

Switchvox® Rescue

Emergency recovery for your Switchvox phone system.



Who needs Switchvox Rescue?

- Switchvox On-Premises Customers

Use cases for Switchvox Rescue

- Extended downtime on a Switchvox appliance
- Fire
- Power loss
- Server loss
- Catastrophic weather event
- Internet/Telco Service disruption

Keep your business moving and connected with the reliability of Switchvox Rescue.

Catastrophes happen and other events cause downtime. Every business plans for them. When they happen to your business you need to keep service loss at a minimum and restore communications as quickly as possible. Switchvox Rescue provides your company with an emergency recovery from disaster by leveraging Digium® Cloud Services as an alternate site in the event your Switchvox system is unavailable. Notify your customers, work with suppliers, and process orders. Keep your sales team up and running. **That is the power of planning ahead.**

Switchvox advanced call routing keeps you up and running.

No longer do you have to worry about weather events or service downtimes bringing your business to a halt. During a rescue event, Switchvox Rescue uses the advanced call routing available in Switchvox to keep your business up and running by:

- Sending calls to your IVR to route to extensions, queues and more
- Informing your customers and employees or maintaining business as usual by playing messages and announcements
- Routing calls to your employee's mobile devices or landline phones
- Now you can maintain contact with your customers and employees in any situation.

How it works.

Switchvox Rescue service uses a configuration snapshot that it receives from your appliance once a day to create a virtual instance of

your phone system at Digium Cloud Services. Incoming calls will ring directly to the Rescued system. Play recorded messages, take voice-mail, and even route important calls to phone numbers external to Switchvox.

Get back to business seamlessly and in minutes.

Switchvox Rescue delivers a quick and simple way to get your company going again after an emergency. Rescue provides:

- A single phone call to Digium and your rescued system will be up and taking calls within minutes.
- An automated recovery process that ensures minimal downtime
- Web access to manage your Rescued system from anywhere
- Easy setup and configuration snapshots are securely uploaded nightly
- Seamless cutover when combined with Digium SIP Trunking



Requirements

- Current Digium software maintenance (Gold, Platinum or Titanium level)
- Latest Switchvox release
- DCS SIP Trunk account
- Internet access for nightly configuration snapshots