



>|< VOHKUS<sup>®</sup>

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# BT CLOUD VOICE

## WHAT IS IT?



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A virtual phone system with a range of call management features, hosted in the cloud. With BT Cloud Voice, you can choose the right User Feature Packs to suit each individual, as well as choose from a range of optional extras. There are call bundles and pay as you go options, as well as an unlimited calls option for UK calls to suit all budgets. It's scalable too, so it can grow alongside your business.

## BENEFITS

### Calls can be answered from anywhere.

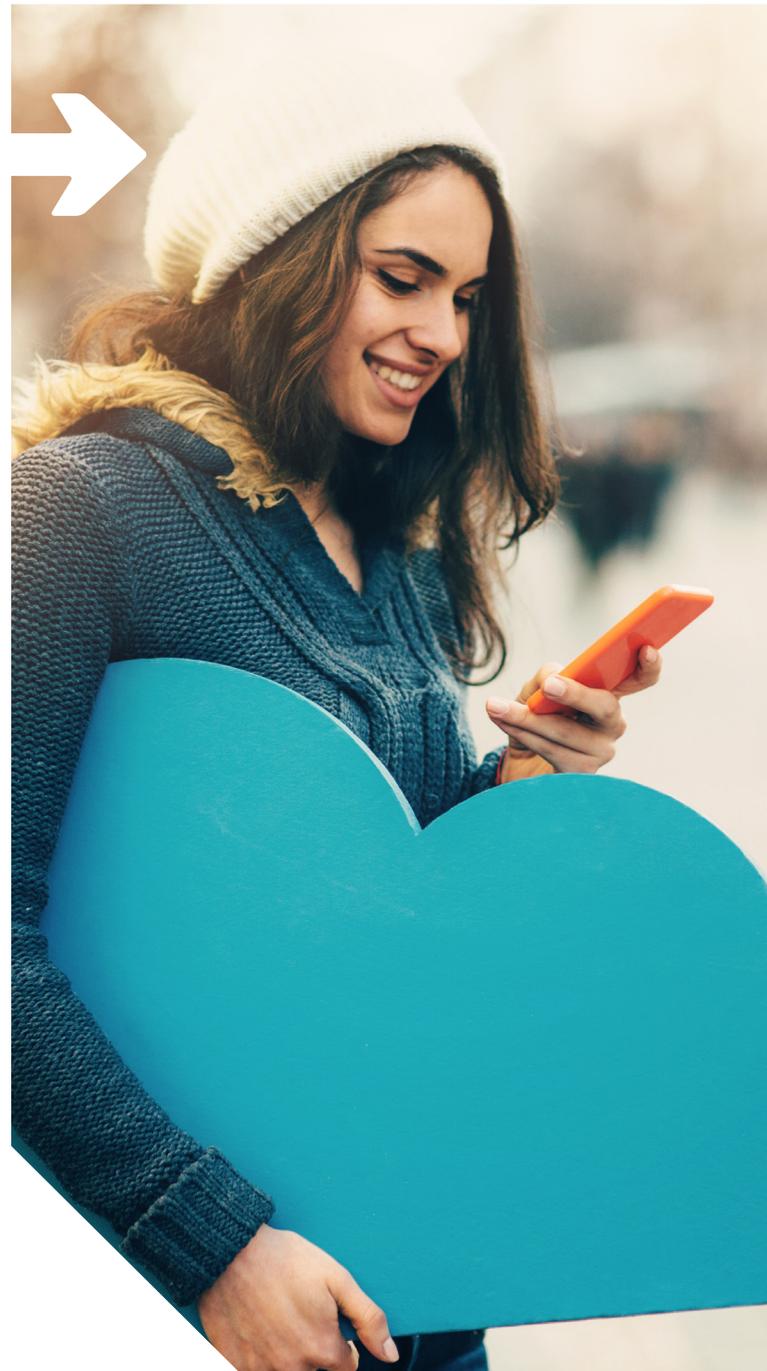
- ▶ Access to all the call management features of a traditional phone system, including:
  - ▶ Call Forwarding
  - ▶ Call Transfer.
  - ▶ Team Pickup.
  - ▶ Automatic Call Routing.
  - ▶ Call Recording.
- ▶ Use of mobility features such as Call Director.
- ▶ Apps that turn your smartphones or laptops into an extension of your desk phones, including Windows PC, MAC, iOS and Android.
- ▶ 24/7 access to the online portal to manage calls from anywhere.
- ▶ BT can help the customer set up a 'virtual' geographic phone number for a local presence.

## EASIER TO MANAGE BUDGETS

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## WORK BETTER WITH COLLEAGUES

- ▶ Desktop Sharing, Instant Messenger and Presence mean staff can collaborate quickly and easily.
- ▶ Conferencing tools available to host and attend online meetings and discussion groups from wherever they are.



## FUTURE-PROOF BUSINESS COMMUNICATIONS

- ▶ New sites and additional features can be added easily.
- ▶ As it's a virtual service, relocating is simpler and easier.
- ▶ Upgrades take place virtually in the cloud and happen automatically, so it's always up to date.

## PEACE OF MIND

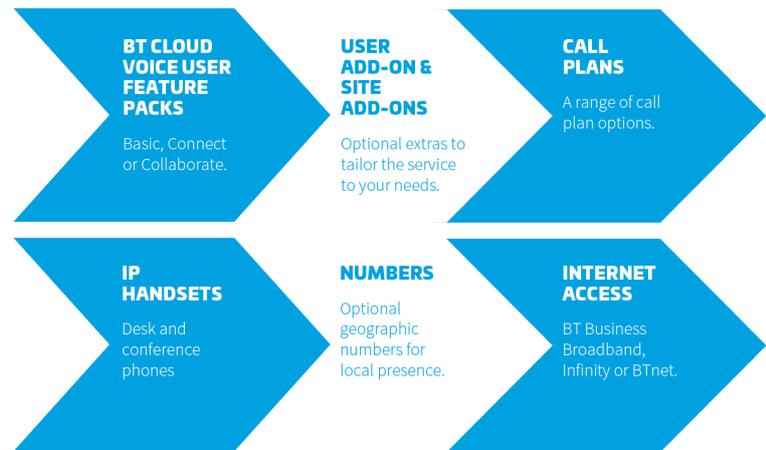
- ▶ BT's Service Hub team offer a single point of contact for technical support.
- ▶ Optional installation and configuration services readily available.
- ▶ The connectivity review makes sure you have the right

connection, so it doesn't matter how many people are online at one time.

- ▶ BT can prioritise voice calls over other data, so you'll have the highest quality calls at all times.
- ▶ If you need to, simply set up somewhere else and carry on working.
- ▶ BT's service is hosted across different geographic sites for extra resilience so the service will always run smoothly, without interruption.
- ▶ BT offers an end-to-end solution, so you can rest easy knowing it will all work together.

**Other optional services**

Training, LAN switch, cabling service and engineer installation and configuration.



**BT CLOUD VOICE USER FEATURE PACKS**

Available with the following User Feature Packs (available on 1, 2, 3 and 5 year contracts).

- ▶ **Basic:** Designed for businesses that need a general all-purpose phone. It's perfect for shared use. For example, in a reception area or warehouse, behind a bar, in a garage, kitchen, lobby or workshop.
- ▶ **Connect:** Ideal for office-based workers, like sales people, accountants and PAs, who need a full range of call management features. BT Cloud Voice Connect offers the same features as the Basic package, plus a whole lot more.
- ▶ **Collaborate:** Designed for businesses with mobile workers who need access to the features of a traditional network when they're on the road. BT Cloud Voice Collaborate builds on the features offered in the Connect package with the BT Cloud Voice smartphone app (iOS and Android) and conferencing facilities included.

**BT CLOUD OPTIONAL ADD-ONS**

Chargeable add-ons: per user, per month

- ▶ **Receptionist Console:** Gives access to features, such as a directory, so numbers can be found and calls forwarded quickly. It's designed for medium-large enterprises and can monitor up to 300 users.
- ▶ **Receptionist Small Business:** A cut-down version of Receptionist Console, designed for smaller companies, where the receptionist needs to monitor up to 30 users' lines.
- ▶ **Shared Call Appearance:** Lets users share multiple appearances of their line number (CLI) on up to 5 devices. For example, executives can share their CLI on their PA's device so the PA can take calls for multiple executives and identify each line on their handset.
- ▶ **Busy Lamp Field:** Users can see if their colleagues' phones are free, ringing or engaged.

- ▶ **Hot Desking Host:** Turns a user's primary device into a hot desk station, so other users can transfer their account, phone number, features and settings to that device, and have their incoming calls re-routed to it. Included as part of the Basic User Feature Pack.
- ▶ **Hot Desking Guest:** Lets users transfer their account, phone number, features, settings and calls to a device that has been set up as a hot desk station.
- ▶ **CRM Integrator:** Customer information is displayed on a PC screen, so callers can be greeted by their name. Whoever takes the call has all the customers' details handy.
- ▶ **UC Business:** Users can see who's available and contact them by calling, using Instant Messaging or Video Calling.
- ▶ **Call Recording:** Calls can be recorded, archived and stored so they can be retrieved and used for training purposes.



## BT CLOUD VOICE CALL FEATURES

Feature	Description	BT Cloud Voice Basic	BT Cloud Voice Connect	BT Cloud Voice Collaborate
Online Portal	Self-service online tool where administrators can set up user profiles, and individual users can control their own call management features.	Y	Y	Y
Automatic Call Routing	This allows users to set up a redirect so that any incoming calls are automatically routed to another phone.	Y	Y	Y
Call Forward	Lets users set up rules that forward incoming calls to another phone. They can set it up so calls are always forwarded, or only when their extension is busy or the call has gone unanswered.	Y	Y	Y
Call Transfer	Allows calls to be transferred internally and externaly. It means calls can, for example, be transferred to the mobile of an employee who's out of the office.	Y	Y	Y
3-Way Calling	This feature allows users to set up a 3-way conference call. A user, who's already talking to one person, can invite a third person to join the conversation. This is a particularly useful feature for employees that need to regularly consult with their colleagues, such as those working on a helpdesk.	Y	Y	Y
Hunt Group	A Hunt Group allows multiple phones to ring when a single number is called. A Hunt Group can be set up so that several employees' phones ring at the same time. It also allows calls to be distributed in certain sequences. If a call comes in to one phone, which isn't answered, it will go to the next phone in the sequence. The benefit of BT Cloud Voice is that Hunt Group members don't have to be located at the same site.	Y	Y	Y
Call Director	Allows a user to set up one or more alternative fixed or mobile phone numbers that can be used as virtual extensions to the user's profile. Using the Call Director portal, users can dial into the service from external locations and make calls to internal and external destinations. By doing so they keep their BT Cloud Voice calling line identity rather than the phone they are dialling from.		Y	Y
Voicemail to Email	Using the Online Portal, users can set up their voicemail so that their messages are sent to their email folder as an audio attachment. The message will appear in their inbox as an MP3 file.		Y	Y
UC Team	UC Team includes all the functionality of UC Business and allows up to 8 participants to take part in an audio or web conference. The conferencing functions are simple to use thanks to the innovative 'My Room' feature. This virtual meeting room service makes it easier for colleagues to manage and participate in group or team meetings – whether they're in or out of the office.			Y

Feature	Description	BT Cloud Voice Basic	BT Cloud Voice Connect	BT Cloud Voice Collaborate
US Business	UC Business offers a bundle of functions. It includes the UC Office client application for desktops (Windows and Mac) and smartphones (iPhone and Android). It enables users to display their own presence status i.e. showing whether they're available or not, and to see the presence status of their contacts. Users can get in touch with their contacts via instant messaging, a phone call or video calling. Users can also easily create and manage their contact lists and access personal and company contacts. They can also access BT Cloud Voice call handling settings to manage communications from their UC Office client application. It's particularly useful for mobile workers who can see who's available in the office to help them and they can also use that colleague's preferred method of contact to get in touch.		<b>Optional</b>	<b>Y</b>
Hot Desking	Hot Desking gives users the ability to temporarily move their account, telephone number and settings to a 'Host' device for a certain length of time. When the user logs in at the hot desk, all their incoming calls are routed to that desk's phone for the prescribed length of time. And as the user owns that hot desk phone for the time period they've chosen, the phone assumes the user's identity so outbound calls still appear as coming from them.	<b>Hot Desking Host Included</b>	<b>Optional</b>	<b>Optional</b>
CRM Integrator (Click to dial, screen pop, call history)	Allows customer-facing businesses to present a very professional image. When a customer calls, their details are displayed on a PC screen at the same time. It means users can greet their customers by their name, thereby providing a more personal service.		<b>Optional</b>	<b>Optional</b>
Receptionist Console	An application that can help receptionists manage incoming calls. It gives them access to a range of features, such as directory look-up and line monitoring, so they can see at a glance who's available to take a call and put it through to them quickly. Instead of dialling an extension, the receptionist can use their mouse for the 'drag and drop' function. They simply drag the caller's number and drop it onto the name of the person they're transferring the call to. One of the benefits of BT Cloud Voice is that the receptionists don't all have to work at the same site.		<b>Optional</b>	<b>Optional</b>
Busy Lamp Field	Allows users of IP phones to monitor their colleagues' lines before transferring calls. The IP phone will show if the phone line is free, engaged or if the phone is ringing. Compatible phone required.		<b>Optional</b>	<b>Optional</b>

Feature	Description	BT Cloud Voice Basic	BT Cloud Voice Connect	BT Cloud Voice Collaborate
Call Recording	Allows users to record calls. They can decide to record a particular call, all calls or activate the feature on demand. Calls can be monitored in real-time and used for employee training. There's also a storage facility, which helps businesses to meet the regulatory requirements for storing data. Plus, a dashboard gives users access to powerful tools, so they can manage and archive their library of recorded calls.		<b>Optional</b>	<b>Optional</b>
Fax Messaging	Lets users receive a fax and email it to the message store along with their other messages.		<b>Optional</b>	<b>Optional</b>
Call Centre ACD	Allows a site to distribute incoming calls to multiple users from a single central phone number. Call Centre works similarly to Hunt Groups but with a few differences: 1) Calls are queued and it is possible to give intermittent 'comfort' greetings. 2) Agents log in and out of the queues, therefore when an agent isn't available the call will not ring at his/her phone. Unique to BT Cloud Voice is that agents don't have to be located at a single site.	<b>Optional</b>	<b>Optional</b>	<b>Optional</b>

## SERVICE OFFERING

- ▶ Support to help find the best solution tailored to a customers' needs, based on a site visit or call.
- ▶ Customer site survey if needed.
- ▶ 'Welcome to Service' call, with the opportunity to refine the service.
- ▶ User guides available for customers.
- ▶ User friendly self-service online portal for in-life and new requirements.
  - ▶ *Purchase of additional licenses or features.*
  - ▶ *Call feature management.*
- ▶ Access to UK-based Service Hub team through dedicated helpdesk number.
  - ▶ *Single point of contact for all aspects of their BT Cloud Voice system.*
  - ▶ *Experts who have been trained up to the highest level including external SIP school accreditation*
- ▶ Range of webcast and on-site training options.

## WHY BT?

- ▶ BT are networking experts and have invested heavily in a 21st century network to ensure excellent coverage and cost-effective access options.

- ▶ BT does this day in, day out for over 900,000 businesses – more than anyone else.
- ▶ BT has the expertise to offer customers a complete end-to-end cloud solution that delivers the reliability and performance they need.
- ▶ Customers can get everything they need in one place from a single supplier, on a single contract, helping to make life easier.
- ▶ Customers can enjoy greater cost savings and flexibility, together with the reassurance of working with BT.
- ▶ BT's expert team of cloud specialists will make sure customers' systems always run smoothly.

Vohkus' relationship with vendors allows us to offer cloud solutions that protect your business from digital and human threats.

**Contact us today to learn more**