

# Sell Hosted Voice Services with Confidence

| Why Yeastar? | Breaking It Down for **MSPs, ITSPs, Resellers**



# We Focus on Partner Success



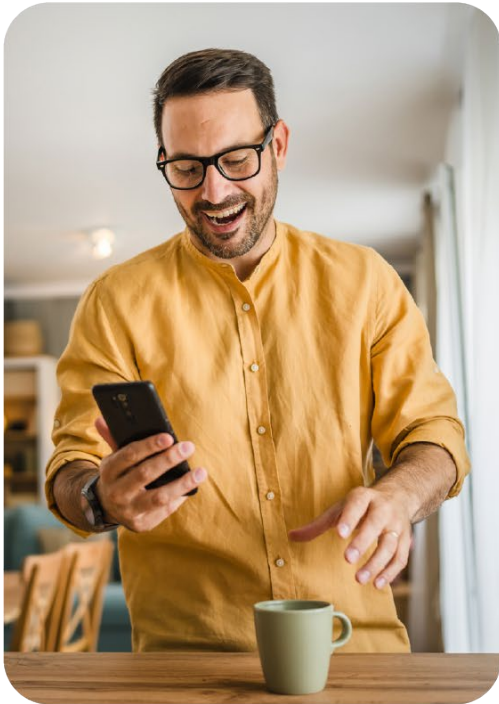
- Highly profitable
- Easy to sell
- Easy to use

MSPs, ITSPs, Telecom Operators, VARs, and like providers are increasingly expected to provide hosted voice and UCaaS. It is a perfect way for you to attract new customers and upsell to an existing base. The cloud-based UC service delivered through an "as-a-service" model is well-suited for businesses looking for a combination of ease of use, functionality, flexibility, and scalability.

To navigate the market trends and stay ahead of the pack requires top-notch products and services, reliable and easy-to-manage hosting, and channel-friendly programs that ensure growth and profitability.

Built with MSP & Telecom Service Provider in mind, Yeastar's P-Series Phone System is highly profitable, easy to sell, deploy, and support, with great feature-per-dollar value. The system offers a wide range of features including calling, meeting, messaging, and contact centers—all in one integrated platform. It is built on a scalable architecture, allowing businesses to grow their communication capabilities as they expand.

Moreover, the system is designed to be user-friendly and intuitive for end customers to navigate and leverage the full range of features. The ease of use extends to MSPs & Telecom Service Providers as well, with a streamlined deployment process and management tools to ensure smooth operations.



# Launch Hosted Voice Services, in Your Preferred Way



Yeastar offers hosting options for partners who are new to the emerging UCaaS market and established hosted voice service providers looking to strengthen their portfolios. The choice of hosting is entirely in your hands, based on your unique level of expertise, your preference for a private or public cloud environment, and how much control over the infrastructure you want to retain. With Yeastar, you are in the driver's seat - we are here to handle as much or as little as you wish.

## Option #1

### Self-hosted: Your Hosting Environment

The self-hosted solution is intended for service providers who are experienced with hosting PBX systems in their own servers and comfortable with handling the technical aspects of getting customers up. It can be deployed within public/private cloud or run in a VMware/ Hyper-V/ KVM/ Proxmox environment. You stay in complete control of the deployment, infrastructure, and PBX systems.

- ✓ Optional multi-tenancy Cloud PBX or dedicated single-instance Software PBX
- ✓ Your choice of public or private cloud for complete control
- ✓ Unlimited Scalability. Go at Your Own Speed.
- ✓ Straightforward deployment with an intuitive launch wizard
- ✓ Lifetime free updates and growing integrations

#### Cloud Platforms



#### Virtualization Platforms

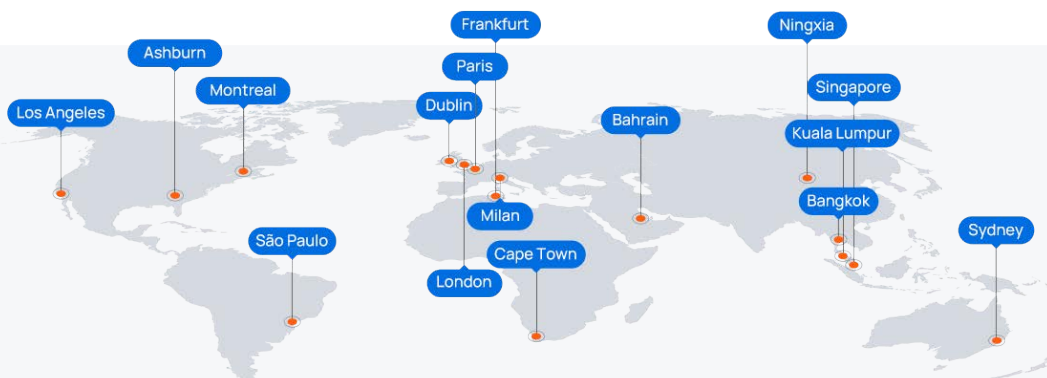


## Option #2

### Hosted by Yeastar: Low-barrier Entry

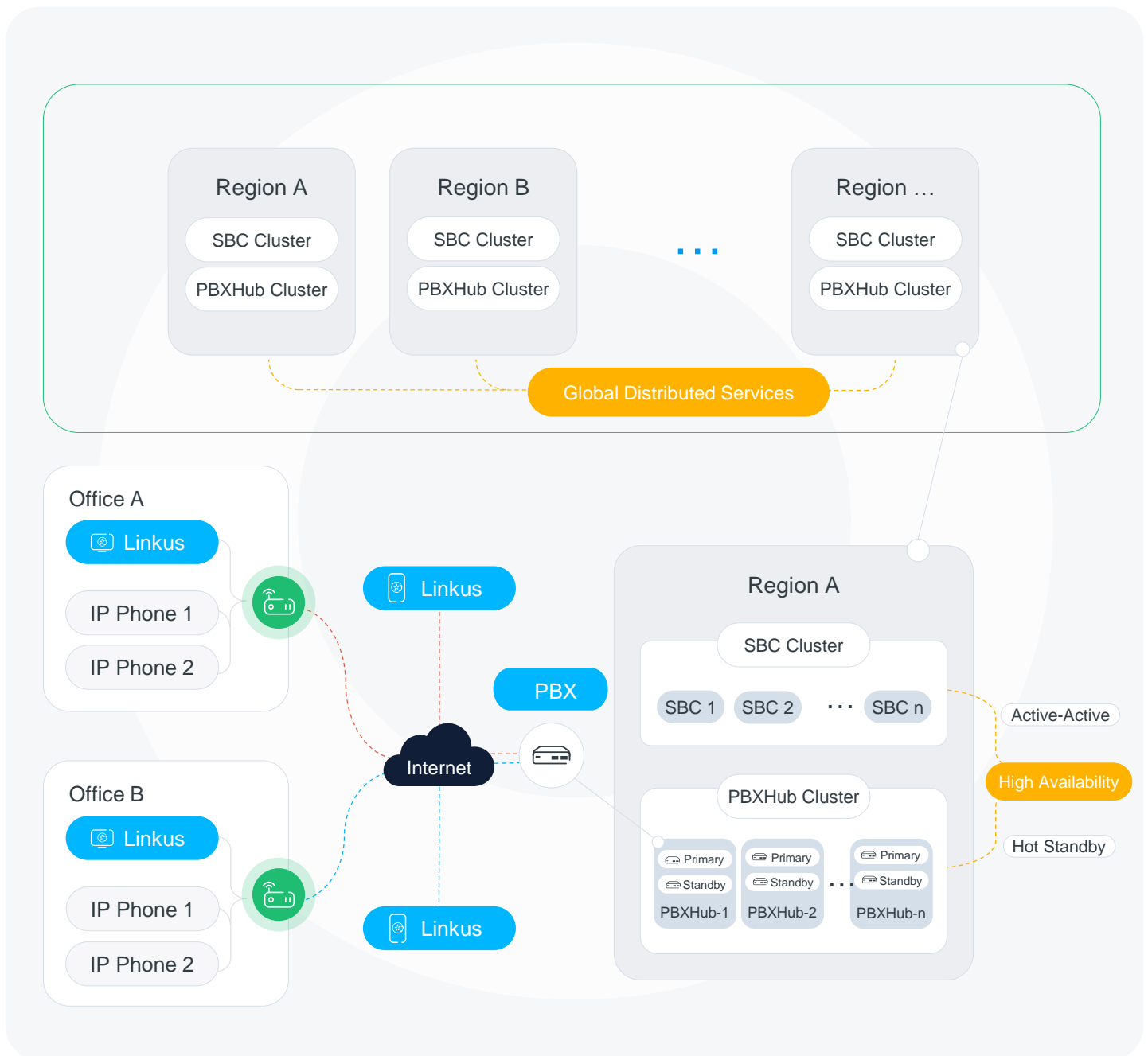
Yeastar also offers a ready-to-go solution for service providers who want to avoid the server upkeep and get started immediately. Host your voice services over Yeastar-managed cloud infrastructure featuring enterprise-grade reliability and security. Easily create and manage multiple PBX systems, each operating independently of the others. It also lowers your upfront investments and initial risks.

- ✓ No significant investments in the infrastructure
- ✓ Faster time to market and revenue ramp-up
- ✓ No extensive technical knowledge is required
- ✓ 99.99% reliability with failover
- ✓ Globally-distributed data centers powered by AWS



## Reliable Multi-instance Cloud Architecture

- ✓ 99.99% uptime with failover and 24/7 monitoring
- ✓ Housed in 15 strategically located data centers powered by AWS
- ✓ N+1 architecture, multiple layers of redundancy, and dynamic failover
- ✓ Server clustering for optimal performance & uninterrupted service
- ✓ Active/active SBC configuration to ensure no single point of failure
- ✓ Load balancing to optimize resource use and prevent congestion
- ✓ Exclusive cluster management tools for self-hosted partners
- ✓ Powerful reseller management suite for central management of PBX, Tasks, Monitoring, White-label branding, and more



# Central Management Platform

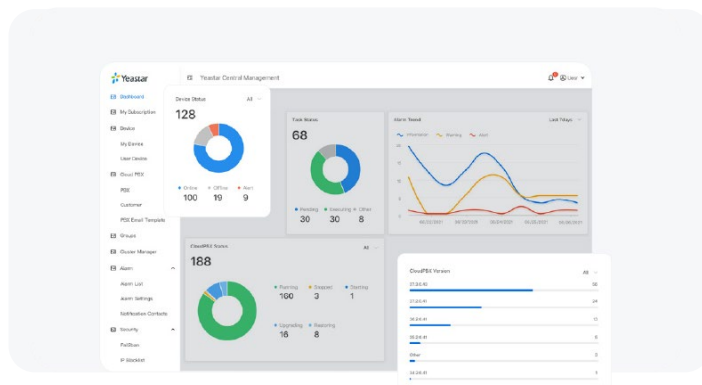
Yeastar reduces the complexity of PBX upkeep and management, freeing your team to focus on what really matters.

With a centralized platform capable of powerful service delivery, provision, manage, monitor, and support capabilities, you can easily set up new PBXs or adjust existing ones with a few clicks, keep track of service performance in real time, and simplify the operations. Routine tasks like PBX provisioning, upgrade, and backup can be automated in batch, all at the touch of a button.

For strategic tech & sales insights, you also get the ability to monitor customers' real-time and historical PBX capability utilization data.

It's about making your business easier and service better.

- ✓ UCaaS Service Delivery
- ✓ PBX Management Trunk &
- ✓ DID Management
- ✓ Provisioning Template
- ✓ White-label Management
- ✓ Tasks (Backup, Upgrade, etc.)
- ✓ File Repository
- ✓ Resource Monitoring
- ✓ Alarms & Notification
- ✓ APIs for custom integrations



## With Either Option, Retain Control over Your Business

### Service Packaging

Bring your SIP trunks and other value-added services to create a unique offering. Use pre-built configuration templates for 150+ tested SIP providers.

### Pricing and Margins

With Yeastar, you have the flexibility to set your own pricing and maintain a competitive edge in the market. Secure high profit margins instead of small commissions.

### Customer Relationship

Own your customer relationship. We don't compete with you. Any end customer inquiries we receive will be directed to our partners in the respective regions.

### Branding

Yeastar-branded or white-label. It's up to you. The white-label options include PBX platform, softphones, and even the central management platform.

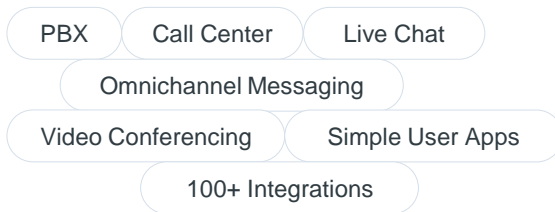




# Value to End Customers: Easy-first Communications Solution



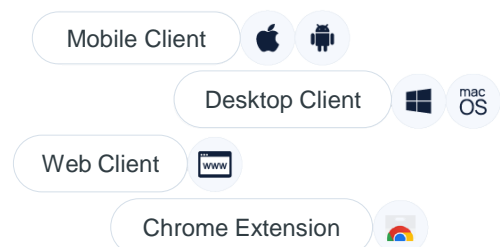
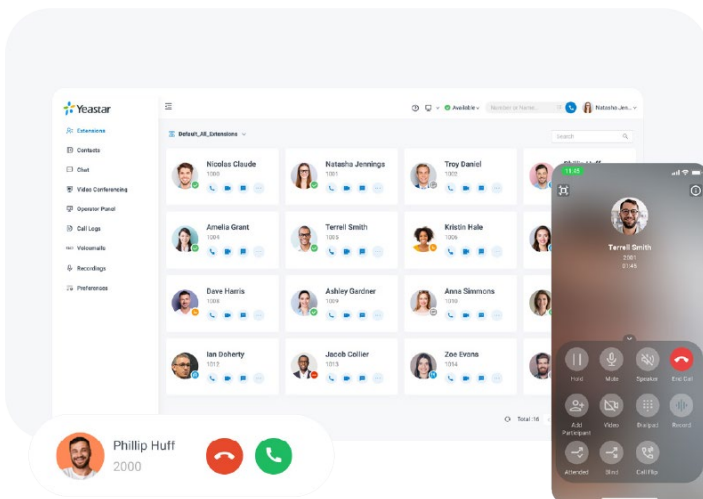
Empower your customers with a business communications solution that is not only easy to deploy and set up but also simple to use, manage, expand, and integrate. More than just a phone system, Yeastar features comprehensive UC and call center suite in a single solution:



## Linkus UC Clients: Easy Working from Anywhere

Linkus UC Client is all-in-one app for business communications, offering features such as calls, videos, messages, conferences, and more. It allows users to access Yeastar phone system features from anywhere using their computers and mobile phones.

- ✓ Make and receive audio/video calls and switch between them.
- ✓ Transfer, hold, park, and record calls.
- ✓ Check voicemails, call history, and recordings.
- ✓ Flip a live call between your devices.
- ✓ Access personal, corporate directories and phonebooks.
- ✓ See at a glance real-time availability of colleagues.
- ✓ Hold web-based video meetings with screen sharing.
- ✓ Enable CTI mode for remote desk phone control.
- ✓ Add Linkus voice calling to custom applications using SDKs.



## Call Center Solution: Easy Customer Service

Offer your clients powerful call center agent and supervisor tools to elevate customer experience, from efficiency-improving features and switchboard-type management consoles to performance tracking and reporting tools.



### Advanced Call Handling

- ✓ Dynamic call routing strategies and customizable IVR options
- ✓ Listen to a call, whisper to the agent, or barge in to talk to the customer
- ✓ Customers can leave the queue and get called back when an agent is available

### Queue Panel

- ✓ A complete view of queue traffic and agent status
- ✓ Drag-and-drop call management

### Wallboard

- ✓ Real-time key performance metrics and SLA
- ✓ Customizable widgets and multi-screen display

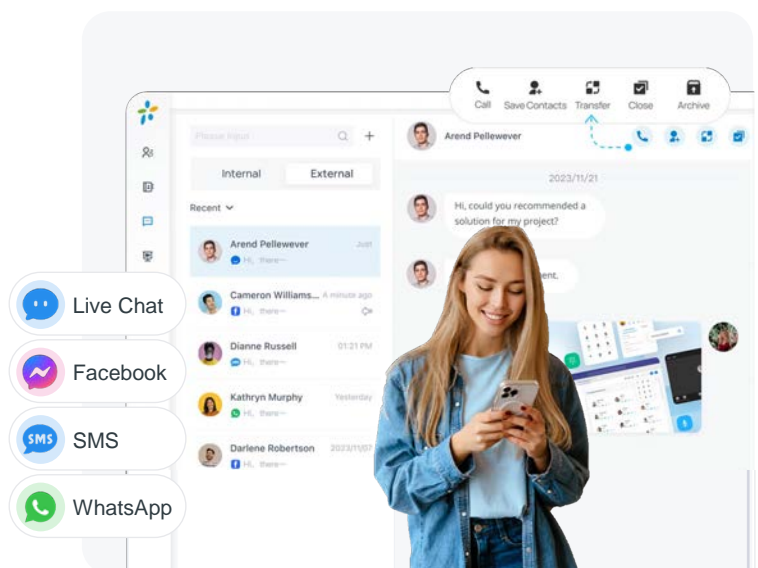
### Reports and Analytics

- ✓ Queue statistics, agent-specific metrics, call parameters, etc.
- ✓ Scheduled reports in graphical, downloadable formats

## Live Chat, SMS, Social Messaging: Easy Omnichannel Experience

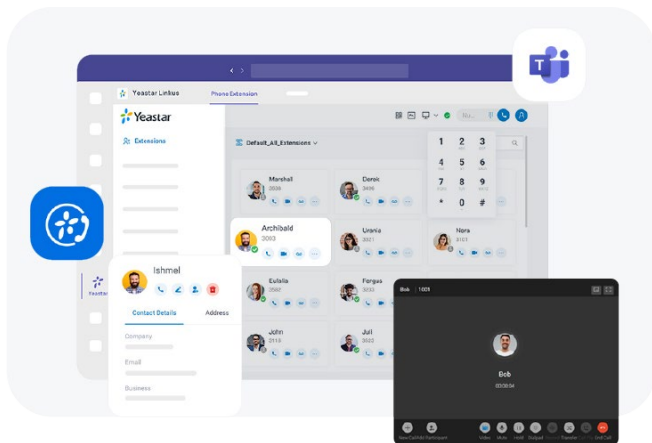
By bringing UCaaS and CCaaS into one platform, here is your chance to reach a broader customer base. Yeastar allows businesses to manage all customer messages from website live chat, SMS, WhatsApp and Facebook Messenger in one place, directly from Yeastar Linkus UC Clients.

- ✓ One single inbox to manage all
- ✓ Outbound bulk messaging (SMS/MMS/WhatsApp)
- ✓ Auto agent assignment, message queues & chat transfer
- ✓ Automatic contacts matching
- ✓ Elevate chats to calls in one click
- ✓ Central message detail records and statistics



# Easy Microsoft Teams Integration: Add Enterprise Voice to Teams

Capitalize on the popularity of Microsoft Teams and expand your customer base. Add value to your offering by providing customers with different ways to connect Yeastar voice service to Microsoft Teams catering to different business needs and budgets.



## Option #1

### Embedded Free Calling App in MS Teams

By installing “Yeastar Linkus” through Microsoft AppSource, customers will have a feature-rich PBX right on their familiar Teams interface.

#### Call on Teams

- View all personal and corporate contacts on Teams
- Click to call any contacts or dial with the dialpad
- Access voicemails, recordings, and call logs easily

#### Forget about extra costs and hassle

- No additional fees or Teams Phone license needed
- Keep your existing phone number and SIP phones
- Save on SBC solution licensing

## Option #2

### Direct Routing Solution via Call2Teams

Enable customers to make and receive calls directly from the Teams app and access advanced PBX features, such as call routing, IVR, queue, etc. Teams users and PBX users can make free internal calls with PBX extension users directly.

\* The Call2Teams integration license is required.





# Easy Integrations and Compatibility

Yeastar voice service works perfectly with your customers' existing infrastructure and IT services. Take advantage of a host of ready-made integrations and an open ecosystem to meet various business needs.

## IP Phone Auto Provisioning

Yealink

Fanvil

snom

Gigaset

Avaya, Cisco, NEC, Mitel, ALE, Grandstream

500+ Models

14+ Brands

## SIP Trunk Interoperability

twilio

T..

Gamma

VOX

bandwidth

TWT

vodafone

dstny

alphalink

sewan

swisscom

telnix

150+ ITSPs

## Headset

Jabra GN

Yealink

EPDS

poly

Google

Google SSO

## CRM and Helpdesk

Developed

Dynamics 365

zendesk

HubSpot

zoho

salesforce

Bitrix24

odoo

Custom Integration Template

Works with any CRM or helpdesk that supports REST API

## Microsoft-related

Microsoft 365

Teams

Outlook

Microsoft Entra ID

Active Directory

## Database Contact Sync

Microsoft SQL

LDAP

## Messaging

SMS

WhatsApp

Facebook

## File Remote Archiving

Google Storage

Amazon S3

FTP

SFTP

ORACLE  
Validated Integration  
Oracle Hospitality

FIDELIO

## Hotel Features & PMS Integration

Use the PBX-integrated hotel management features or integrate with any PMS supporting FIAS portocal, enabling easy room check-ins/out, status monitoring, wake-up call scheduling, etc.

## Mircosoft Teams Integration

Integrate with Microsoft Teams to enable enterprise voice and call handling right inside Teams. Use your existing SIP trunks and eliminate costly Microsoft calling plans.

## Open APIs and Linkus SDKs

Build your own custom integrations with our open APIs or Linkus SDKs. The possibilities are immense: in-app calling, intelligent call control, data synchronization, and more.

## More Features at a Glance

Advanced Business & UC	Omnichannel Messaging
Team Chat	Live Chat
Remote Access Service	SMS Integration
Remote SIP Service	Facebook & WhatsApp Integration
Phonebook	Bulk Messaging (SMS & WhatsApp)
Call Note	Integrations
Call Accounting	CRM & Helpdesk Integration <b>Developed:</b> Dynamics 365, Zoho, Salesforce, HubSpot, Bitrix 24, Odoo, Zendesk <b>Custom Integration Template:</b> Works with any RESI API-supported system
Text to Speech for Voice Prompts	Microsoft 365 Integration Teams, Outlook, Azure AD (Entra ID)
Voicemail Transcription	Google SSO
Voicemail Announcement	Database Contacts Sync Microsoft SQL, LDAP
Video Calls & Video Conferencing	File Remote Archiving Google Storage, Amazon S3, FTP, SFTP
Call Flow Designer	Active Directory Integration
Disaster Recovery*	Linkus SDKs
Call Center	Hotel Solutions
Skill-based Routing & Queue Callback	Hotel Management Module
Queue Panel	Hotel PMS Integration*
Wallboard & SLA Monitoring	
Post Call Survey	
Call Center Reports	
Outbound Call Center* Auto Dialer, DNC List, Agent Inbox, Campaign Wallboard & Management, etc	

Telephony	Business	Administration	Unified Communications
Call Routing	Call Operator Panel	Web Admin Portal & Dashboard	Linkus UC Clients
Call Forwarding	Desk Phone Control (CTI)	Extension Group & Organization	• Web Client
Call Parking / Pickup	BLF Support	User Role & Permission	• Mobile: iOS & Android
Call Transfer (Attended/Blind)	Busy Camp-on	IP Phone Auto Provisioning	• Desktop: Windows & MacOS
Call Waiting	Business Hours & Holidays	SIP Forking	• Google Chrome Extension
Call Flip / Switch	Multi-Time Zones	Event Logs & Notifications	Presence & Custom Messages
Ring Group	Boss-Secretary	Troubleshooting	Audio Conferencing
Paging & Intercom	Hot Desking	Backup and Restore	T.38 Fax
Caller ID	Emergency Calling	Built-in SMTP Server	Fax to Email
Dial by Name	Feature Code	Network Drive*	Voicemail
Speed Dial	Function Key	SNMP Support	Voicemail to Email
AutoCLIP	LDAP Server	Spilt DNS	Google Cloud Voicemail Transcription
CID/DID-based Call Routing	TAPI Driver	Hot Standby*	Group Voicemail
Direct Inward/Outward Dialing	Basic Call Center	Security	Personal & Company Contacts
DNIS	Call Recording	SRTP & TLS Call Encryption	Call Pop-up URL
DND (Do Not Disturb)	Listen/Whisper/Barge-in Monitoring	Auto & Static Defense	Headset Integration
Custom Prompts	IVR	Global Anti-hacking IP Blocklist	Open APIs*
Distinctive Ringtone	Queue	Allowed Country IP's & Codes	Multiple PBX Management
Music on Hold	Queue Priority & Acceleration	Outbound Call Frequency Restriction	Yeastar Central Management
MOH Playlist & Streaming	Queue Announcement	Password Policy Enforcement	Remote Management
CDR & Basic Call Reports	Queue Call Logs & Missed Call Disposition	Two-factor Authentication (2FA)	Trunk Sharing*

# 100% Channel Commitment. Solid Partner Enablement.



## A Devoting Team to Your Success

We win only when you win. Get access to our power-packed partner support team devoted to your success throughout your entire enablement experience.



Onboarding Kick-off



Get Certified



Portal Tour



Demo/NFR Setup



Go to Market



Grow Your Revenue

### Regional Account Managers

Your main contact and helper to create sales pitches, quotes, and help close deal. They drive pipeline generation through all sales motions.

### Pre-sales Engineers

Your source dedicated to new sales. They help identify service and adoption opportunities and also serve as demo source.

### Marketing Specialists

Engage with partners in the field to develop targeted marketing plan for solution launch, demand generation, and lead conversion.

### Training Experts

Enable and train partners to win with Yeastar solutions. They also help engage and educate your prospects via customized joint webinars.

### Tech Supports

Free, prioritized, and direct technical support with a guaranteed response time. A dedicated portal for resources like user manuals, configuration guides, FAQs, and software updates.

### Product Development Team

Collect and take your specific product needs into our continuous roadmap development and ongoing product updates.

# Get Started

## Interested in the solutions?

If you're interested in trying out Yeastar, click the link for a free trial. For pricing details or a live demo of our PBX and partner, just contact us and we'd be happy to provide you with all the information you need.

[Free Trial](#) 

[Contact us](#) 

## Benefit from our partner-first approach

Yeastar is a **partner-first, channel-only** vendor and we live by the motto "We work for the partner".

We listen closely to the market and are extremely responsive to partner requests with new features and improvements released almost every month to address partner and market demands, tackling your challenges in closing deals and boosting your competitive edge. For more details on Yeastar partner support, please refer to the following Q&A session.

### Monthly

Feature additions to partner requests

### Affordable

Pricing with lower upfront

### 50%

Deduction in support ticket resolution time



**650k+**

Customers worldwide

**120+**

Countries supported

**150+**

R&D experts

**19+**

Years of experience



# FAQ

## About Our Service Provider Program

### What are the advantages of partnering with Yeostar?

Partnering with Yeostar means working with a trusted leader in unified communications, with a reputation for being "100% Recommended to a Friend". Our comprehensive suite of UC and CC features helps you enhance customer satisfaction and loyalty. With [industry-leading phone compatibility](#)—supporting brands like Yealink, NEC, Avaya, Mitel, Snom, Cisco, and more—along with an Open-Standard design and APIs, Yeostar equips you with the capability to seamlessly migrate end customers of all kinds and serve any business size and industry niche. And our rapid release cycle and continuous feature additions helps you compete and win the market every day.

Commercially, Yeostar offers everything behind the scenes to make you successful. These include optional white-label branding, lucrative business models, efficient tools that streamline ordering, product management, and prioritized technical support. By leveraging our white-label solution, you can retain your position as a leading provider of technology solutions in your market and open up new revenue streams.

With Yeostar, you get more than just quality products and services, but a true win-win partnership. We help solve your challenges and provide expert guidance for all aspects of your journey as a communication service provider.

### Can Service Providers use their own network with Yeostar's offers?

Yes! Yeostar boasts excellent compatibility with SIP trunk providers worldwide. You have the ability to use your voice network along with our unified communication platform.

Yeostar also offers an [ITSP partner program](#) that allows you to test and certify your SIP trunk service with our IP PBX system. After successful interoperability testing, pre-configured SIP trunk templates will be available in the Yeostar PBX management portal, making the SIP trunk connection and setup seamless.

### Can I host Yeostar PBX & UC services on my own data center?

Yes. Yeostar provides both Turnkey and Bring Your Own Infrastructure (BYOI) deployment options for its unified communications platform.

- **Turnkey:** Service providers (SP) do not have to invest in the infrastructure and are ready-to-go at any time. The unified communications service will be hosted by Yeostar in AWS data center and Yeostar takes care of all the server upkeep. Best for (SPs) who prefer faster time-to-market, lower upfront costs, and the least IT burden.
- **BYOI:** SP can host the entire Yeostar UC&C solution in their own data center infrastructure and gain full control over the hosting environment.

# FAQ

## About Our Service Provider Program

### What level of scalability does the solution offer?

No upper limit and highly adaptable. SP can go at their own speed and increase system capacity (such as extension numbers and concurrent calls) for end customers at any time. The adjustment is only clicks away on the Yeastar Central Management platform.

### Can your product integrate with Microsoft Teams?

Yeastar enables SPs to offer a seamlessly [integrated solution for Teams](#). You'll be able to embed Yeastar's PBX functions, which will work in tandem with the UC and collaboration features of Teams. This will allow you to provide a better voice experience for your Teams users and will not require you to deploy Direct Routing or purchase Teams phone licenses for voice connectivity.

### What go-to-market support does Yeatar offer?

Yeastar provides a 360-degree approach to Service Provider success. From initial setup to sales enablement and technical support, we have your business needs covered every step of the way.

- ✔ **Onboarding:** Dedicated resources to ensure that you get operation in a timely manner. Training: Access to on-demand, live, and instructor-led training courses for both sales and technical support enablement.
- ✔ **Marketing Support:** Full library of brandable collaterals for social media, documents, emails, etc. Sales Enablement: Dedicated regional account manager and pre-sales engineer who helps with project planning and deal closing.
- ✔ **Ordering:** Exclusive partner portal to order services, manage licenses, check transaction history, and more. Management: Central management platform to manage customer PBXs, monitor performance, track resource usage, and more, all in one place.
- ✔ **Technical Support:** Level 2/3 tech support provided Yeastar. Extensive wiki, documentation and how-to videos are available to both service providers and end customers.