



# DSTNY'S BASIC RANGE

dstny

# DSTNY SOFTPHONE



## A PHONE IN YOUR COMPUTER WITH GOOD SOUND

By allowing your computer become a phone you get a simple all-in-one solution with good sound quality.

### THE BENEFITS OF SOFTPHONE

Our Softphone makes both internal and external communication easier. You always see if colleagues are available or not and can thus respond to those who contact you very effectively and professionally. The smart features strengthen internal collaboration at the company, making everyday life a little bit easier and a lot more fun.

### BECOME A FULL-FLEDGED OPERATOR IN 10 MIN

Our Softphone is perhaps the world's easiest telephony application to learn. You do not need to go on a two-day course to get started. It takes no more than 10 minutes to learn the features an agent needs to know to manage their workday.

### OVERVIEW OF THE ENTIRE COMPANY

The telephone operator gets full control of all employees, departments and features of the company using advanced solutions that are incredibly user-friendly. It's easy to search people, connect conversations and take messages.

### EASY TO CONNECT CALLS WITH DRAG & DROP

We have done all we can to enable agents to connect calls with a few maneuvers as possible. Move the conversation easily by dragging the ongoing call to the desired contact you want to connect to. You can connect both directly or guarded.

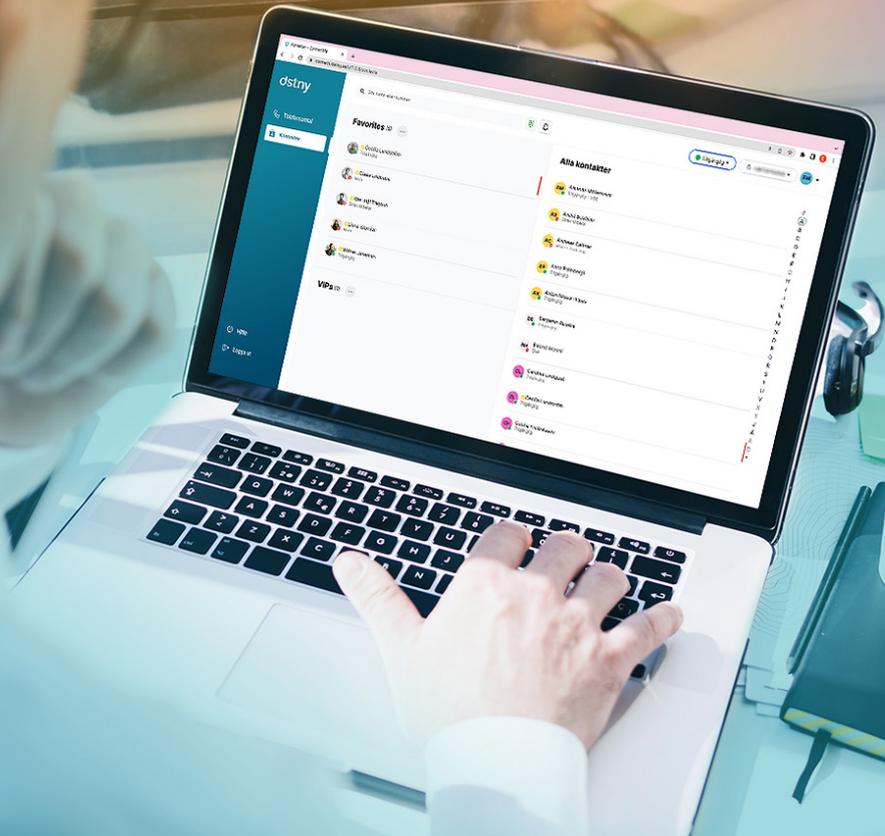
### RESPONSE GROUPS TO SUIT ALL NEEDS

You can easily and easily log in and out of response groups. You will quickly see if you and your colleagues are logged in or not. There is the possibility to park calls, take back calls and put a call on hold.

### SOME OF THE SMART FEATURES:

- Shortcuts to colleagues
- Graphic reference
- Connect calls
- SMS function
- Move ongoing calls to mobile
- List of all calls
- Virtual voicemail

# MYDSTNY



## GET ACCESS TO THE PBX DIRECTLY ON THE WEB

MyDstny is our new platform where you can access much of what Dstny has to offer. First up is our webphone – a softphone on the web.

### MYDSTNY

In the future, MyDstny is an omnichannel tool where you can access much of what Dstny has to offer in one single interface.

The system is completely web-based and flexible - it doesn't matter where you are geographically or what platform, operating system or phone carrier you have. Increase and decrease the number of agents as needed and only pay for what you actually use. Connect functions as you grow into the solution and reallocate resources based on your needs.

### WEBPHONE

First up in MyDstny is a web-based softphone, a so-called webphone. The advantages of having a webphone are as follows:

- You don't need an app, but can call directly in your browser
- You can log in to the PBX from any computer
- You always have the latest version, automatically

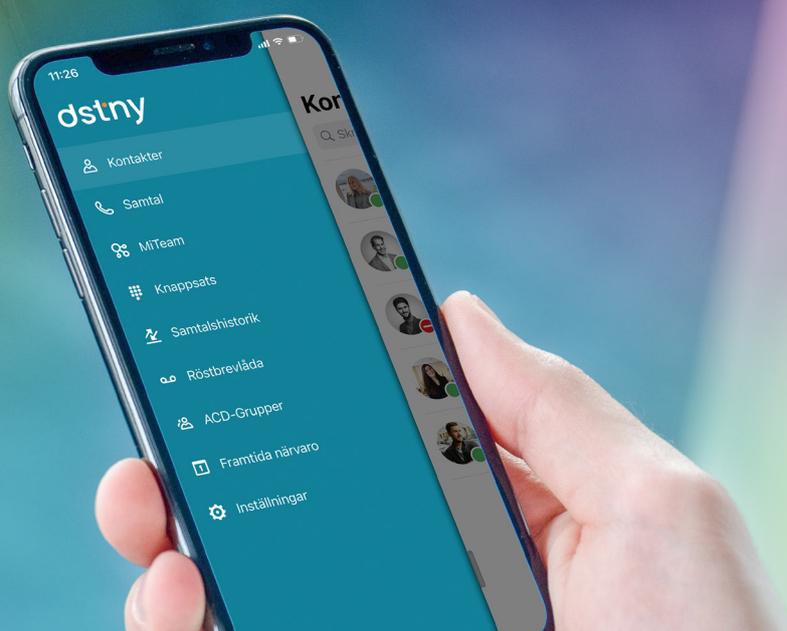
### FEATURES IN MYDSTNY

Make/receive calls

- Manage calls
- Contact book
- Notifications
- Referral status
- Search function
- ACD group management
- Voicemail
- Calendar



# DSTNY MOBILE



## MANAGE YOUR SWITCH EASILY DIRECTLY IN YOUR MOBILE PHONE

When you're on the go, you can easily manage many of the features available in Dstny's PBX service directly through your mobile phone.

### CONTACTS

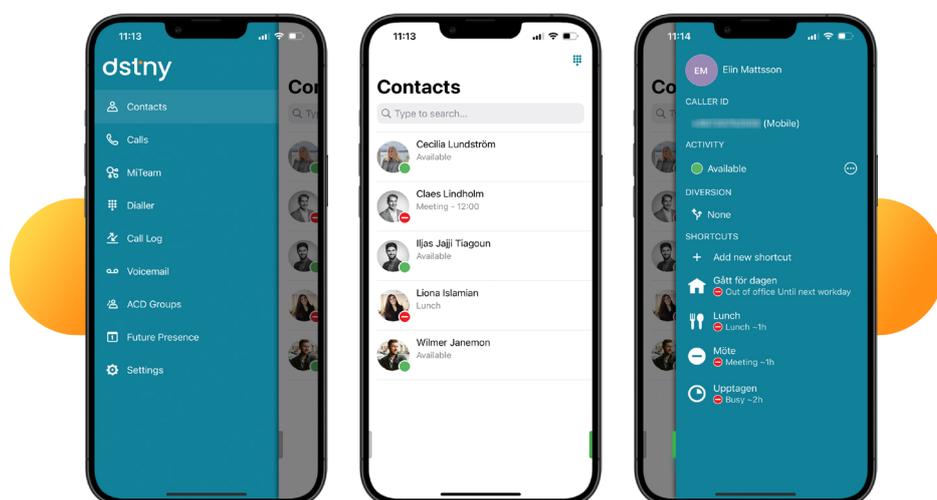
Under Contacts, you will see the people you selected as favorites. In the search box, you can easily find the remaining existing contacts. Click on the person you want to contact and then choose between calling, texting or chatting.

### MANAGE YOUR AVAILABILITY

Update your reference, such as "lunchbreak" or "meeting" with a simple push of a button. Choose which status you want and when it will expire. To save time, you can create shortcuts for the settings you most often use.

### SIGN IN AND OUT OF ACD GROUPS

ACD stands for Automatic Call Distribution, or advanced response groups. Here you can log in or out of the response groups to which you belong. If you are an administrator, you can also handle all of your response groups by logging in and out of different users.





# MYADMIN

## RESOLVE ADMINISTRATIVE MATTERS WHEN IT SUITS YOU

In Dstny's self-service portal MyAdmin, you as a customer can reduce lead times and solve administrative matters quickly and conveniently.

### QUICK AND EASY

Today, we want things to go quickly, especially when it comes to getting administrative matters resolved. Often we prefer to solve these ourselves as far as possible. This way, you can grab the data exactly when it suits you. With this in mind, we created our self-service portal – MyAdmin.

### WHY MYADMIN?

The portal, MyAdmin, is developed to simplify everyday life for you as an administrator of your company telephony. Through a user-friendly and intuitive interface, you as a customer can reduce lead times and solve administrative matters quickly and conveniently.

### EXAMPLES OF FEATURES

In the portal, you can solve many cases. Below we have listed some of the most common issues you can solve in MyAdmin:

- Add, change and remove users in the PBX
- Setting up ADC groups and button selection menus
- Record new welcome and queue messages
- Set opening hours for your response groups
- Create/edit contact lists for the whole/parts of the organization
- Create, change or delete mobile subscriptions
- See your company's data consumption and top it up if it has run out
- Get the PIN and PUK code for your company's mobile subscription
- Send configuration SMS for the mobile application



# DSTNY MOBILE SUBSCRIPTIONS

## WE HAVE MADE IT EASY FOR YOU ENTREPRENEURS

We have made it easy for you as an entrepreneur to choose a subscription. With Dstny Fixed price, you get generous subscriptions at a fixed monthly cost. The subscription includes up to 15,000 minutes and messages within Sweden and countries covered by Roam like at home.

### FULLY INTEGRATED WITH THE PBX

All incoming calls go through the exchange. This means that regardless of whether you receive a call to your landline or mobile number you can:

- Transfer the call
- Let the caller hear your status reference
- Let your colleagues see that you are busy on the phone

With our subscriptions, the switching function works just as well if you are called to landlines or mobile numbers.

### FLEXIBILITY

At Dstny, we can offer flexibility in our agreements. When you sign an agreement with Dstny, you commit to a minimum charge and as long as this is maintained, there is the possibility of unbound users and subscriptions. In this way, it becomes more practical when someone quits, goes on parental leave or for some other reason no longer needs their mobile subscription.

### COVERAGE

Our subscriptions support 2G, 3G, 4G and 5G, and are entirely in Telenor's Swedish mobile network. The speed you can get can vary depending on the type of mobile phone you have and how the local area looks like geographically.

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