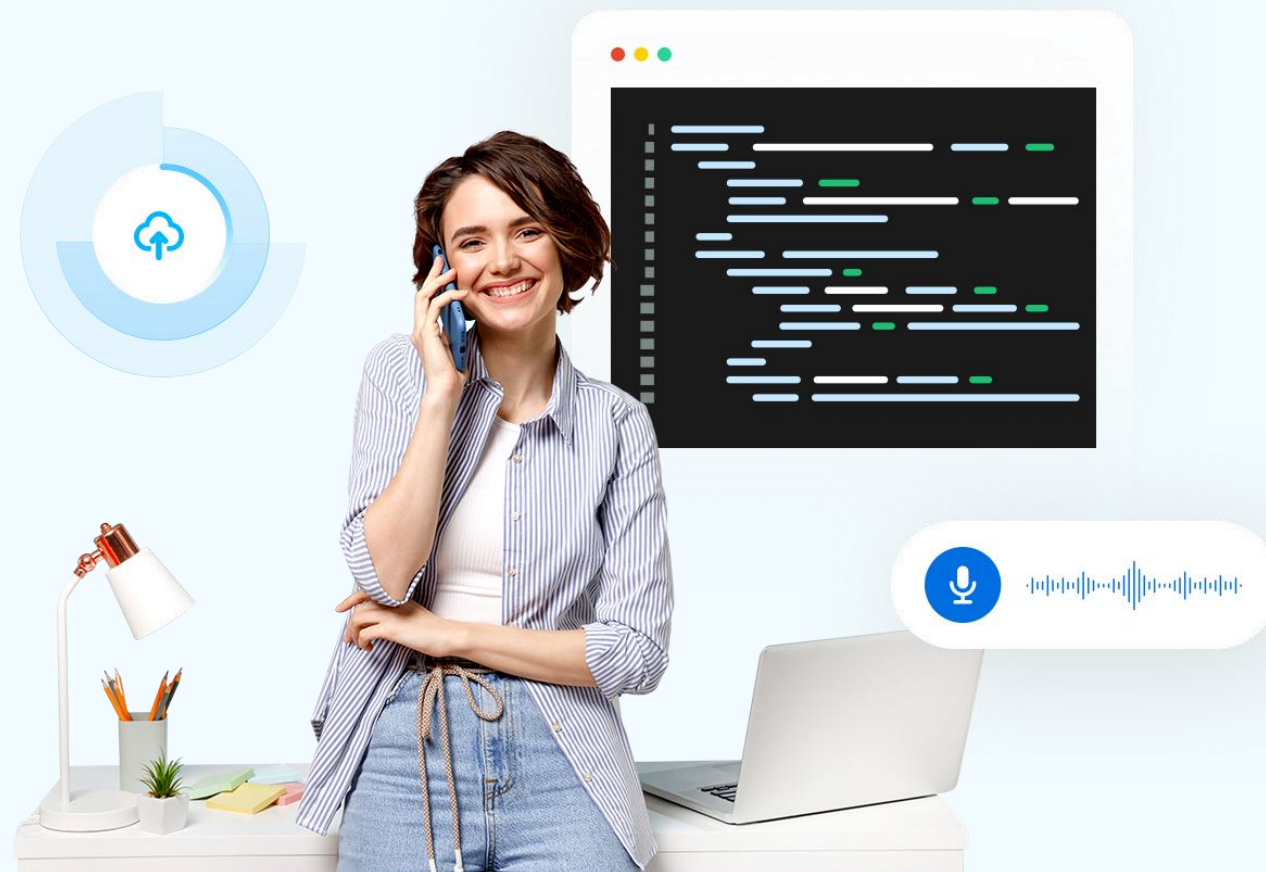
## Supported Interfaces:

- PBX Configuration
- Call Control
- UACSTA Call Control
- Event Notification



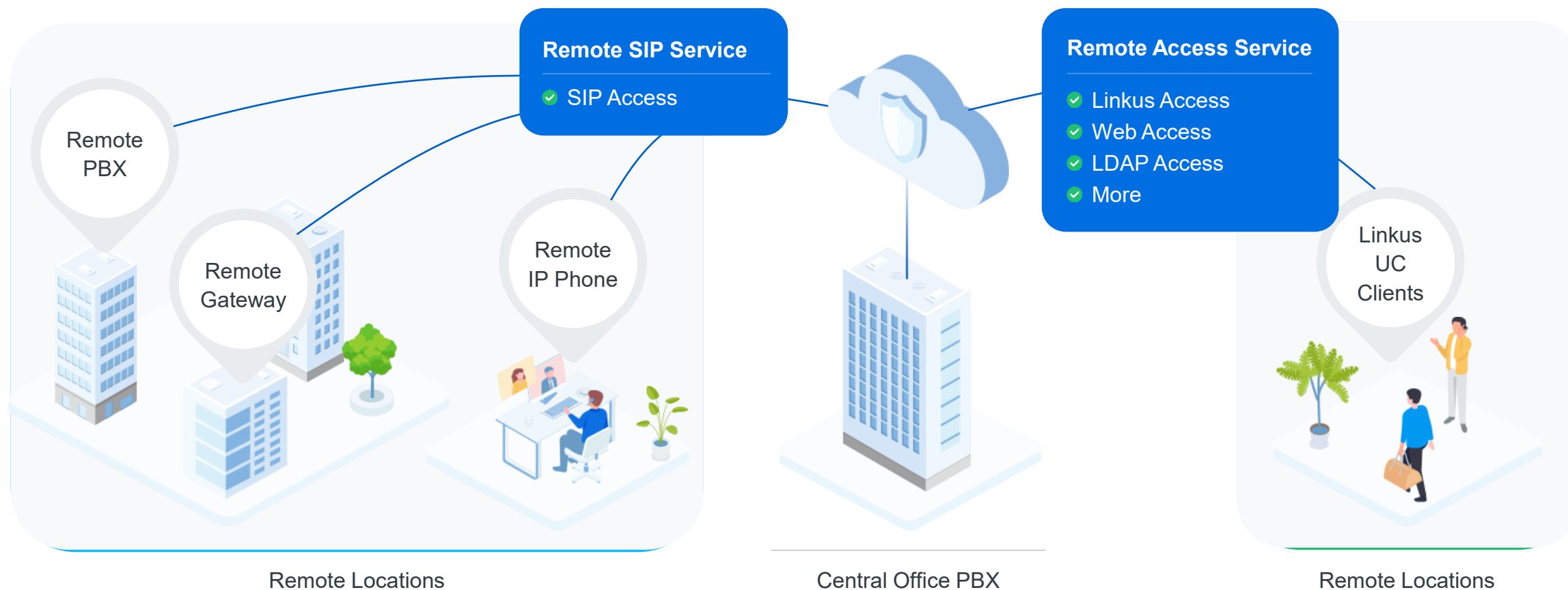
# P-Series Linkus SDK

- Integrate voice calling to any application easily
  - Web/Browser SDK
  - Mobile/Pad SDKs: Android, iOS
  - Desktop SDKs: Windows, MacOS
- Feature-rich voice experience within your app
  - HD Calling, Call Control, Call Recording, Call History, Notifications, and more features.
- Rich, programmable code samples and UI
- Secure authentication with tokens
- Faster and standardized development



# Remote Access Solution

Connect your remote workers, offices, and SIP devices to your central office PBX at ease, in a highly secure manner.



# Multi-layer Security

## Endpoint Security

### Extension Registration

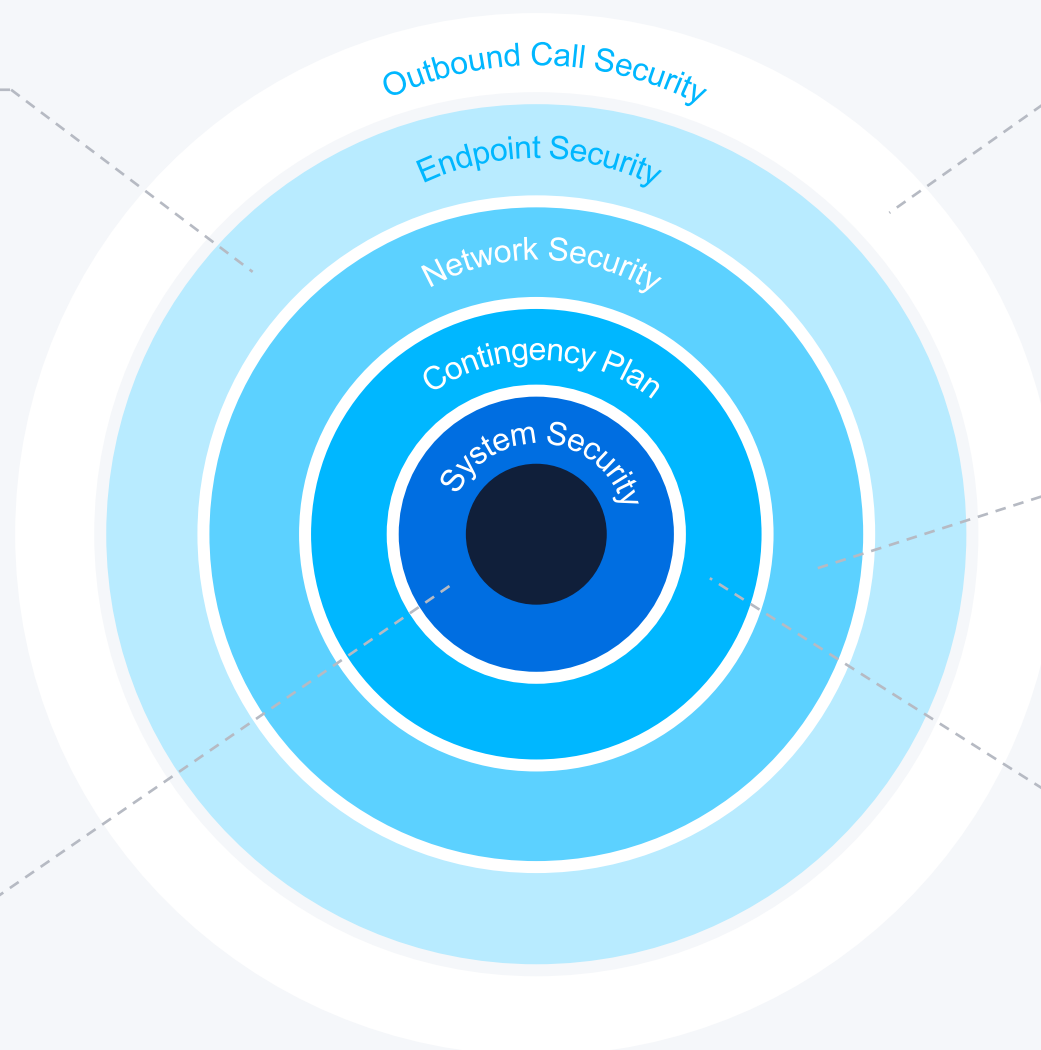
- Account Lockout
- Registration Credentials
- Concurrent Registration
- User Agent
- IP Address
- Remote Registration

### Extension Login

- Account Lockout
- Single Sign-on
- Two-factor Authentication
- QR Code / Link Login
- Password
- User Role

## System Security

- Upgrade Firmware
- Disable SSH



## Outbound Call Security

- Outbound Route
- PIN Code
- Time Condition
- Country / Region
- Phone Number
- Call Frequency
- Concurrent Calls
- Call Duration

## Network Security

- Avoid Port Forwarding
- Global Anti-hacking IP Blocklist
- Country / Region
- Static Defense
- Auto Defense

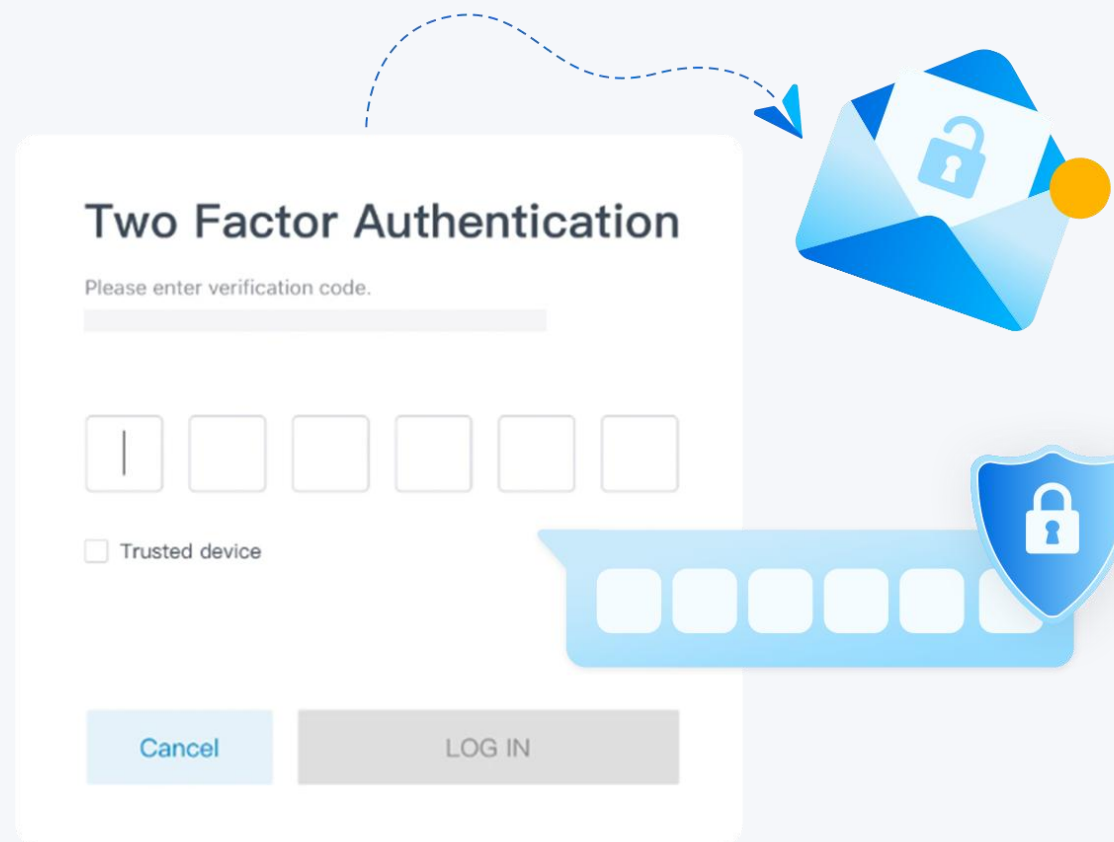
## Contingency Plan

- Event Notification and Logging
- Backup

# Two-factor Authentication

Add an extra layer of support of security

- Authentication options include Authenticator App on Smartphone and Email Authentications
- Save trusted devices that can skip the 2FA
- Works on P-Series Management Portal login, Linkus login, and YCM login.



**Two Factor Authentication**

Please enter verification code.

☐ Trusted device



# Global Anti-hacking IP Blocklist Program



Hacker IP Addresses

Yeastar creates a central database of IP addresses that have been block-listed by Yeastar PBXs. Each PBX enrolled in the program is part of an international network PBX servers, collectively working to safeguard crucial systems against hacking attempts.

# Hot Standby

Supported on Appliance and Software Edition



Enhanced Reliability



Data Synchronized



Down Notification



Quick Recovery



Easy Configuration



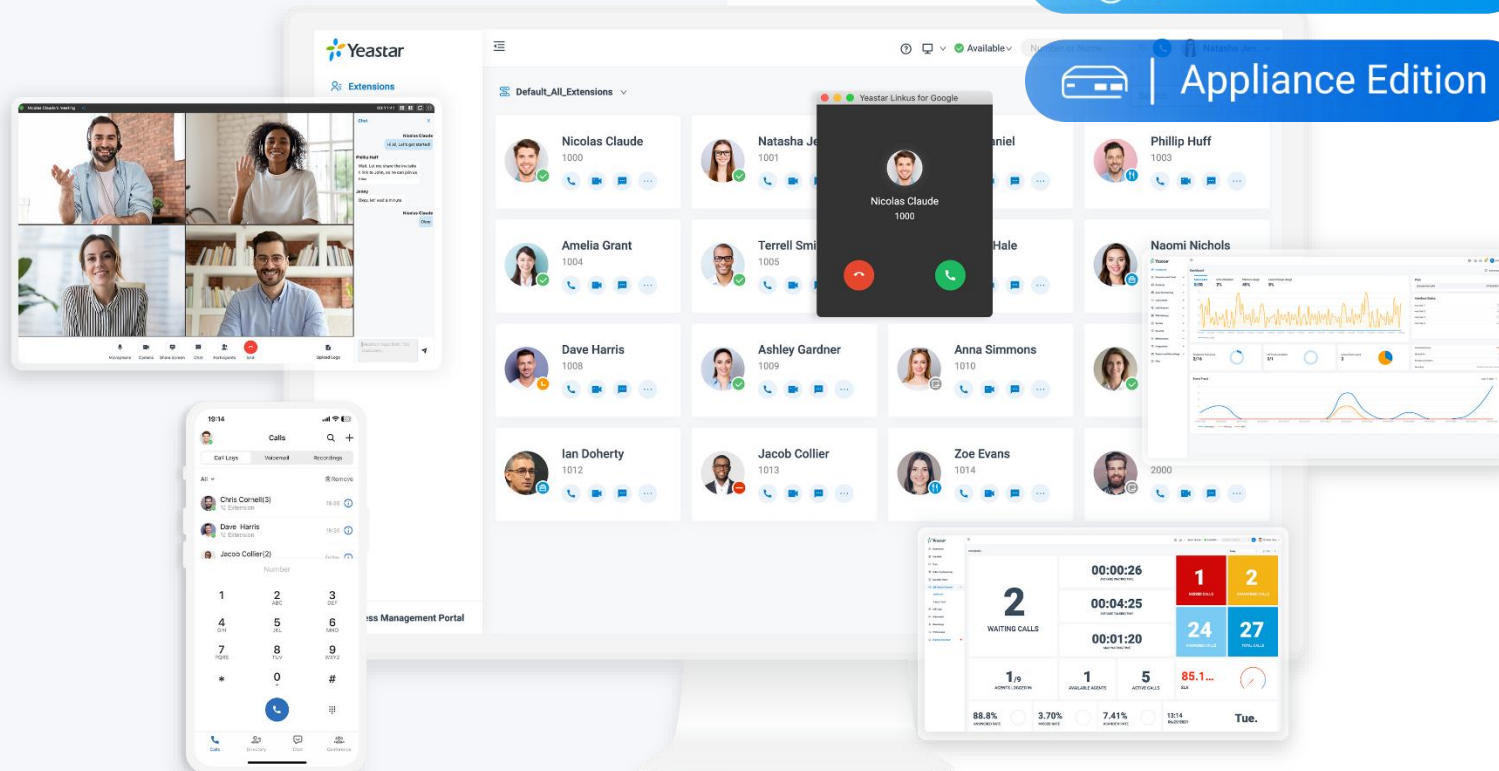
Optimized Detection



Software Edition



Appliance Edition



# Disaster Recovery\*

Enable geo-redundancy for business continuity in case of regional service interruption



- Real-time PBX mirroring and data replication. No data losses
- Automatic failure detection
- Automatically switching to standby server, within seconds
- Inbuilt secure SD-WAN service and optional VPN remote networking
- Instant event notification by call and email
- Super simple setup

\* Disaster Recovery: Supported by the Software Edition and requires an additional PBX redundancy server to function.

# Flexible Plans

| Advanced Business & UC                                                                           | Standard | Enterprise | Ultimate |
|--------------------------------------------------------------------------------------------------|----------|------------|----------|
| Team Chat                                                                                        | ●        | ●          | ●        |
| Remote Access Service                                                                            | ●        | ●          | ●        |
| Remote SIP Service                                                                               | ●        | ●          | ●        |
| Phonebook                                                                                        | ●        | ●          | ●        |
| Call Note & Call Accounting                                                                      | ●        | ●          | ●        |
| Voicemail Announcement                                                                           | ●        | ●          | ●        |
| Virtual Fax (eFax)                                                                               | ●        | ●          | ●        |
| Call Flow Designer                                                                               | ●        | ●          | ●        |
| Video Calls & Video Conferencing                                                                 | ●        | ●          | ●        |
| Disaster Recovery*                                                                               | ●        | ●          | Optional |
| Advanced Call Center                                                                             |          |            |          |
| Skill-based Routing & Queue Callback                                                             | ●        | ●          | ●        |
| Queue Panel                                                                                      | ●        | ●          | ●        |
| Wallboard & SLA Monitoring                                                                       | ●        | ●          | ●        |
| Reporting & Post Call Survey                                                                     | ●        | ●          | ●        |
| Outbound Call Center* (Auto Dialer, DNC List, Agent Inbox, Campaign Wallboard& Management, etc.) | ●        | Optional   | Optional |
| AI Related Features                                                                              |          |            |          |
| Text-to-Speech for Voice Prompts                                                                 | ●        | ●          | ●        |
| Voicemail Transcription                                                                          | ●        | ●          | ●        |
| Call Transcription & Summary*                                                                    | ●        | ●          | ●        |
| WebSocket for Audio Streams Transmission*                                                        | ●        | ●          | ●        |

| Omnichannel Messaging                                                                                                     | Standard | Enterprise | Ultimate |
|---------------------------------------------------------------------------------------------------------------------------|----------|------------|----------|
| Live Chat                                                                                                                 | ●        | ●          | ●        |
| SMS Integration                                                                                                           | ●        | ●          | ●        |
| Facebook & WhatsApp Integration                                                                                           | ●        | ●          | ●        |
| Bulk Messaging (SMS & WhatsApp)                                                                                           | ●        | ●          | ●        |
| Integrations                                                                                                              |          |            |          |
| CRM & Helpdesk Integration<br>Dynamics 365, Zoho, Salesforce, HubSpot, Bitrix 24, Odoo, Zendesk, CRM Integration Template | ●        | ●          | ●        |
| Microsoft 365 Integration<br>Teams, Outlook, Azure AD (Entra ID),                                                         | ●        | ●          | ●        |
| Single Sign-On Integration<br>Google, Red Hat, Microsoft                                                                  | ●        | ●          | ●        |
| Database Contacts Sync<br>Microsoft SQL, LDAP                                                                             | ●        | ●          | ●        |
| File Remote Archiving<br>Google Storage, Amazon S3, FTP, SFTP                                                             | ●        | ●          | ●        |
| Active Directory Integration                                                                                              | ●        | ●          | ●        |
| Linkus SDKs                                                                                                               | ●        | ●          | ●        |
| Hotel Solutions                                                                                                           |          |            |          |
| Hotel Management Module*                                                                                                  |          |            |          |
| Hotel PMS Integration*                                                                                                    | Optional | Optional   | Optional |

1. The Standard Plan is only available for P-series Appliance Edition.

2. The support of features marked with an asterisk (\*) are subject to P-Series editions and models.

3. Hotel Management Module is available as add-on for Appliance Edition. For Software and Cloud Edition, it's available with Enterprise Plan or higher.

4. Outbound Call Center is available as add-on for Software Edition only.

- Call Routing
- Call Forwarding
- Call Parking / Pickup
- Call Transfer (Attended / Blind)
- Call Waiting
- Call Flip / Switch
- Ring Group
- Paging & Intercom
- Caller ID
- Dial by Name
- Speed Dial
- AutoCLIP
- CID/DID-based Call Routing
- Direct Inward / Outward Dialing
- DNIS
- DND (Do Not Disturb)
- Custom Prompts
- Distinctive Ringtone
- Music on Hold
- MOH Playlist & Streaming
- CDR & Basic Call Reports

|                           |
|---------------------------|
| Call Operator Panel       |
| Desk Phone Control (CTI)  |
| BLF Support               |
| Busy Camp-on              |
| Business Hours & Holidays |
| Boss-Secretary            |
| Hot Desking               |
| Emergency Calling         |
| Feature Code              |
| Function Key              |
| LDAP Server               |
| TAPI Driver               |

- Call Recording
- Listen/Whisper/Barge-in Monitoring
- IVR
- Queue
- Queue Priority & Acceleration
- Queue Announcement
- Queue Call Logs & Missed Call Disposition

|                                |
|--------------------------------|
| Web Admin Portal & Dashboard   |
| Extension Group & Organization |
| User Role & Permission         |
| IP Phone Auto Provisioning     |
| SIP Forking                    |
| Event Logs & Notifications     |
| Troubleshooting                |
| Backup and Restore             |
| Built-in SMTP Server           |
| Network Drive*                 |
| SNMP Support                   |
| Spilt DNS                      |
| Hot Standby*                   |

- SRTP & TLS Call Encryption
- Auto & Static Defense
- Global Anti-hacking IP Blocklist
- Allowed Country IP's & Codes
- Outbound Call Frequency Restriction
- Password Policy Enforcement
- Two-factor Authentication (2FA)

- Linkus UC Clients
  - Web Client
  - Mobile: iOS & Android
  - Desktop: Windows & MacOS
  - Google Chrome Extension
- Presence & Custom Messages
- Audio Conferencing
- T.38 Fax
- Fax to Email
- Voicemail
- Voicemail to Email
- Google Cloud Voicemail Transcription
- Group Voicemail
- Personal & Company Contacts
- Call Pop-up URL
- Headset Integration
- Open APIs\*

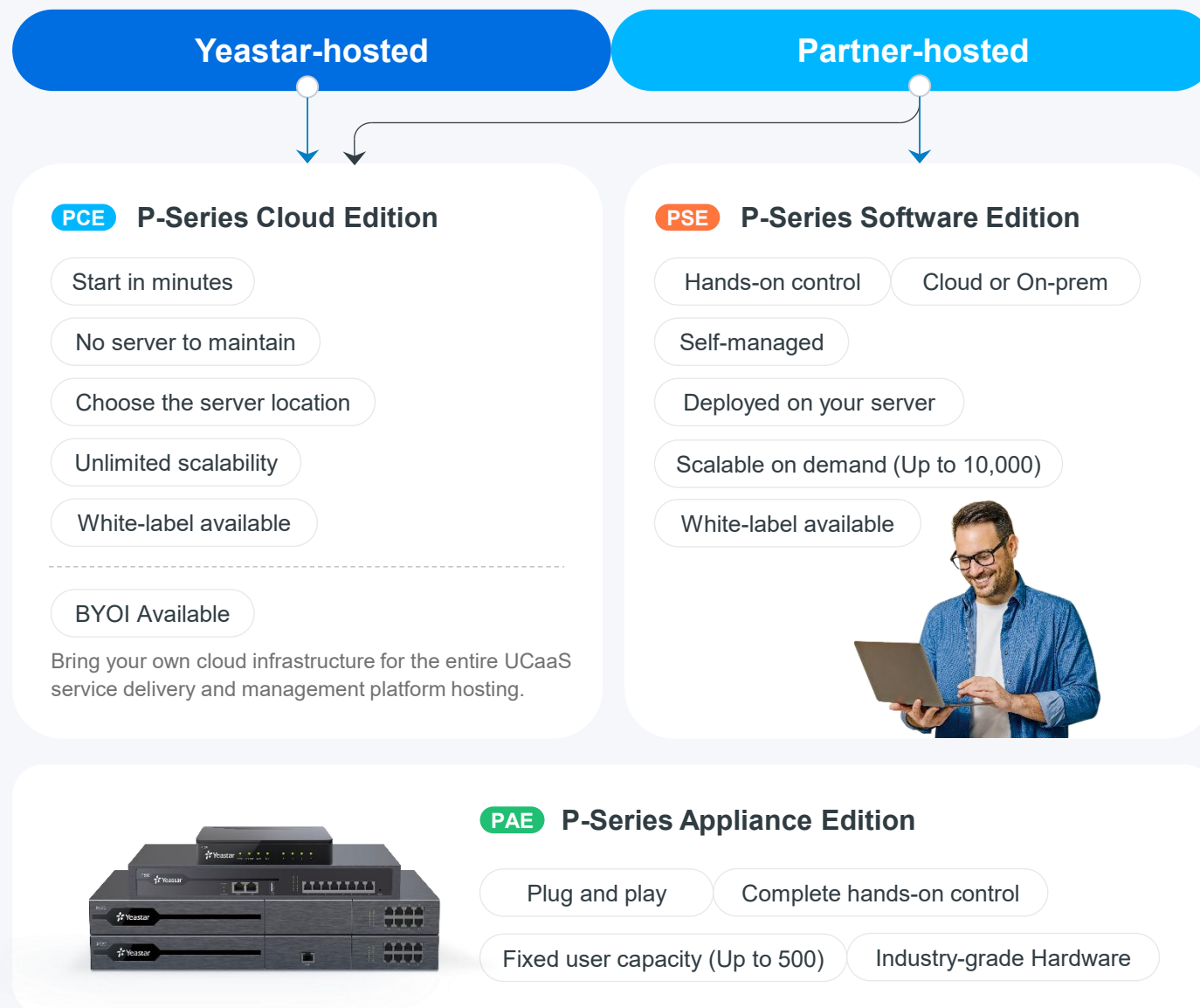
- Yeastar Central Management
- Remote Management
- Trunk Sharing\*

\* These features are available on Standard Plan or above. API is not supported by P520.



# Editions and Deployment Options

Yeastar P-Series Phone System is available in three editions: Appliance Edition, Software Edition, and Cloud Edition, supporting easy and flexible deployment in the cloud or on-premises.



# P-Series Appliances Edition

|                  | P520*                                                                             | P550                                                                               | P560                                                                                | P570                                                                                |
|------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|                  |  |  |  |  |
| Extension        | 20                                                                                | 50                                                                                 | 100 / 200                                                                           | 300 / 400 / 500                                                                     |
| Concurrent Calls | 10                                                                                | 25                                                                                 | 30 / 60                                                                             | 60 / 90 / 120                                                                       |
| NFC Read/Write   | No                                                                                | Yes                                                                                | Yes                                                                                 | Yes                                                                                 |
| FXS/FXO/BRI      | Max. 4                                                                            | Max. 8                                                                             | Max. 8                                                                              | Max. 16                                                                             |
| E1/T1/J1         | N/A                                                                               | N/A                                                                                | Max. 1                                                                              | Max. 2                                                                              |
| GSM / 3G / 4G    | Max. 1                                                                            | Max. 4                                                                             | Max. 4                                                                              | Max. 6                                                                              |
| Expandable D30   | N/A                                                                               | 0                                                                                  | 1                                                                                   | 2                                                                                   |
| USB (2.0)        | N/A                                                                               | 1<br>(USB Portable SSD, Up to 2TB)<br>(USB Flash Drive, Up to 256)                 |                                                                                     |                                                                                     |
| Hard Disk (SSD)  | N/A                                                                               | N/A                                                                                | 1 SATA (Up to 2TB)                                                                  |                                                                                     |
| WAN              | 1 (10/100 Mbps)                                                                   | 1 (10/100/1000 Mbps)                                                               |                                                                                     |                                                                                     |
| LAN              | 1 (10/100 Mbps)                                                                   | 1 (10/100/1000 Mbps)                                                               |                                                                                     |                                                                                     |

\* The availability of the P520 PBX model is subject to regional sales policy.

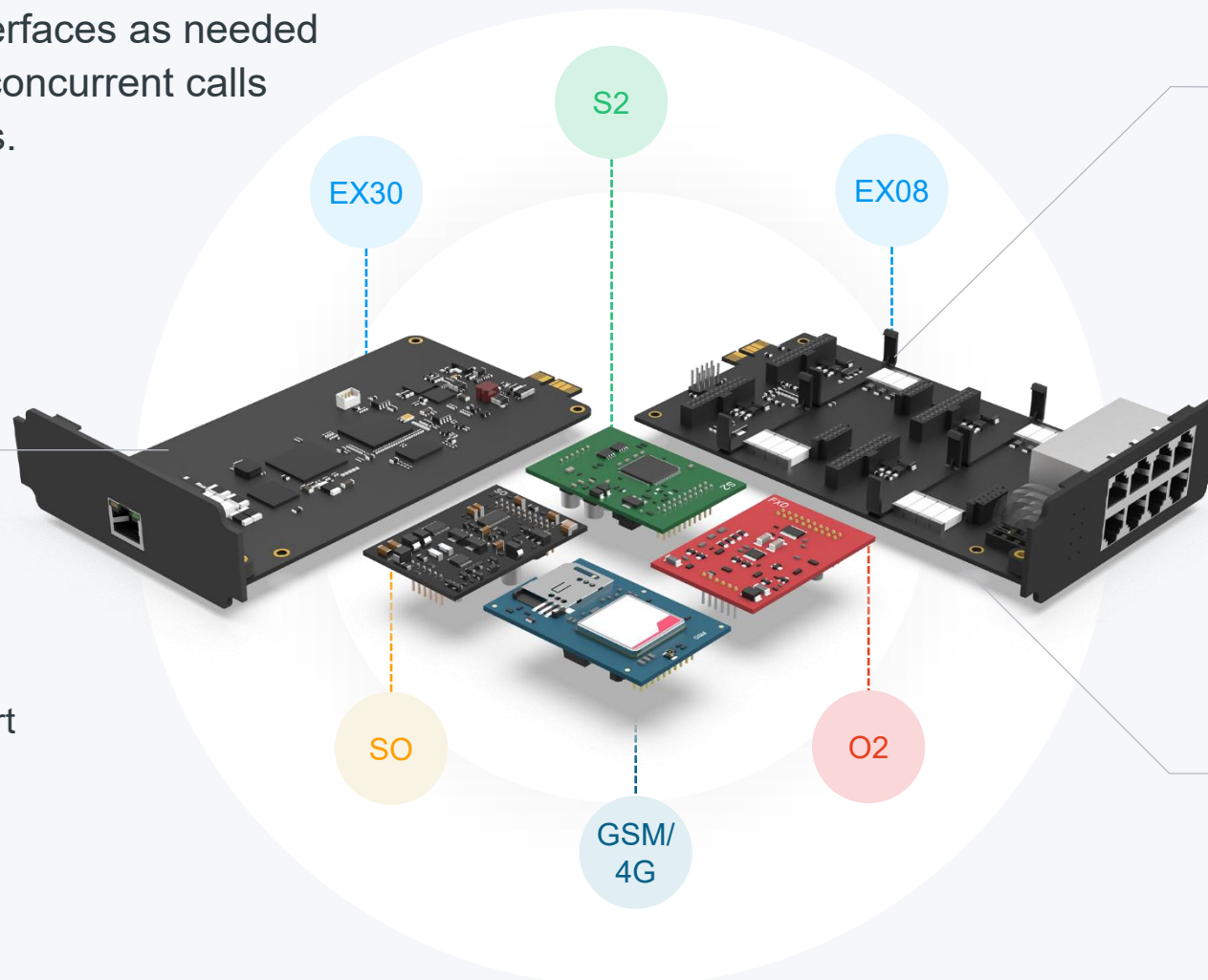
- 4 models to fit SMEs with up to 500 users
- Enhanced hardware performance
- Flexible modular design to customize telephony interfaces
- NFC tag behind the Yeastar logo

# Innovative Modular Design

Customize telephony interfaces as needed and scale up users and concurrent calls when the business grows.

## Telephony Module

- S2: 2 FXS Ports
- O2: 2 FXO Ports
- B2: 2 NT/TE BRI Ports
- SO: 1 FXO and 1 FXS Port
- GSM/4G: 1 GSM/WCDMA/4G Channel



## Expansion Board

- EX08: 4 Module Slots and 8 Interfaces on the Panel
- EX30: 1 Onboard E1/T1/PRI Interface

## Expand System Capacity

- D30 DSP : Add 100 Extensions & 30 Concurrent Calls

# Remote Management



## Task Management

Provision, upgrade, backup, and restore PBX in batches with scheduled tasks.

## Tech Service Delivery

One-click remote access and passwordless login for customer PBX management.

## Central Monitoring

Monitor PBX performance and resource trends in real-time dashboard.

## Recurring Revenue

Create a recurring revenue stream by monetizing support services.

# P-Series Software Edition

Self-managed in your private cloud or on-premises server while getting complete control, great user capacity, and easy scalability.

## Cloud



## On-premise



- Almost tech-free deployment with launch wizard
- Scalable on demand. Support up to 10,000 users
- Embedded in your security concept
- Friendly for remote workforce even when deployed on-premises



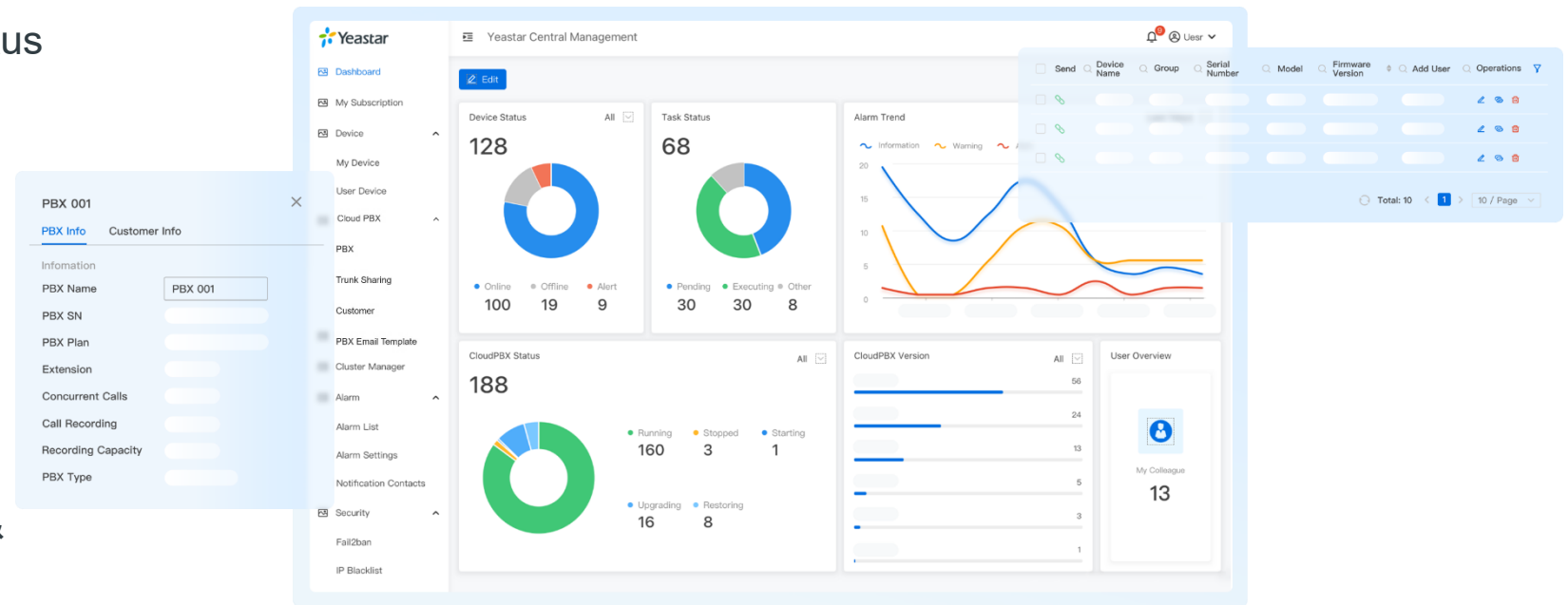
# P-Series Software Edition Specifications

| Items                          | Specifications                                                                                                                                                                                                                                                                                                               |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Max. Extensions                | 10000                                                                                                                                                                                                                                                                                                                        |
| Max. Concurrent Calls          | 1000                                                                                                                                                                                                                                                                                                                         |
| Operating System               | Ubuntu 24.04 LTS, Debian 12                                                                                                                                                                                                                                                                                                  |
| Recommended Server Environment | <b>On-premise:</b> VMware Workstation 17.0.0 or later; VMware ESXi 8.0 or later; Hyper-V 10.0.17134.1 or later; KVM; Proxmox VE 7.0 or later; Dell EMC PowerEdge;<br><b>Cloud:</b> Amazon Web Service (AWS); Microsoft Azure; Google Cloud; Amazon Lightsail; Digital Ocean; OVHcloud; HETZNER; Vultr; Infomaniak; and more. |
| Activation Method              | Online Activation / Offline Activation                                                                                                                                                                                                                                                                                       |
| Licensing Options              | Enterprise Plan/Ultimate Plan                                                                                                                                                                                                                                                                                                |
| Subscription Terms             | Annual Subscription                                                                                                                                                                                                                                                                                                          |

# Central Management for Partners

Reach, manage, and monitor your fleet of customer PBXs with ease. Empower service providers with a fully-fledged central management portal with features such as PBX monitoring, task management, and more.

- Real-time dashboard of PBX status
- 24/7 monitoring and alerts
- Bulk PBX auto-provisioning
- Scheduled PBX tasks (upgrade, backup, restore, etc.)
- Central Trunks & DIDs Management
- Real-time PBX resource usage & status monitoring
- White-label options available



# Customer Use Cases



## Work in the Office

- Flexible terminals: IP phone, desktop/mobile softphone
- Communicate effectively with customers and colleagues who might not work in the office
- Operator Panel provides a visual console and improves efficiency



## Service Center

- Check real-time call center metrics and KPIs from the Wallboard and get advanced call center reports.
- All the tools agents and supervisors need to manage calls in one Web interface.
- Deliver exceptional customer service and maximize agent efficiency



## Mobile & Remote Workers

- Turn your desktop PC, or mobile phone into an office extension; never miss a call
- Secure communications and consistent in-office experience
- One number reach to present a professional corporate image



## Multiple Offices

- Distributed workforce is connected on a single UC system and unified with free and secure inter-office communications
- Unified corporate number providing the branch office with an appearance of corporate unity
- Lower operational and communication costs

# UC Solutions for Various Industries



## Education

Help staff, teachers, and students communicate effectively and securely in one single platform



## Government

Reinvigorate the government agencies with secure and advanced VoIP system



## Transportation

Empower the transportation industry with mobility, flexibility, and reliability of the PBX system.



## Hospitality

Improve hotel operations with PBX-integrated hotel management or 3<sup>rd</sup>-party PMS integration



## Healthcare

Provide reliable and secure unified communications for healthcare institutions



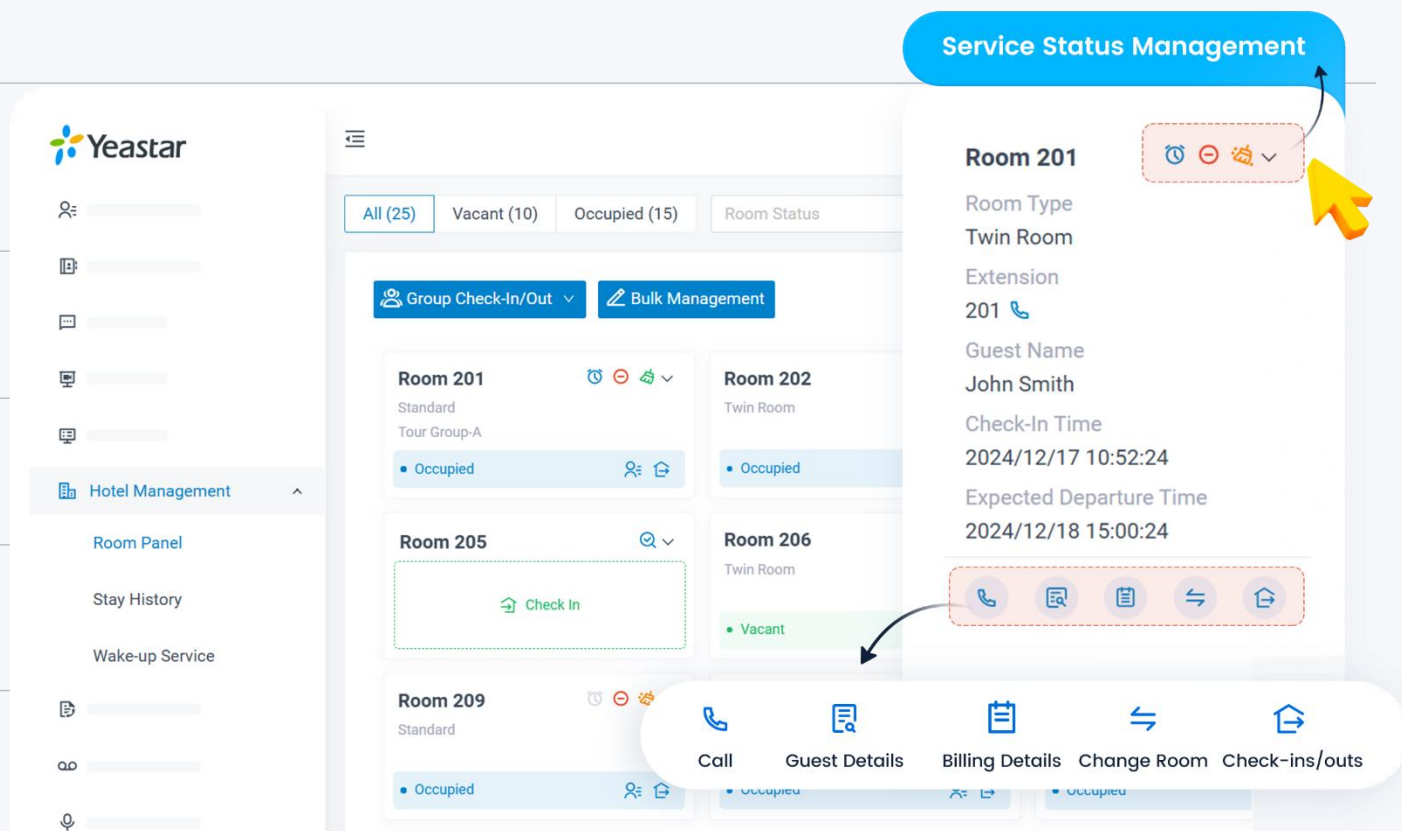
## Retail

Build a modern IP-based system and provide an increased level of customer service

# Hotel Management Module

Digitalize your front desk and daily hotel operations with essential hotel management features unlocked instantly with your PBX

- Intuitive Room Panel
- Wake-up Service Management
- Call and Service Billing
- Guest Stay History
- Hotel Settings & Room Management



The screenshot displays the Yeastar Hotel Management Module interface. On the left is a sidebar with the Yeastar logo and a list of menu items: Hotel Management (selected), Room Panel, Stay History, and Wake-up Service. The main area shows a grid of room status cards for Room 201, Room 202, Room 205, Room 206, and Room 209. Each card displays the room number, type, and current status (Occupied or Vacant). A blue callout box labeled 'Service Status Management' points to the status icons on the Room 201 card. A yellow mouse cursor is shown clicking on the status icons. At the bottom, a navigation bar contains icons for Call, Guest Details, Billing Details, Change Room, and Check-ins/outs.

**Service Status Management**

**Room 201**  
Room Type: Twin Room  
Extension: 201  
Guest Name: John Smith  
Check-In Time: 2024/12/17 10:52:24  
Expected Departure Time: 2024/12/18 15:00:24

**Room 202**  
Room Type: Twin Room  
Status: Occupied

**Room 205**  
Status: Check In

**Room 206**  
Room Type: Twin Room  
Status: Vacant

**Room 209**  
Room Type: Standard  
Status: Occupied

**Navigation Bar:** Call, Guest Details, Billing Details, Change Room, Check-ins/outs

# Hotel PMS Integration



## Hotel API

- Wakeup call (list / get / query / create / update / delete / checkout)
- Check in/out



## Mainstream PMS Integration

- Oracle-OPERA
- Micros-Fidelio

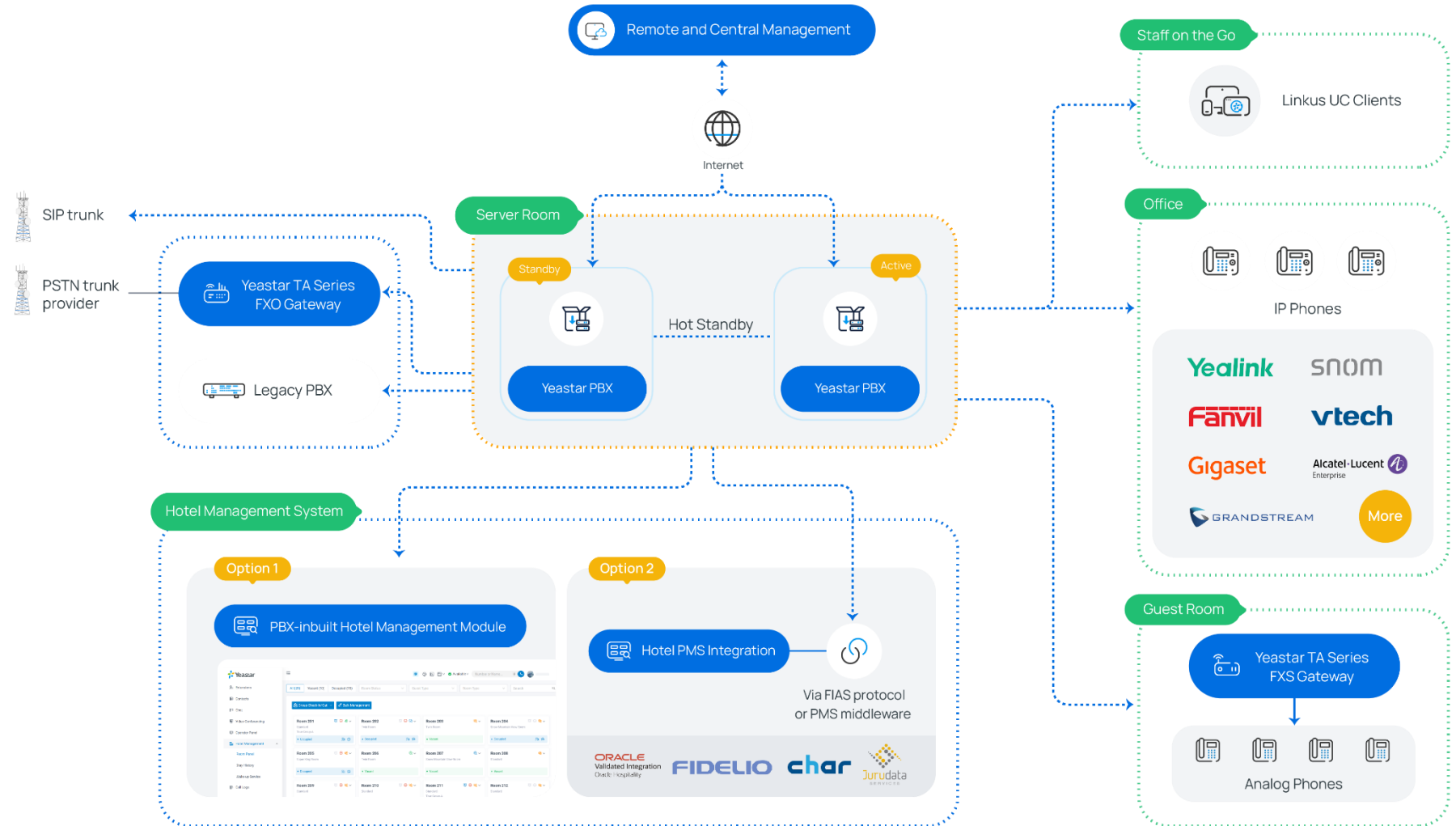


## PMS Middleware

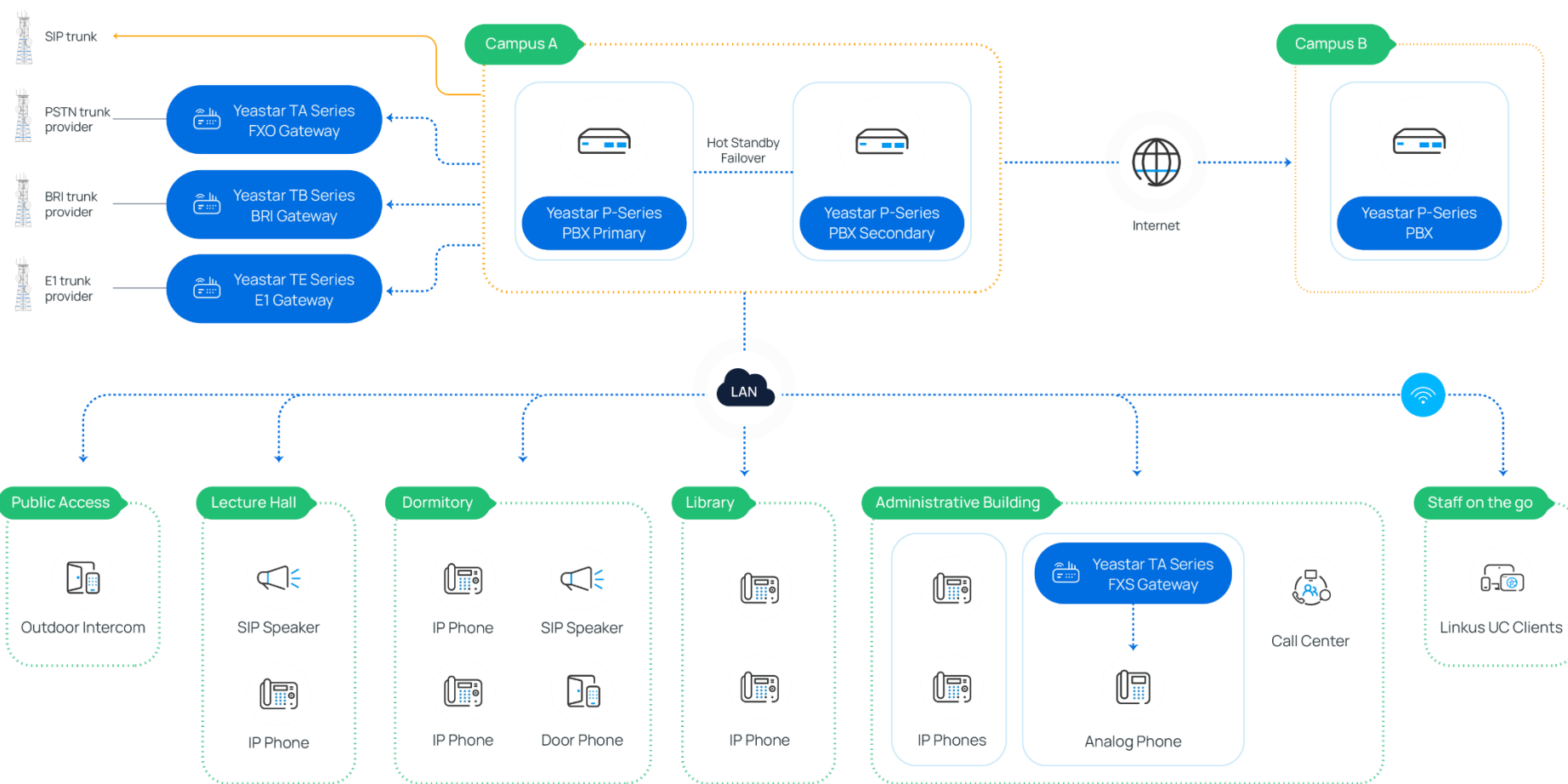
- JDS
- Easylynq
- Char



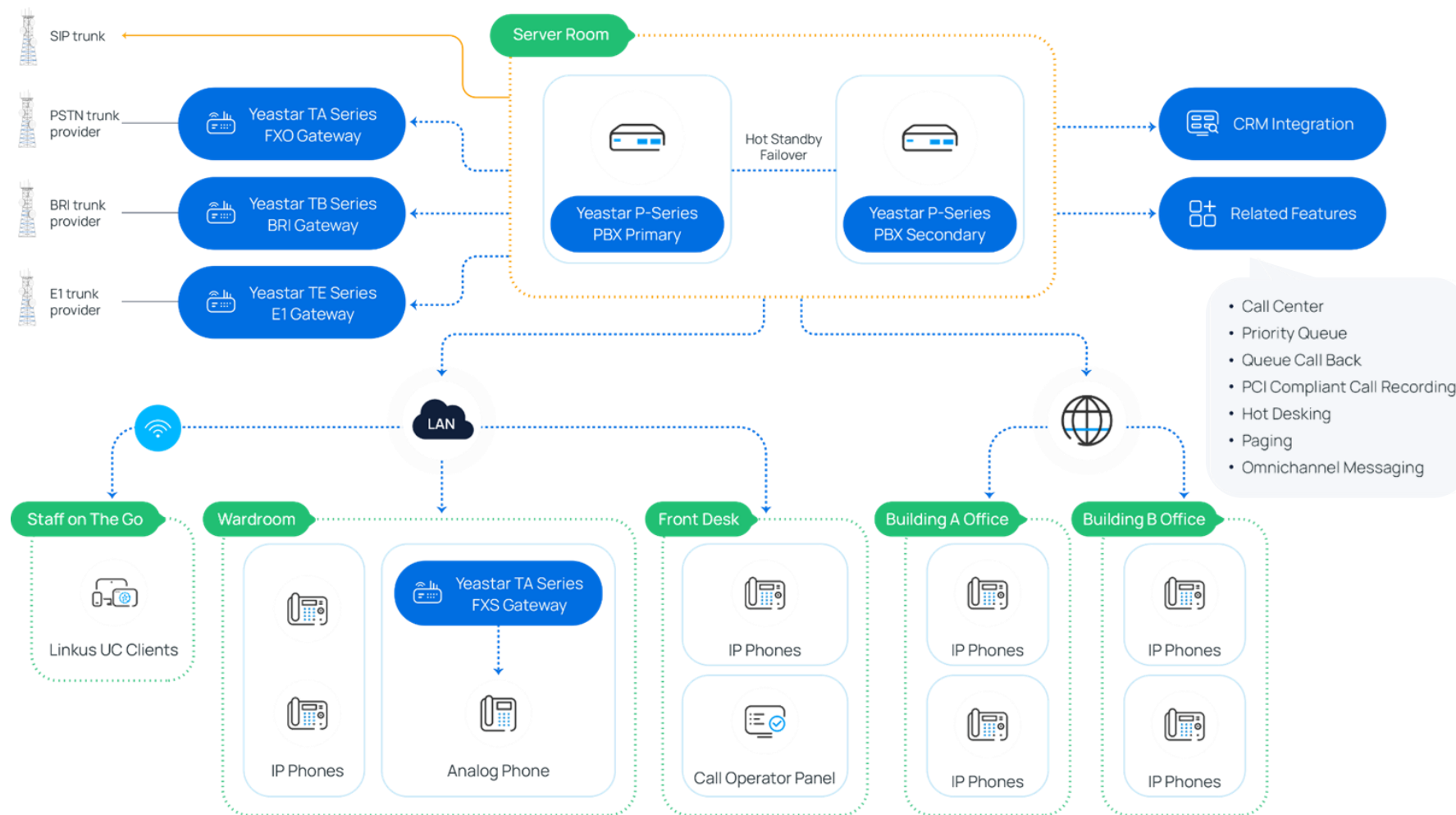
# Hotel Solution



# Education Solution



# Healthcare Solution

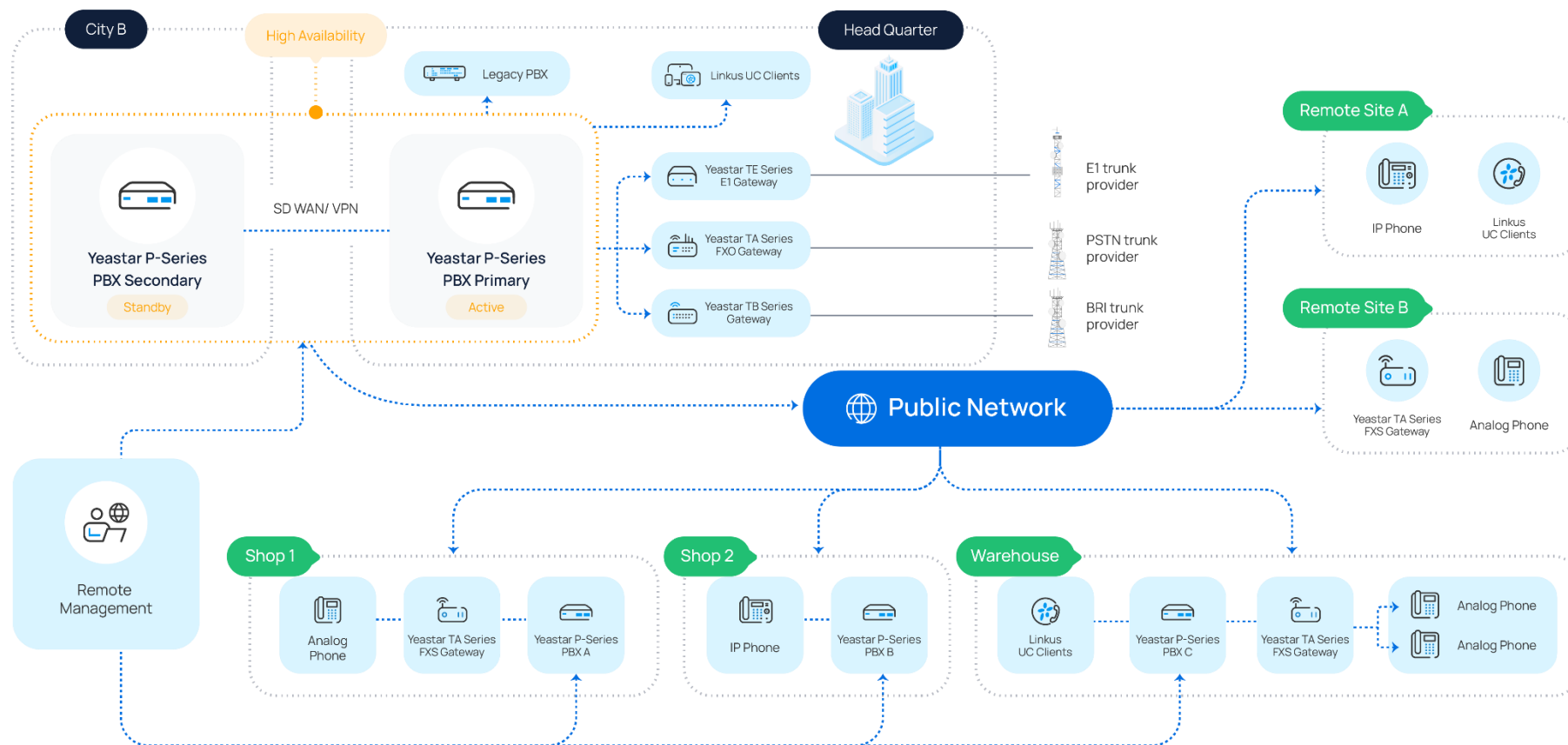


# Retail Solution

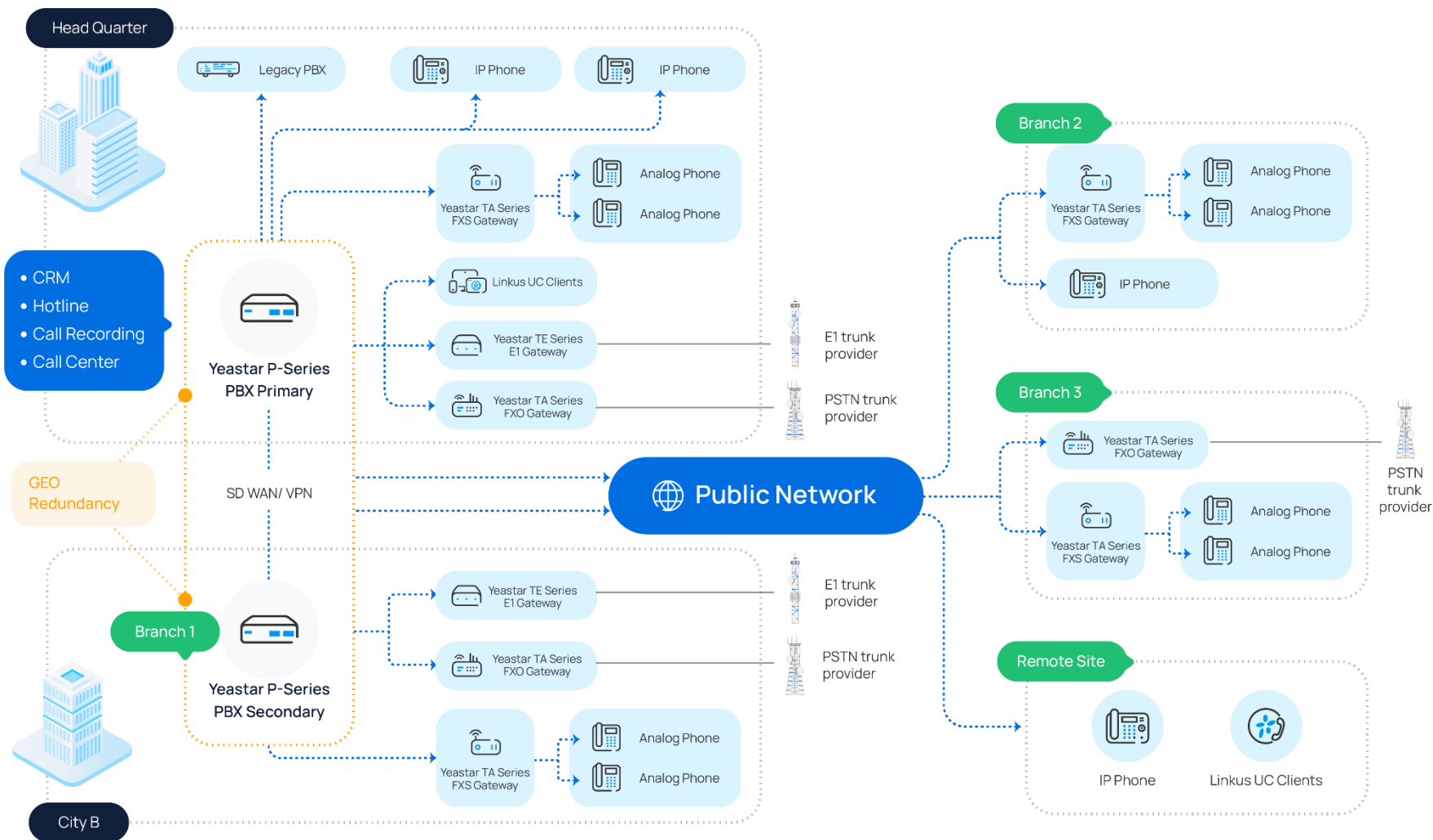
Rossi

richmond

comet



# Financial Services Solution



# UC Solutions for More Industries

## Transportation



## Government



## Nonprofit



## Other





# About Yeastar

The world's leading provider of  
Unified Communications solutions



Yeastar makes digital value easily accessible from ownership and adoption to daily usage and management by transforming how businesses connect and communicate. Yeastar has established itself as a leading provider of UC solutions with a strong ecosystem, a global network of channel partners, and over 650,000 customers worldwide.

Digital Value,  
Delivered.

---

Countries

**120+**

---

Global Channels

**9,000+**

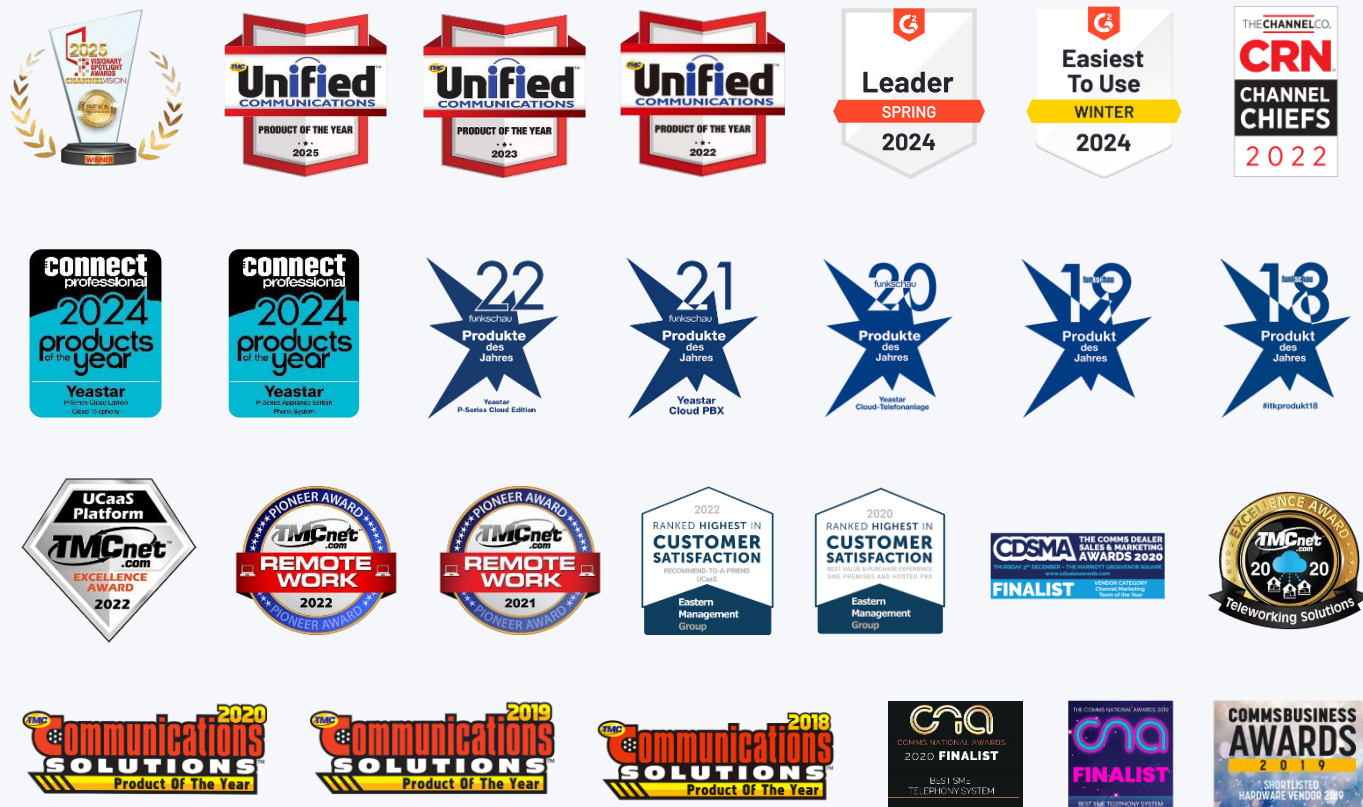
---

Customers

**650,000**

# Yeastar Recognition

## Awards



## Certification



# Esteemed Customers



## Enterprise



## Education



## Hospitality



## Residential



## Financial







# THANK YOU

For Your Precious Time and Your Attention

THIS IS A CORPORATE WHAT'S APP ACCOUNT AND WE WILL SHARE THE UPCOMING NEWS ON THIS CHANNEL WHICH WILL MAKE US CONNECT MORE CLOSER AND PLEASE ADD US IN CONTACT LIST.



**+91 7290000544**



INFO@COHESIVEGLOBAL.COM , INFO@GRANDSTREAMINDIA.COM  
WWW.COHESIVEGLOBAL.COM, WWW.GRANDSTREAMINDIA.COM, WWW.SNOM-INDIA.COM

**Corporate Office:** CS-4, 5 & 6, 4<sup>th</sup> Floor, Ansal Plaza, Sector 3, Vaishali,  
Ghaziabad (U.P) – 201010 **Contact No** +91 120 4830000, +91 7290000544