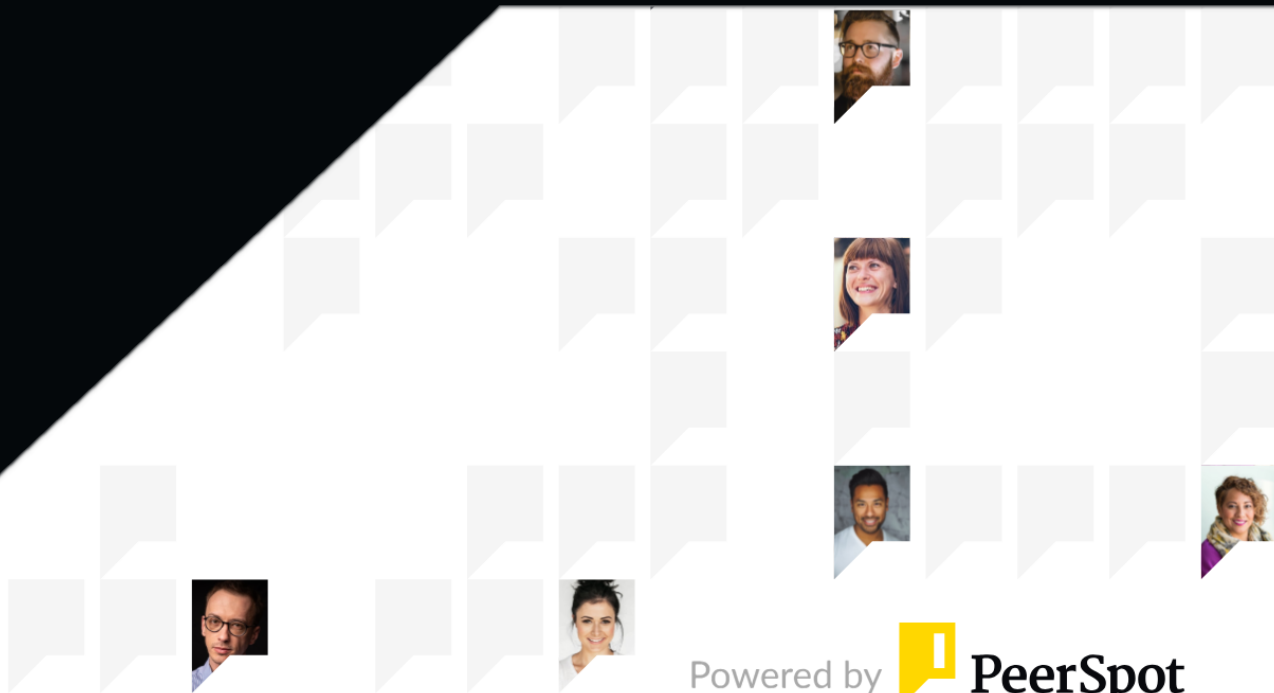


aws marketplace

FreePBX

Reviews, tips, and advice from real users



Powered by  PeerSpot

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 12

Other Solutions Considered..... 13 - 16

ROI..... 17 - 18

Use Case..... 19 - 22

Setup..... 23 - 24

Customer Service and Support..... 25 - 26

Other Advice..... 27 - 30

Trends..... 31 - 32

About PeerSpot..... 33 - 34

Product Recap



FreePBX

FreePBX Recap

FreePBX is a powerful open-source PBX system used for managing and deploying phone networks. It is known for its flexibility, cost-efficiency, and extensive feature set, making it suitable for businesses of all sizes seeking an effective VoIP solution.

FreePBX provides a robust telephony infrastructure, giving businesses full control over their communications with easy scalability. Designed for any environment, it integrates seamlessly with existing systems and supports various communication needs. Its modular architecture allows for extensive customization, empowering users to tailor the system to their specific requirements and facilitating enhanced productivity and connectivity across teams.

What are the valuable features of FreePBX?

- **Modular Design:** Adaptable to user needs with comprehensive add-ons.
- **Voicemail Transcription:** Converts voicemails to text for efficiency.
- **Call Routing:** Flexible call management to streamline operations.
- **Built-in Conferencing:** Facilitates group communications effortlessly.
- **Queue Management:** Optimizes call handling in busy environments.

What benefits should users look for in reviews?

- **Cost Savings:** Reduces communication expenses with no licensing fees.
- **Customization:** Tailors to unique business demands for improved efficiency.
- **Scalability:** Grows with the business, accommodating changing needs.
- **Reliability:** Ensures consistent performance and minimal downtime.

FreePBX implementation varies across industries. In healthcare, it supports appointment scheduling and patient communications. Retailers use it to manage customer support efficiently. Educational institutions benefit from enhanced internal and external communications, fostering improved engagement. Its adaptability makes it a trusted choice across sectors for streamlining communication processes.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“I have seen a return on investment with FreePBX; for example, the musical instruments group saved over \$30,000 a year by moving from Cisco to FreePBX for their licensing.”



Dave Rosenbaum

Sr Voip and Call center engineer at Superdave LLC



“FreePBX is a solution that gives you the entire communication happening between party A and party B, where party A is your consumer and party B is your producer.”



Manoj

Senior Staff Engineer at Nagarro



“Since it is a free solution, all the features FreePBX offers are valuable.”



VishalPai

Tech Lead at Vindaloo Softtech Pvt Ltd



“I find FreePBX cost-effective as it does bring the return on investment and measurable benefits to my clients.”



Abdallah Hasham

Operations Manager at astron computers limited



“FreePBX positively impacts my organization because it would not be able to work properly without it, as a lot of server configurations are built on it and we fully rely on this system.”



FedirPlotnikov

Senior Cloud Engineer at Globant



“My advice for others looking into using FreePBX is that it is reasonable and most of the features are free, so I recommend it.”



Vishwa Adhikari

Consultant at Kantipurmanagement



“FreePBX offers the best features for a small call center for a small company with 20 or 30 agents.”



Ddo Ddo

Project Manager and Full Stack Software Developer at a tech services company with 11-50 employees

What users had to say about valuable features:

“The best features FreePBX offers stand out to me as most valuable. I find that customizing IVRs in FreePBX is straightforward and does not require a lot of technical know-how, as a layman can also use it. However, most of the time, a person should have VoIP knowledge and DTMF knowledge, especially when we are integrating with FXO and FXS equipment, and we should have that knowledge as well as SIP integration in case of SIP.

“FreePBX has positively impacted my organization with IVR service and queue management, especially when we have a lot of calls in the queue and customers are not able to get answers from the customer care representatives. In those cases, we may route the calls to specific representatives or go for voicemails. I found valuable functions including queue management, IVR, and many other functions such as call routing to specific designated numbers..”

Vishwa Adhikari

Consultant at Kantipurmanagement

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“Since it is a free solution, all the features FreePBX offers are valuable. I would like to bring up the support of FXO and FXS hardware via DAHDI. The FXO and FXS hardware support has helped my organization because these are the gateways, SIP gateways for the analog phones. We had that gateway implemented for us as well as for one of our clients for the conversion of the analog ports.

The features are easy to use, and the FXO and FXS support is excellent. We can also have good community support for that. FreePBX has positively impacted my organization as the call routing can be handled very quickly via the interface. There is no need to have a CLI job or execute commands via SSH into the server. The interface made it very easy to configure everything.

Regarding the numbers, any route can be changed within a couple of minutes or a maximum of 10 minutes, whatever logic we want to have for the call routing when it is not a complex configuration..”

VishalPai

Tech Lead at Vindaloo Softtech Pvt Ltd

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“We do utilize FreePBX's call recording feature.

“We work with FreePBX from Sangoma as well.

“The features that I personally like the most about FreePBX would be the barging feature, the video conferencing feature, and the logs as well.

“The call recording feature helps with our call management because if there is a dispute going on between the customer, that can be recorded as well, and it also helps with the training of the staff. Our customers do monitor the level of service provided to the customer; it has to be professional, ethical, and polite no matter how angry a customer gets. One always has to be professional and cannot answer back to a customer rudely..”

Abdallah Hasham

Operations Manager at astron computers limited

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“FreePBX is a solution that gives you the entire communication happening between party A and party B, where party A is your consumer and party B is your producer. The entire communication, discussion, and negotiation happen in one platform, which is what we call PBX. FreePBX is not only about your calling system; it is about solving customer problems. When the customer is having a problem and the producer is not able to solve it, we have that solution through a contact center solution that will provide answers to their higher management. This entire system will ease life.

Let me give a simple example. Suppose you have a company selling printers or electronic devices. I bought electronic devices from you and got a problem with my device. If you build the device, you know what type of problem customers face. At that time, you can place an agent or AI assistant. When I call the number, they will verify my product ID. Once the product ID is verified, they will check the warranty period and immediately solve the problem with their app. This is fantastic because it provides proactive support from the customer 24 into 7 across the world.

Suppose I am running more than five or ten hotels and hospitals. If I have that type of PBX, my job will be easy because I can monitor the entire team and my agents. I can handle customer queries in a more robust and communicated way, providing proactive support. Customers will get feedback on time..”

Manoj

Senior Staff Engineer at Nagarro

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“The best features FreePBX offers include, first of all, a really easy-to-use UI for Asterisk, which is pretty tricky in configuration, and this UI makes life much easier, especially in building voice over IP menus, creating voicemails, and having dashboards to see the current operation and status of my system.

“The ease of use in FreePBX's UI impacts my daily workflow by giving great visibility over the system, speeding up the configuration, and adding new features and information inside the system, so even setting up a new system is much easier with FreePBX.

“FreePBX positively impacts my organization because it would not be able to work properly without it, as a lot of server configurations are built on it and we fully rely on this system.

“FreePBX helps my team operate efficiently; it allows me to grant access to non-experienced, non-technical colleagues to do their jobs, such as adding new extensions, adding new trunks, or managing some of the voice features, which helps a lot to distribute the workloads, speeds up the process, and visualizes the system and its state for the management team, including non-technical persons..”

FedirPlotnikov

Senior Cloud Engineer at Globant

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“The best features FreePBX offers in my opinion are the ability to listen to recordings because usually when I make calls, sometimes I want to listen back to the recording. For a call that is being cut off or a call not finding the one we are calling, we can check the dial status, whether it is auto busy or the number is invalid. The CDR report is probably one of the best features and one of the things that I use the most to investigate a problem.

It is easy for me to access and use these features day-to-day because we handle a lot of clients and have full access to FreePBX. Usually, I just log in and check from there, and there is no real trouble in using the features.

I also appreciate that FreePBX is UI-based, making it easier to change things. For example, changing the outbound number in the Asterisk CLI is more challenging because you have to know where to go and what code to use, but in FreePBX, you can just go and click to change from there. It is easier to use compared to using the Asterisk CLI by itself.

FreePBX has positively impacted my organization, and if I were to compare it to Elastix, I find it a lot easier to manage since it does not have a lot of bugs and is very user-friendly. When I first used FreePBX, it was a lot easier to learn compared to when I first used Elastix, which was about nine or ten years ago.

Its user-friendliness has helped my team because for the extension settings, if we have 1,000 extensions and need to adjust one setting, it takes time if we have to click one by one, maybe taking two minutes per extension. However, if we use the bulk handler, the 1,000 extensions can be done in around five to ten minutes, saving a lot of time. .”

Verified user

Voip Engineer at a tech vendor with 51-200 employees

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Other Solutions Considered

“Before choosing FreePBX, I evaluated other options, including Avaya, Cisco, and NICE CXone. They're very expensive in comparison, and that tends to be the differentiator..”

Dave Rosenbaum

Sr Voip and Call center engineer at Superdave LLC

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“With WatchGuard, we have had the same experience with Palo Alto and endpoint protection or EDR. That is basically what we have been doing, staying with our customers. We have a current project, but we have not started, and we are going to be doing something with Sangoma..”

Carlos Ardila

Project Manager, Information Technology at Telelago

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“I previously used different solutions including Cisco, Avaya, and NICE CXone, and I have some experience with AWS. This is such a rich environment where the base software is free, and that's quite attractive to people..”

Dave Rosenbaum

[Read full review](#) 

Sr Voip and Call center engineer at Superdave LLC

“We basically go with what is trending and what the customer requires as per his requirement when evaluating any other options, not what the customer is asking for, because a customer can ask for something that he might not basically require. We understand the requirements, including the intended use, outcome, and purpose, and then propose a product that will fit the findings. Otherwise, customers might ask for the high-end and then hardly use anything..”

Abdallah Hasham

[Read full review](#) 

Operations Manager at astron computers limited

“I have mostly worked on the Asterisk side, and core Asterisk and FreePBX are both the same. What I have observed in the last couple of years is that I am learning FreeSWITCH as well. Asterisk is a console layer where you have to build everything. FreeSWITCH is the same. The FreePBX UI version name is FreeSWITCH UI, and the FreeSWITCH UI name is FusionPBX. FreeSWITCH in terms of performance is better when you have a huge call tech center solution and when you have third-party scripting using Lua or GoLang or Python. You can go with FreeSWITCH..”

Manoj

Senior Staff Engineer at Nagarro

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“Apart from FreePBX, I have worked on Asterisk, core Asterisk, VoIP, SIP, Amazon Connect, AWS, and all kinds of AWS services, DevOps, Terraform, Jenkins, and Docker. I am not only dedicated to the telephonic system. I explore things in different ways. The competition is very tough in the market. Amazon launched their services called Amazon Connect, which is a complete CCaaS platform. Contact Center as a Service provides customers with an entire GUI and requests them to use their services without worrying about the backend..”

Manoj

Senior Staff Engineer at Nagarro

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ROI

Real user quotes about their ROI:

“I have seen a return on investment with FreePBX; for example, the musical instruments group saved over \$30,000 a year by moving from Cisco to FreePBX for their licensing..”

Dave Rosenbaum

Sr Voip and Call center engineer at Superdave LLC

[Read full review](#) 

“I have definitely seen a return on investment. Money was saved, as opposed to taking a subscription-based model for each of the extensions. FreePBX provides an unlimited solution. Time-saving is definitely there since anyone with technical knowledge can configure it..”

VishalPai

Tech Lead at Vindaloo Softtech Pvt Ltd

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“With this type of solution, our target for ROI is at least on implementation costs. The hardware we provide connects to this system. Most of our customers use analog extensions. Once we provide our system with the FreePBX installation, we need to provide gateways, phones, and if they do not have cabling, we need to run cabling. For us, it is the implementation and the service. Since the system is very stable, our customers will not call us for issues or problems. They will call us to improve their solutions and ask what we can do next..”

Carlos Ardila

Project Manager, Information Technology at Telelago

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Use Case

“I use FreePBX for a specific use case in our call center for internal communication and customer support. FreePBX fits into our e-wallet system by handling customer queries. When customers call, we do not directly integrate with the e-wallet system, but we use FreePBX for our customer care representatives who receive the phone calls. I use FreePBX as a BPO service as well as for customer needs..”

Vishwa Adhikari

Consultant at Kantipurmanagement

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“My main use case for FreePBX is for the PBX functionality. A quick specific example of how I use FreePBX for PBX functionality is that we have a toll-free number. When a call comes into that, we route the call to the time condition and then from the time condition to the IVR for sales support. Then, each sale and support will have the ring group or a find me/follow me. So, it will have that call connected with the concerned person. That is pretty much the core of what I do with FreePBX..”

VishalPai

Tech Lead at Vindaloo Softtech Pvt Ltd

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“We do resell Dell products. We are actually resellers and we resell their laptops and desktops, even servers at times.

“We do have hands-on experience working with Dell technologies. We do installation, operating system, and also installation at the client site.

“Similar brands like HP and Lenovo are among the products we work with apart from Dell..”

Abdallah Hasham

Operations Manager at astron computers limited

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“My main use case for FreePBX is the web management panel for all VoIP Asterisk servers.

“A quick specific example of how I use the management panel for my VoIP Asterisk servers is to configure everything related to Asterisk voice over IP services, so I build automated menus, extensions, create connections between providers, and whatever is needed for Asterisk configuration..”

FedirPlotnikov

Senior Cloud Engineer at Globant

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“I have implemented FreePBX in IVR features many times because I am a hardcore developer who first prefers customization. FreePBX provides many services, but sometimes we do not need all of them, so customization is necessary. I have banking customers, hotel customers, and hospital customers, and their IVR requirements are all different.

FreePBX has a lot of GUI that sometimes we do not need. The first problem is reloading. When you do customization, you need to reload every time. This reload process should be fine-tuned because in production servers, we do not need to reload everything. These are suggestions for FreePBX improvement.

There are some limitation issues with concurrent calls. When we have concurrent calls, sometimes the entire PBX fails. We use the channel dump command to check what is wrong with FreePBX..”

Manoj

Senior Staff Engineer at Nagarro

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“My main use case for FreePBX is troubleshooting. I use it to set up inbound and outbound routes, configure trunks, manage SIP configuration, and listen to CDR recordings.

A specific example of a troubleshooting task I have handled using FreePBX is when a call is not dialing. I go to the Asterisk CLI, try to make a call, and then see what is wrong there. If the issue is the dial pattern inside FreePBX, then I troubleshoot from the dial pattern of the outbound routes.

In addition to my main use case with FreePBX for troubleshooting, we also have our own line, and we use it to set up our trunk. Whenever they make calls, we ensure the call is routed to our trunk to get the revenue from there, and we have to properly set it up to make sure that outgoing and incoming calls are all working. .”

Verified user

[Read full review](#) 

Voip Engineer at a tech vendor with 51-200 employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“I rate the initial setup as 8 out of 10 because it is a lightweight framework that is easy to set up and use. That is the main reason I chose this rating..”

Ddo Ddo

[Read full review](#) 

Project Manager and Full Stack Software Developer at a tech services company with 11-50 employees

“It is very straightforward and not complex. However, it depends on which version you are working with. The latest versions have some time-taking parts, but you have to know about the entire setup..”

Manoj

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Senior Staff Engineer at Nagarro

“My experience with pricing, setup costs, and licensing for FreePBX indicates that most of the general features are available for free. But if you want to do a hot backup or an AB style backup system, there's a fee for that, and some of the call center reporting options can be very expensive, but nothing compared to what Avaya or Cisco would ask for that sort of thing..”

Dave Rosenbaum

[Read full review](#) 

Sr Voip and Call center engineer at Superdave LLC

“The initial setup is really straightforward for us because we have many years of experience. If you were to configure that for the first time, it has a very friendly graphical user interface. You can have training on how to configure things.

“For FreePBX, it takes us around a couple of weeks to deploy it. We do a lot of planning before, so we have everything planned on paper before we start configuring..”

Carlos Ardila

[Read full review](#) 

Project Manager, Information Technology at Telelago

Customer Service and Support

“The customer support for FreePBX was overall good. The community-based support was good, and there is some paid support as well from Sangoma. From the community support, I would rate it an eight out of 10..”

VishalPai

Tech Lead at Vindaloo Softtech Pvt Ltd

[Read full review](#) 

“The customer support for FreePBX is very good. I can search for just about anything. I can call VoIP-Supply, who's the retail supplier of Asterisk and FreePBX and some other systems as well from Grandstream. But if I really get in a pickle over something, I can purchase support hours and get an answer..”

Dave Rosenbaum

Sr Voip and Call center engineer at Superdave LLC

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“If you go with paid support, there will be a dedicated customer support team. For free support, they have a forum. You have to post your query on the forum, Asterisk community, or FreePBX community forum. There you can raise your concern, and the team will revert within four hours or within four to 24 hours response time. Tech support for FreePBX, I would rate it six to seven out of ten..”

Manoj

Senior Staff Engineer at Nagarro

[Read full review](#) 

“They have a support package you can buy by hours of support. If you run into anything that needs to be taken to their support specialist, you can open a ticket. You have a customer portal where you can open a ticket with the case. They will call you right away depending on the impact the issue has on the system.

“I would score their support ten out of ten. They have the best support. If you buy an FXS gateway from Sangoma and you receive it with some issues, if you get a better rival or anything, you get immediately an RMA from them, and they will ship you a new one..”

Carlos Ardila

Project Manager, Information Technology at Telelago

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Other Advice

“My advice to others looking into using FreePBX would be that it is overall good. If you are looking for a single-tenant solution that can fit in-house, cloud, and in-house servers, it will be an overall good experience. If you are going with analog cards or analog devices, then it is a good solution. I would rate this product an 8 out of 10..”

VishalPai

Tech Lead at Vindaloo Softtech Pvt Ltd

[Read full review](#) 

“My advice for others looking into using FreePBX is that it is reasonable and most of the features are free, so I recommend it. It is stable, easy to set up, and good for queue management, IVR integration, and SIP integration which is currently available in Nepal for SME organizations. FreePBX is one of my first VoIP systems in my career, so I highly recommend most companies to use it. I gave this review a rating of seven out of ten..”

Vishwa Adhikari

Consultant at Kantipurmanagement

[Read full review](#) 

“My advice for others looking into using FreePBX is to not be afraid to use trial and error because when I first started using it to troubleshoot, I was afraid to change things. In a controlled environment with FreePBX, try to change some config and see the effect on the call. For example, if you change the outbound route in the Asterisk CLI, what will be displayed? If you change the dial pattern, what will be

displayed? Try to route the inbound to an IVR or a ring group and see what will change. Do not be afraid to trial and error the features that FreePBX has because all of the features are very useful in my opinion. Experiment with it to fully understand its capabilities..”

Verified user

Voip Engineer at a tech vendor with 51-200 employees

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“SIP is really needed because you do not need to add any external DGM card. You have an ethernet port, and you plug the ethernet port into your system if you are providing services physically to the data center. If everything is on cloud, then the cloud will take care of your SIP. If this PBX is not there, manual work using the phone with one-to-one communication, maintaining data, and tracking records would not be possible. FreePBX also has some monitoring and real-time monitoring features. They also have some SIP packet capturing with a third-party tool called Homer. Homer is a great tool because it can capture call traces and SIP session logs and SDP logs to see what is going on with a particular call flow. I give this review a rating of 7 out of 10..”

Manoj

Senior Staff Engineer at Nagarro

[Read full review](#) 

“I would rate FreePBX an eight out of ten.

“I give FreePBX an eight out of ten because it makes my life as an engineer in the VoIP field much easier, faster, and reliable, so I consider it a really good product for anyone who works with voice over IP, regardless of the size of the organization.

“I am not aware of FreePBX's AI capabilities because when I worked with it, there

was no AI, but in general, if you keep your system up to date with all the modules installed and all system updates, it is pretty secure, as any vulnerabilities were related mostly to the coding language and framework itself, so just keep your system up to date.

“I never used the AI features of FreePBX, so I cannot comment on the accuracy and reliability of its output.

“My advice for others looking into using FreePBX is to learn about all the great features embedded in the system; it makes your life much easier. My overall rating for FreePBX is eight out of ten..”

FedirPlotnikov

Senior Cloud Engineer at Globant

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“I have been working with FreePBX for two years, but the company I work with has been working with Yeastar for the past I think 15 to 20 years.

“PBX is mostly for the intercom systems and also for incoming calls from customers, including call centers.

“There are so many features now, also AI integrated, so there are a lot of features in FreePBX that I appreciate.

“I have to talk to the customer to understand the benefits they have seen from using FreePBX. Because we give them the best solutions and we are happy with it. If there is no complaint from a customer, we are satisfied with it.

“We do have specific metrics or data points that we use to evaluate the efficiency of FreePBX, but I am actually out of the office now and do not have the data at hand.

“It is good overall with FreePBX. There are some new features, so I think we are just happy with it.

“My recommendation for those who would like to start using FreePBX would be to instead of just looking at what you need, to look at what output or productivity you require. In layman's terms, you need to get to point A to point B. One does not need to buy a Rolls-Royce for that; one can even get a motorcycle. A motorcycle will not serve the purpose of delivering goods, so one needs to get a proper vehicle. If you want a good PBX, you can go for the best, but will you be using all the features? Is the price justified for what you are paying for? My overall rating for this review is 7..”

Abdallah Hasham

Operations Manager at astron computers limited

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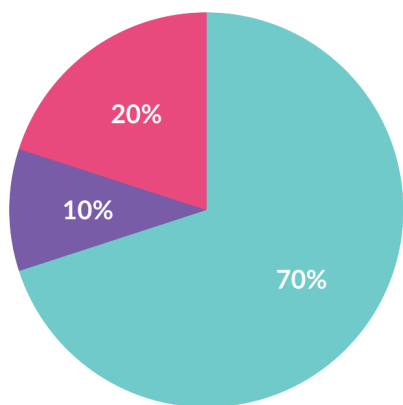
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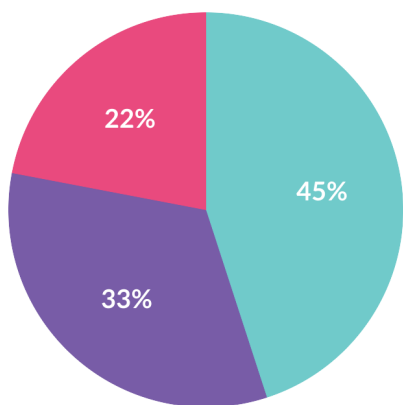
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Company Size

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Large Enterprise Midsize Enterprise Small Business

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