bbd

BROADBAND DYNAMICS
high quality low cost telecom software solutions

Cloud PBX

Cloud PBX at Broadband Dynamics is a fully managed solution that can greatly increase the reliability, redundancy and capabilities of your current phone system without any capital cost.

BBD's Cloud PBX provides the advantage of eliminating premise based system hardware, maintenance and IT costs. All configuration and system changes are software based, allowing for simple and remote administration for service adds, moves and changes. Virtually unlimited scalability.

KEY FEATURES

Company Directory
Empowers your customers to find people in your organization easily and connect directly to their extension.

Completely SIP Based
Unlimited SIP trunk capabilities are included.

Unlimited IVR's
Easy to use push button menus to allow caller to navigate to department or recorded message.

Unlimited Extensions
Create an unlimited number of extensions via the control panel.

Music On Hold
Different classes of hold music can be played depending on which queue a caller is in.

Conference Bridge
Create a single number for users to talk to each other in a conference call. Each conference bridge can be setup with a unique number and/or PIN to access the call.

Call Queuing (ACD)
Places callers into a regulated on-hold system of priority.

Find Me / Follow Me Calling
Allows user to redirect a call to another number. This can be set to be immediate, based on number of rings, or time of day.

Call Flow Control
Easily direct calls to voicemail or closed IVR with a toggle of a button.

Ring Groups
Allows a group of extensions to be called simultaneously.

Voicemail to Email
Receive your voicemail messages in your email box and play them over your computer speakers.

Voicemail Config
Users can easily setup and record a greeting using a voice menu.

Soft-Phone Support
You can use software on a personal computer or smart phone and receive/make calls through your PBX.

Automatic Backup
Backed up daily and is an integral part of a disaster and recovery plan.

Reporting
Provides a robust set of reporting and call detail search capabilities.

USER FEATURES

Call Event Logging

Call History/Call Detail Records

Call Recording

Call Screening

Call Transfer

Call Waiting

Caller Blacklisting

Caller ID Support

Do Not Disturb

Speed Dials

Three Way Calling

Voicemail

ADDITIONAL FEATURES

The BBD PBX has an unlimited number of additional features that can be added based on customer need. Adding additional features is seamless with our hosted cloud platform.

bbd BROADBAND DYNAMICS
high quality low cost telecom software solutions

History

Broadband Dynamics ("BBD") is a facilities based voice carrier and SaaS provider that for over 20 years and has been serving a very narrow niche clientele - the highest volume segment of the commercial voice market. BBD clients include some of the largest BPOs and contact centers in the world.

Products

BBD's core product set includes Outbound, Toll Free and DID voice services, PBX, as well as a full suite of Omnichannel Contact Center Software applications, including Cloud Dialer, TCPA "click to dial", IVR, SMS, Voice Messaging, Email and Chat. Our clients can purchase these services as a fully unified suite, or on an "a la carte" basis to fit their specific needs.

Value

BBD has been helping its clients reduce their telco/SaaS cost and improve profitability.
We do this offering the same 99.999% Service Level Agreement as any other major carrier, but while providing a higher, more personalized and attentive level of "white glove" service than other telco carriers/SaaS suppliers are capable of providing. In summary, we provide our customers with "more for less".