

Mixel PBX — Your Swiss cloud phone system

Product overview for IT decision-makers

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2026-05-03

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Mixel PBX — Your Swiss cloud phone system

What is Mixel PBX?

Mixel PBX is a cloud-hosted business phone system (UCaaS) built in Switzerland for European SMEs. It replaces the on-premise PBX with a browser-based platform that handles inbound and outbound calling, IVRs, ring groups, queues, voicemail, recording, and team chat — without requiring a single hardware appliance on your premises. The differentiator is the combination Swiss buyers actually ask for: data sovereignty inside the EU/CH, a modern web UI, transparent SME pricing in CHF, and a proven open-source telephony engine (FreeSWITCH) underneath rather than a proprietary black box.

Why Swiss-built matters

Most cloud PBX vendors are headquartered in the United States and route calls, recordings, and call detail records through US-controlled infrastructure. That creates two ongoing problems for Swiss and EU customers: legal exposure under FADP and GDPR cross-border transfer rules, and a steady drift of metadata into the operating systems of vendors who aren't bound by Swiss data protection law in the first place.

Mixel PBX runs on Hetzner's Nuremberg datacenters with Cloudflare's EU edge in front. Every customer's calls, CDRs, recordings, voicemails, and contact records are physically stored on EU servers, in databases that are isolated per tenant. Nothing is co-mingled with US or global tenants, and nothing is shipped to a third-party AI cloud for processing.

- **Hosting:** Hetzner GmbH, Nuremberg (Germany), inside the EU Single Market.
- **Edge / DDoS / WAF:** Cloudflare with EU-only data routing.
- **Compliance posture:** FADP-aligned, GDPR-aligned, no cross-border transfer to the US by default.
- **Telephony engine:** FreeSWITCH 1.10 — open-source, auditable, no proprietary lock-in.
- **AI processing:** local-only (Mixail runs on Mixel's own GPU infrastructure, not OpenAI or Anthropic).

What's in the box (works today)

Calling fundamentals

- Browser softphone (jsSIP over WSS) — no plug-in, no Java, no desktop client required.
- SIP trunks with carrier presets for Swisscom, Sunrise, iWay, Salt, Twilio, Telnyx, and sip2sip (test).

- Inbound DID management with routing to extension, IVR, ring group, queue, time condition, voicemail, or external number.
- Outbound least-cost routing with per-tenant digit manipulation.
- Hold, blind transfer, attended transfer, call park, call pickup.
- Hot desking via PIN at any registered desk phone (*99 / *98).
- Mobile twin — desk phone and mobile ring in parallel.

Productivity

- Visual IVR designer (drag-and-drop canvas).
- Ring groups with ring-all, hunt, memory-hunt, and longest-idle strategies.
- Call queues with ACD strategies, skills tagging, and queue callbacks.
- Time conditions / business-hours routing.
- Voicemail with optional AI transcription.
- Conference rooms (audio + video) with shareable invite links.
- Music on hold and custom greetings (per-tenant uploads).
- Caller ID rules, blacklist, whitelist.

Collaboration

- Internal team chat with 1:1 and channel conversations.
- Presence (manual and on-call automatic).
- 1:1 video calls and screen sharing.
- Multi-party conference rooms suitable for SME-scale meetings.

Quality and analytics

- Real call detail records (CDR) with filters and CSV export.
- MOS quality histogram with low-MOS alerts.
- Hourly call volume charts.
- Per-agent performance reporting.
- Top destinations and outbound usage breakdown.

Security and compliance

- Multi-tenant database isolation enforced at the row level (RLS) — cross-tenant data access is physically impossible from the web app.
- Carrier passwords encrypted at rest with operator-rotated envelope keys (pgcrypto).
- Toll-fraud guards: per-country allowlist, daily outbound budget cap, per-minute rate limit.
- GDPR data export and delete endpoints.
- Swiss QR-bill invoicing built in.

- Cloudflare WAF in front of the application.

AI and modern features

- Mixail — a tenant-grounded AI assistant that answers questions about your own PBX data and how to use the platform. Runs on Mixel's local Ollama instance; your prompts and data never leave Swiss infrastructure.
- Per-tenant carbon footprint dashboard.

Operations

- Multi-tenant operator console for cross-tenant administration (Mixel side).
- Per-tenant onboarding wizard for self-serve setup once the workspace is provisioned.
- Tenant-side billing portal with plan, usage, and invoice history.
- System event log filterable by level and source.

What's coming Q3 / Q4 2026

- 🚧 **Stripe self-serve subscription checkout** — Coming Q3 2026. Email-invoice billing remains available for customers who prefer bank transfer.
- 🚧 **Microsoft 365 / Google Workspace calendar pop on inbound calls** — Coming Q3 2026.
- 🚧 **Salesforce / HubSpot CRM screen-pop on inbound calls** — Coming Q3 2026.
- 🚧 **Microsoft Teams Direct Routing (Microsoft-certified)** — Coming Q4 2026. The data path is implemented today; certification paperwork is in progress.
- 🚧 **Native iOS app with Apple Push Notifications (APNs)** — Coming Q4 2026. The browser softphone and installable PWA work in the meantime.
- 🚧 **Native Android app with FCM push** — Coming Q4 2026.
- 🚧 **White-label per-tenant theming** (logo, colors, custom domain) — Coming Q4 2026.

Plans and pricing

Plan	Price (CHF / month)	Outbound minutes	Users
Starter	19	100	5
Business	49	500	25
Enterprise	199	Unlimited	Unlimited

Every plan includes a 30-day free trial with no credit card required. Invoicing is monthly and arrives by email as a Swiss QR-bill PDF; you pay by bank transfer. There is no Stripe lock-in, no payment-processor surcharge, and no auto-renewal trap. Plan changes take effect on the next billing cycle.

How we compare

Capability	Mixel	Wildix	3CX
Swiss data sovereignty (EU-only hosting + edge)	Yes	Partial	No (default)
Open-source telephony engine (auditable)	Yes (FreeSWITCH)	Proprietary fork	Proprietary
Email-invoice billing (no payment-processor lock-in)	Yes	No	No
Multi-tenant from day one (one console, many customers)	Yes	MSP add-on	No
Per-tenant carbon footprint dashboard	Yes	Partial	No
Tenant-grounded AI assistant on local infrastructure	Yes	Partial	No

Get started

Mixel PBX is invite-only. To activate a workspace, email billing@mixel.ch with your company name, expected user count, and country. We provision your tenant on our operator console and email you an activation link the same business day. From there, the in-product setup wizard walks your administrator through country, timezone, the first user, the first DID, the first IVR, and the first SIP trunk in about ten minutes.

Trials run for 30 days, no credit card required, and convert to a paid plan only after you confirm by email. For step-by-step instructions on every feature mentioned above, download the **Mixel PBX Operational Handbook** from <https://pbx.mixel.ch/docs/>.

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