

Telephone Systems (VOIP)

Hosted business telephone systems are rich in features, high on quality and low on cost of ownership.

Numbers can travel with people, and call charges – even abroad – range from low to free, with calls charged by the second, not the minute. Our phone system features are extensive and sophisticated, from call forwarding, monitoring and recording to conferencing and CRM integration.

Today's businesses move continuously between different modes of communication: phone, email, text messaging, and more. Cloud telephony supports unified communications and seamless integration between all of your different channels and the devices. It's a phone system, but perhaps not as you know it.

Key Benefits:

- ✓ A more versatile, better connected workforce
- ✓ Improved operational flexibility
- ✓ More integrated communications
- ✓ A significant reduction in telecommunications costs
- ✓ Greater control over your call data and usage
- ✓ A system that's easier to migrate and manage

Porting – We offer free porting and it can take up to 30 days. After a week of submission, we will be able to give you a definitive date for the port, as well as a two-hour window. During this 2-hour window your number(s) will port and you should receive no more than 5 minutes of downtime per number whilst they port. If you want to start using the system before your number port, you can ask your current provider to forward all calls to one of the FREE numbers that we will supply with the system.

Support – 24/7/365, and available via Telephone, Ticket system or email. All accessible via the secure online Portal.

Contract – we offer a 12 Month Contract (in-line with our obligations to Ofcom). Following 12 Months of Service the contract reverts to a 30-day 'rolling-agreement'.

To find out more about how our telephone systems can help to streamline your business and save you money call us on 01273 248871

Key Features:

- ✓ Call Ring / Call Hold / Call Transfer / Call Divert
- ✓ Voicemail
- ✓ Voicemail to Email
- ✓ IVR / Auto Attendant – Press 1 for Sales, 2 for Support – etc.
- ✓ Call Queue – hold more callers than you have staff to answer, and play your Customers Music on Hold/ Announcements about your Company while they wait
- ✓ Ring groups / Hunt Groups (unlimited)
- ✓ Conference Facility for Internal / External callers
- ✓ 24/7/365 Support from our UK Based Support Team
- ✓ Pick Up Groups
- ✓ Call Stats and Reporting
- ✓ Live Portal for live-billing view

