

aws marketplace

FreePBX

# Reviews, tips, and advice from real users



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# 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

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



**VishalPai**

Tech Lead at Vindaloo Softtech Pvt Ltd

- ✓ “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

- ✔ “FreePBX has made a positive impact on my organization, and we have completed many projects with it.”



**Vaithis Vaithis**

Vo Ip Sip Engineer at Concentric Media Sdn Bhd

- ✔ “The call routing features with FreePBX have enhanced our customer service, with several sites all connected to a single central deployment, allowing people to work remotely from different locations using the same system.”



**Carlos Ardila**

Project Manager, Information Technology at Telelago

## What users had to say about valuable features:

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

FreePBX has positively impacted my organization because it allows quick setup for a small call center and is easy to use. I can create announcements, design an IVR, and use SIP phones for agents. The cost is reasonable..”

### **Ddo Ddo**

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

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“In my opinion, some of the most valuable features with this product are that it is very extensible. You can configure a lot of it because it is open source, so you can work around the configurations you desire. It is a very flexible application, so you can personalize configuration for customers.

“Another valuable aspect is the modules that you can add. Its modularity helps as you can purchase modules through the Sangoma portal. You can purchase modules for endpoint manager, call center, and call center queue wallboard. With this module, you can supervise and get analytics on all of your call center queues that you are running currently. It is a very extensible solution..”

### **Carlos Ardila**

Project Manager, Information Technology at Telelago

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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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“The best features FreePBX offers are that the software is free, but usually for someone to install it, there's a cost.

“FreePBX positively impacts my organization because I'm a one-man organization. I get some work doing FreePBX installs and migrations and maintenance. For my clients, they call me up and ask for an address move change or some new call flow and I can have it done in very short order.

“The speed at which I can make changes with FreePBX depends on the change, but I know the system well enough that I can make normal call flow and announcement changes and IVR changes in very short order, sometimes in less than an hour, with testing. Depending on what they want, it can take some time. When I've done large systems, some of the migrations took three or four weeks, and some have taken a couple of months depending on what they're asking for..”

**Dave Rosenbaum**

Sr Voip and Call center engineer at Superdave LLC

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“I believe the best thing FreePBX offers is the ease of use to get it running and the features it provides. From my perspective, the greatest feature is the community support forum. Since FreePBX is a free product, the responsibility to fix issues falls on the user, making the community forum invaluable. Additionally, FreePBX is built on Asterisk, so anyone who understands Asterisk can accomplish anything with FreePBX.

“Customization is the primary feature I appreciate about FreePBX. As long as you understand how to work with dial plans and Asterisk, and you have some programming knowledge and understand how APIs work, you can make many things happen. You could even build your own cloud PBX with FreePBX by integrating WebRTC and building your own SIP client with your custom design to create your own version.

“FreePBX has made a positive impact on my organization, and we have completed many projects with it. It is a great application and one of the best open-source projects available. As an engineer, I appreciate working with FreePBX because I love Asterisk. It improves ease of configuration since we are all familiar with it, and for many situations, FreePBX is simply the better solution..”

**Vaithis Vaithis**

Vo Ip Sip Engineer at Concentric Media Sdn Bhd

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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**

Sr Voip and Call center engineer at Superdave LLC

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“We do not use HPE's Alletra Storage or GreenLake. Regarding HPE's SimpliVity, we have not had experience managing or configuring it yet. We are currently quoting something with SimpliVity and waiting for a customer to decide. If they decide, we will go on training and start getting experience configuring it..”

**Carlos Ardila**

Project Manager, Information Technology at Telelago

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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

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“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

“My main use case for FreePBX is to design IVR, manage queues, extensions, and Find Me/Follow Me features. I also configure inbound routes and especially design custom destinations and recordings. I set up backup schedules as well.

When I have a new application, I create a new IVR, such as pressing four to route the call to my application. The IVR asks the caller questions and routes them to the queue. I also created extensions to answer the calls..”

## Ddo Ddo

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

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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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“Some of the use cases with FreePBX involve deployment scenarios where they had commercial telephony and IP telephony. We have used it for businesses, for office environments with phones, local phones on each desk, and smartphones connected to the system. We connect this with the PRI SIM and for the cell phone providers, and we can provide IP features to our customers.

“The call routing features with FreePBX have enhanced our customer service. For instance, we have customers that have several sites all connected to a single deployment, a central deployment. We can have a PBX in Maracaibo, and we can have people with the call center working in Caracas. We can have people working there with the services from Maracaibo. That gives flexibility of work that does not compare with others..”

**Carlos Ardila**

Project Manager, Information Technology at Telelago

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“I use FreePBX in many different ways depending on the need. Sometimes I use it as a contact center solution with a third-party plugin such as FOP. I do integrations with the operator panel so that operators can assign calls and manage queues. I also use FreePBX as a Session Border Controller (SBC) because some customers still run FXO or PRI lines. To convert those to SIP, I prefer to use FreePBX since I compile my own version and can compile additional drivers such as DAHDI to make PRI or FXO lines work.

“When I use FreePBX as an SBC or for integrating with operator panels, I recently had a customer with a Grandstream device connected to what is called a SIP MLS, which is a private SIP line obtained from a local provider. The Grandstream device was unable to support that PRI interface, so I compiled Asterisk and the DAHDI drivers, configured the PRI interface, and delivered it to the customer.

“FreePBX is an IP PBX that I sometimes use as an SBC to move traffic from one box to another, making one FreePBX instance act as an SBC for PRI to SIP conversions or FXO to SIP conversions. I have also used FreePBX for outbound dialers and outbound dialing, though that was a custom project involving custom dial plans and call files developed specifically for a customer..”

**Vaithis Vaithis**

Vo Ip Sip Engineer at Concentric Media Sdn Bhd

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“My main use case for FreePBX is that I've had instances where somebody had a Cisco call center and the licensing fees were too high, and I migrated their call flows from Cisco to FreePBX. Mostly it's smaller systems, but I've been in one place in El Segundo, where the in-house phone system was FreePBX and it had over 100 stations. It's quite a good system, as it's a Windows wrapper around an Asterisk-based system.

“A quick specific example of how I used FreePBX in one of those migrations is the one client I had with the Cisco call center; they had their call flows laid out in Visio and I was able to replicate them on a FreePBX system. They did sales of musical instruments for schools from upstate New York. But they were so enamored with the solution that they had two call centers, so they bought two FreePBX systems, and there's a hot standby that you can do where if one goes down for any reason, everything switches over to the standby system.

“I developed a demo for a university on the West Coast as my main use case, and we were going to do 900 phones, something along that line. They decided to go with something else, but I was able to stand up a demo on a DigitalOcean droplet, a system in the cloud, and restore one of my old demo systems and modify it. I was able to stand it up within a week and be able to show them the call functions and the call flows and give them softphones and really flesh out the demo. I've had demo systems on DigitalOcean for many years and it's been quite beneficial..”

**Dave Rosenbaum**

Sr Voip and Call center engineer at Superdave LLC

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# 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**

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

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“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**

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Sr Voip and Call center engineer at Superdave LLC

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“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**

Project Manager, Information Technology at Telelago

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# 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

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“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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“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

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“I love FreePBX and Asterisk. The pricing for FreePBX is reasonable, and the licensing is fair. I use the free tier because I support the product, so I do not use the paid version of FreePBX. The free version is excellent. Regarding cloud providers, I use Linode, which sometimes has occasional issues, but they always resolve them and are easy to use. I would like to use other cloud providers, but I am more familiar with Linode. I rate this review a ten out of ten..”

**Vaithis Vaithis**

Vo Ip Sip Engineer at Concentric Media Sdn Bhd

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“Since I started using FreePBX, I think it could serve as a customer service tool. The company can build a quick team and use FreePBX for customer service to gather customer feedback and improve their products.

I will invite some of my friends to use FreePBX if they want to build a small call center with quick setup and do not need complicated features. I rate this product 8 out of 10 overall..”

**Ddo Ddo**

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

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“FreePBX supports AI initiatives through their module called Sangoma Scribe AI. It transcribes voicemails and call recordings with ASR, voice station, sentiment analysis, and multilingual support.

“I would rate FreePBX ten out of ten. It is the most user-friendly, flexible and resilient system for voice-over IP we have installed so far..”

**Carlos Ardila**

Project Manager, Information Technology at Telelago

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“The user interface of FreePBX is web-based. You just hit the URL as an admin and log in with your username and password. It's very flexible. The logging is tremendous. In Linux, you can get out to the command line and do certain diagnostics for things that are not working or how to get around the problem. It's such a rich environment that there are add-on products for just about anything you would want to do. I've worked on very large Avaya and Cisco and NICE CXone systems and some of those things are much more difficult and exponentially more

expensive.

“I advise others looking into using FreePBX that if you're not familiar with it, I would recommend having someone to walk you through the process, and I can give whatever level of support that you would want. I'm not the only one; there are some very good groups out there who would do the install or even host the server in the cloud for you.

“There are softphones, some of which are free, some of which charge. With softphones, if somebody's PC is very busy, it can't give it enough CPU cycles to sometimes answer the phone. There have been instances where the president's secretary had a large Excel spreadsheet and she was doing something that required a lot of CPU cycles and she was backing up the receptionist. So softphones can have their own set of oddities. Hard phones are beautiful; I've got some Polycoms that are very durable and very reliable. I rate my overall experience with FreePBX as a 9 out of 10..”

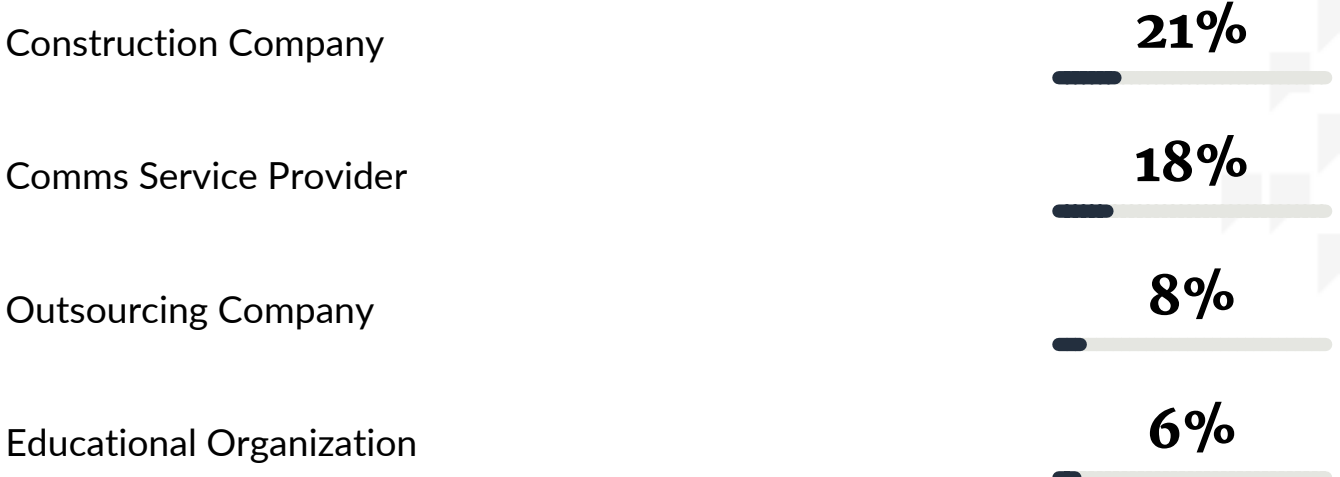
**Dave Rosenbaum**

Sr Voip and Call center engineer at Superdave LLC

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# Top Industries

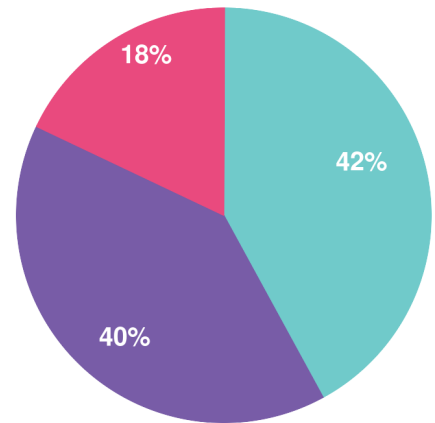
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# Company Size

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Large Enterprise Midsized Enterprise Small Business

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