

BUSINESS COMMUNICATIONS

Telfron PBX Product Overview

Connect your calls people and branches



AI concept illustration

Business calling and team communication for schools, hotels and organizations with one location or several branches.

BUILT AROUND YOUR EVERYDAY WORK**Make communication easier to manage**

Telfron PBX helps organizations manage incoming and outgoing calls, support reception teams and connect employees across locations.

Combine everyday telephony with the communication tools that fit your operation. Keep PBX services on the customer installation and use my.telfron.com for central management and meeting access.

Give callers a clear next step

Guide enquiries to the right department, with configured queues, working hours and fallback routes.

Keep teams connected

Bring desk calling, Android access and Telfron Meet into daily communication.

Support your industry workflows

Use dedicated tools for hotel communication, campus reception, social publishing and announcements.

[Explore Telfron](#) | [Customer workspace](#)

02 BUSINESS CALLING

Help every caller reach the right team

Give reception a clear call flow and staff the controls to handle each conversation.



AI concept illustration

Example: a caller selects Accounts from the greeting. The configured queue rings the responsible team; an unanswered call follows the selected fallback route.

CALLING AND RECEPTION

Route enquiries with purpose

Use IVR menus, ring groups and queues to organize incoming calls by department or service. Working-hours rules define what happens when teams are closed or unavailable.

Support the person at reception

A receptionist console and extension directory help staff find colleagues and manage everyday call handling. Transfer callers to the appropriate destination as the conversation develops.

Keep follow up visible

Voicemail, call history and configured recordings give staff information to review and follow up conversations. Retention and access follow the deployment settings.

Connect incoming and outgoing calls

Configured SIP trunks connect the PBX to your selected carrier or supported telephony peer. Choose compatible desk phones and endpoints for each role.

Plan the experience around your main number, departments, business hours and unanswered calls.

03 AI AND DIGITAL COMMUNICATION

Support enquiries and plan your announcements

Give routine questions a defined response and keep published content organized.



AI concept illustration

Example: a school prepares an event announcement for connected social accounts while its approved AI knowledge answers defined questions about opening hours.

THREE DISTINCT COMMUNICATION TOOLS

AI receptionist

Use approved business knowledge for defined enquiries, such as opening hours or department information. Configure greetings, appointment workflows and transfers so callers can reach staff when human assistance is needed.

Monthly AI credits on eligible plans

Eligible plans include a monthly AI credit allowance that resets automatically each calendar month. The allowance and eligible services depend on your package. Additional credit purchases are separate.

WhatsApp conversations

Handle enquiries through the supported WhatsApp inbox and automation workflows. Provide approved information and direct conversations to the responsible team when personal assistance is required.

Social Media and Publishing

Prepare posts and supported media for connected social accounts. Save drafts, publish immediately or schedule content, then review publication status and reported delivery issues.

These tools help reception and communication teams organize their work. AI knowledge, messaging conversations and public social posts have separate configuration and access requirements.

Available providers, languages, channels and formats depend on the selected configuration and platform permissions. Confirm a applicable service and usage charges.

04 MEETINGS AND MOBILITY

Start a meeting and share one invitation

Give authorized hosts a direct way to start and share from the customer workspace.



AI concept illustration

Bring staff, customers or invited guests into the conversation. Hosts manage entry and participants; attendees can use chat and screen sharing in the meeting interface.

TELFRON MEET AND ANDROID

A simple meeting flow

1. Open Meet in my.telfron.com and select Start Meeting.
2. Select Copy Link and send the invitation through your usual email or messaging service.
3. Guests open the link, enter their details and join according to the room settings.

Give each person the right access

Assign eligible user extensions Can host meetings or Join only. Hosting rights let approved users start meetings while other staff participate as attendees.

Keep your extension within reach

Activate the assigned extension in the Telfron Android application for calling and in-app meeting access. Staff can use their permitted communication features from a compatible phone.

Check microphone permissions, device compatibility and connectivity during onboarding. Meeting quality depends on the devices and networks in use.

05 EDUCATION

Connect reception departments and campuses

Help school teams handle parent enquiries and coordinate across buildings or locations.



AI concept illustration

Example: a parent calls the school number. The greeting routes the enquiry to Admissions, Reception or an approved AI workflow. The configured fallback provides the next step when staff are unavailable.

EDUCATION AND CAMPUS COMMUNICATION

Make the front office easier to reach

Organize incoming calls for admissions, accounts and administration. Route each department according to its opening hours and availability.

Keep routine information consistent

Use approved AI knowledge and supported WhatsApp workflows for defined enquiries. Let staff take over when an enquiry needs a personal response.

Coordinate across your school group

Use separate companies for independently administered organizations and Sites for campuses or buildings within a company. Give staff meeting access suited to their roles.

Reach the intended audience

Prepare organizational announcements through Social Publishing. Use configured paging groups and compatible PA endpoints for selected campus zones.

Agree the campus zones, endpoint compatibility and access permissions as part of the installation design.

06 HOSPITALITY

Connect your front desk rooms and service teams

Bring room-related telephone activity into practical reception and hotel service workflows.



AI concept illustration

Example: reception schedules a guest wake-up call and reviews its outcome. A room-related service request is recorded for the responsible team, while housekeeping status supports the next front-desk action.

HOTEL COMMUNICATION TOOLS

Keep room information visible

Use room management and status tools to give reception a clearer view of room-related telephone workflows.

Organize wake up calls

Schedule wake-up calls and review follow-up information so the front desk can check the outcome.

Coordinate guest requests

Use service requests, service menus and housekeeping status to help teams track the work connected with a guest room.

Review telephone activity

Room call records, rate tables and configured charges support telephone usage review. Hotel dashboards and reporting provide operational oversight.

Confirm hotel module entitlement for your licence and any external property-management integration for the specific deployment.

07 BRANCHES AND PA

Organize locations and reach selected areas

Keep company responsibilities clear and make announcements to the zones that need them.



AI concept illustration

Example: a school selects a building zone for a routine announcement. A business uses a configured paging group to reach the warehouse or an operational area.

LOCAL OPERATION AND CENTRAL MANAGEMENT

Separate companies and organize sites

Create company tenants centrally within your licensed company count and shared capacity, with allocated resources and extension ranges. Sites organize branches within a company; tenant isolation keeps company data and access separate.

Target announcements by area

Configured paging groups and compatible PA or intercom endpoints let staff reach selected areas without calling every endpoint individually. Confirm equipment support and coverage during installation.

Keep everyday PBX operation local

Everyday telephony and configuration run on the customer PBX. The workspace at my.telfron.com provides central management for connected installations, company provisioning, licensing and meeting access.

Local operation requires a valid licence. During an outage, cached operation is limited by the configured offline allowance and certificate validity. Central and online services require connectivity.

08 WHY CHOOSE TELFRON

10 Advantages of Telfron PBX

Practical benefits for the people who answer calls, manage the system and keep your organization connected.

01 Manage telephony through software. Use the web console for everyday PBX configuration and administration.

02 Plan growth around your needs. Allocate users and extensions, then select licensed capabilities as requirements develop.

03 Build on compatible equipment. Choose supported IP phones and plan the PBX around suitable server and network infrastructure.

04 Keep staff connected on Android. Activate assigned extensions for mobile calling and in-app meeting access.

05 Choose your SIP connectivity. Connect to the selected carrier through configured SIP trunks and review tariffs for your calling needs.

06 Bring people into a browser meeting. Start Telfron Meet, copy the invitation and manage participants from the meeting interface.

07 Give callers an organized route. Use department menus, queues, working hours and fallback rules to guide each enquiry.

08 Support reception with AI and monthly credits. Use approved knowledge and configured transfers, with a monthly AI credit allowance on eligible plans. Included credits reset each calendar month.

09 Support your daily industry workflows. Coordinate school communication, hotel telephone tasks and paging through the relevant tools.

10 Keep local operation and central oversight. Run everyday telephony on the customer PBX and manage connected installations through my.telfron.com.

Book a Telfron demonstration

Bring one caller journey, your branch structure and the workflows you want to improve. Use the demonstration to agree the modules, devices, capacity and support scope for your organization.

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