

MYTELEPHONY NEW GENERATION SOLUTION

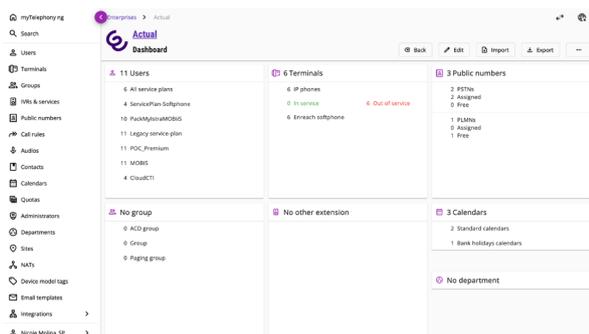


myTelephony NG represents a major leap forward in telephony service management, giving enterprises greater autonomy, scalability, and performance in the way they manage their communication and customers.

This solution provides a single and intuitive portal where administrators can easily manage users, groups, devices, public numbers, call rules, IVR services, service plans and more — all in one central place.

Built on a modern API-first architecture, myTelephony NG delivers lightning-fast performance, easier integration, and consistent experience across Enreach UP applications.

With enhanced security, deeper customisation, and a fully redesigned interface, myTelephony NG gives businesses complete control over their telephony environment. The upgraded UI, UX, and API capabilities reflect our commitment to a “customisable by design and open API mindset” empowering partners with greater flexibility and operational independence.



Create Contact Magic

KEY FEATURES

Administrators & User Management

Designate multiple administrators to create, manage, and customise user profiles, ensuring autonomy and security at every level.

Administrators can access mylstra on behalf of users to adjust device or voicemail settings, reset passwords and configure call preferences. They can also manage ACD supervisors and agents, simplifying call-center administration and maintaining clear oversight of roles and responsibilities.

Device Management

With myTelephony NG, managing devices becomes faster and more intuitive. Administrators can easily declare new terminals, assign them to specific extensions, or release existing ones in just a few clicks.

The portal supports a wide range of devices — from traditional desk phones to Microsoft Teams terminals and eFax solutions — offering maximum flexibility to match evolving business needs.





KEY FEATURES

Public Number

myTelephony NG provides complete visibility and control over all public numbers within the organisation.

Administrators can assign, modify, or release numbers for specific groups or users, ensuring optimal use of available resources.

With advanced rights, PSTN/PLMN numbers can also be managed directly within the portal, giving enterprises full control over numbering and operational reach.

Groups

Create and manage a variety of group types — ACD, Light ACD, extension groups, and paging groups.

All key information (extension number, public number, distribution method, members, service plans, calendar, voicemail greetings, and more) is displayed at a glance and can be updated at any time.

Sites and Departments

Maintain a clear and scalable organisational structure. Administrators can add, edit, or delete sites, NATs, and departments to ensure telephony resources stay aligned with company growth and internal organisation.

Call Rules

Streamline call management with flexible, customisable call rules.

Administrators can view, create, and adjust forwarding, restriction, and CRM integration rules at both the user and group level.

These personalised rules enable intelligent call flow handling and cost optimisation based on operational requirements.

Audio Management

Services Announcements

Customise audio messages for services such as Manager-Assistant workflows or call queuing, ensuring a smooth and professional caller experience.

Music on Hold

Upload custom audio files or manage default tracks to reinforce your brand identity and elevate caller perception.

Recording Announcements

Configure automatic notifications to inform participants that a call is being recorded — ensuring transparency and helping organisations comply with regulatory requirements.

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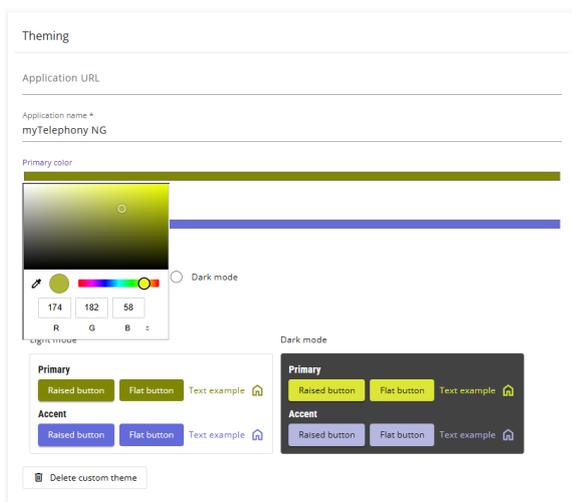


ADVANCED FEATURES

Branding Customisation

Tailor your portal to your corporate identity. myTelephony NG enables administrators to customise colors, logos, and themes — in both light and dark mode — ensuring complete branding alignment for each enterprise.

Real-time preview makes visual adjustments simple and accurate before publication, providing a unified, professional interface for users and full design control for administrators.



Advanced Administrative Capabilities

myTelephony NG gives channel partners enhanced administrative autonomy and control over their management domains.

The improved interface and additional capabilities make it easy to configure domains, partitions, and enterprise-level settings.

Key enhancements include:

- **Branding:** Customise the visual identity of Enreach UP applications.
- **Graphical Calendar:** Easily create and adjust time-based rules with a visual editor.
- **Call Barring Rules:** Control outbound call permissions for improved compliance.
- **Email Templates:** Personalise system notifications (password resets, invitations, voicemail alerts, etc.).
- **Service Plans & Quotas:** Manage license consumption and authorisation limits.
- **Additional Settings:** Configure SMTP and enable Google Text-to-Speech.



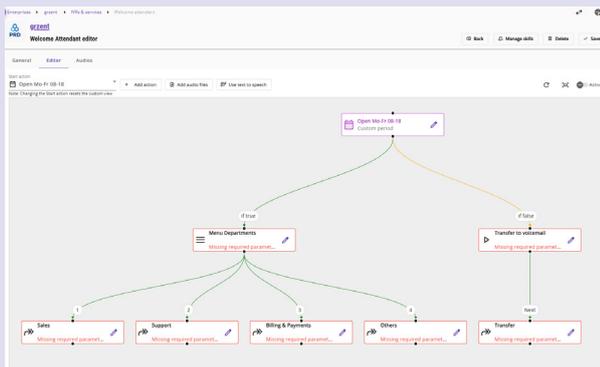
ADVANCED FEATURES

IVR & Service Management

Administrators can easily manage all voice services — creating, modifying, or deleting IVR extensions including ACD, voicemail, call forwarding, conference bridges, and more.

The new graphical IVR editor in myTelephony NG transforms the way auto-attendants are built. Administrators can design call flows or welcome scenarios in just a few clicks: business-hour rules, voice menus, skills-based routing, or personalised Text-to-Speech messages. Each module can be configured independently, making the creation of advanced call flows simple, visual, and fast.

Ready-to-use templates and scenario duplication allow teams to deploy professional-grade IVRs quickly, flexibly, and without technical expertise.



Text-to-Speech Service

Bring your IVR messages to life with natural, multilingual audio.

Powered by Google Text-to-Speech, this feature instantly converts text into high-quality, professional audio files in over 50 languages and 380 voices.

Designed for enterprise and domain administrators, TTS streamlines audio creation and simplifies IVR configuration for a more personalised and dynamic caller experience.

Service Plans & Quotas

Manage license consumption and authorisation limits.

This capability gives platform owners full control over license allocation and consumption, ensuring optimised resource usage and clearer visibility into platform growth.



ADVANCED FEATURES

Microsoft Azure AD Integration

Simplify user management with smart synchronisation.

The Microsoft Azure AD integration automatically imports and updates user from Azure directories, eliminating manual entry.

Scheduled synchronisation ensures that user information in Enreach UP remains accurate and up to date, reducing administrative effort and providing a centralized, secure approach to user management.

Cloud CTI Integration

Cloud CTI seamlessly connects the enterprise telephony system with its CRM, enabling real-time caller identification and automatic call logging.

Caller information appears instantly in mylstra, helping teams respond faster and with full context.

By synchronising call data automatically, Cloud CTI enhances productivity, improves data accuracy, and strengthens customer relationships – all without manual intervention.

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