

# GPBX

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The GPBX service forms a VPN among corporate customers and their branches throughout the world so that the users can enjoy convenient voice services around the world via extension numbers. The extension numbers of a corporate customer can be distributed in different countries and regions, and served by different operators.

A corporate customer can apply for one or more local numbers as its general number(s) in the country or region where such a service is available, and then distribute extension numbers to its individual employees. The calling party can dial the local access number (general number) to access the GPBX service, and then follow the voice prompts to connect to the extension numbers.

## Customer Benefits

- Global Coverage and Local Access to Meet the Communication Needs of Transnational Enterprises

A corporate customer can, according to the distribution of its branches, apply for one or more local numbers as its general number(s) in each country or region, and then distribute extension numbers to its individual employees. Meanwhile, calling parties can just dial the local general number to access the GPBX service.

- Access by Unified Number to Improve Corporate Image

The enterprise and its branches can use the general number granted to access the service. The general number in China starts with 4008, and that in other countries is the local number.

- Binding of Extension Numbers to Ensure No Call Is Missed

The extension users (employees) of an enterprise can move freely around the world by binding their extension numbers to their real numbers. The calling party only needs to know the extension number, not the real number, to connect to the called party.

- Business Portfolio Can Effectively Help Enterprises in Business

Corporate customers are provided with many value-added services, such as extension transits, three-party services and conference calls. They can flexibly select and use various services on the service platform by dialling the general number in order to enhance both internal and external communications.

- Extension-based Service Billing Can Effectively Control Enterprise Cost

The service charges incurred by each extension user (employee) are paid by the enterprise. So the enterprise can pre-set consumption limits according to ranks or positions in order to control costs, and detailed call lists can also be provided.

- Convenient and Flexible Self-service Management

Corporate customers are provided with Web self-service so that they can set various features themselves, including extension-service management such as the initiation or suspension of extension numbers, number binding, and list queries. They can also record and upload their personalised voice menus, and manage and query their accounts as needed.

- Communication Assistant as a Telephone Secretary

The system can provide extension users with a voice mailbox. Any call not answered will be automatically forwarded to the voice mailbox to remind the calling party to leave a message. The extension users can also set email addresses for receiving the messages. The system will send the messages to the email addresses after receiving them.

- Extend coverage of your call-centre

We may provide access number for abroad customers who want to use service of call-centre that is located at home. Voice traffic from abroad customers is directed to domestic call-centre by GPBX which may provide function of voice navigation.