



# Telephony Solution

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## Hosted PBX Services

Our hosted telephony platform provides advanced call function capabilities while allowing businesses an affordable and configurable solution. Our platform also allows users remote access to their office seamlessly integrated under a single unified telephone system.

## Throw Out The Old Telephone Hardware

Your existing telephone system is no longer needed. Our service is 100% hosted which means users simply need a VoIP telephone handset and an internet connection (which we can also provide if needed) to get started and is expandable as your business requirement changes.

telephone:

email:

web:



# Key Features

Our telephony solution comes with an extensive range of advanced call handling and management features, all operated through an easy-to-use interface. The full list of features is exhaustive, but the most regularly used are:



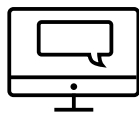
**Hot Desking**  
Switch desks in shared office environment



**Unlimited Conference Calling**  
Set up a private virtual conference room with external dial ins



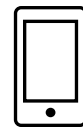
**CRM Integration**  
Integration with different CRM solutions



**Instant Messaging**  
Send messages to your contacts with our app



**Call Centre**  
Level up your customer service and agent productivity



**Soft/Mobile Client**  
Use our app to make telephone calls from your devices



**Auto Attendant**  
Handle calls professionally and efficiently



**Call Queueing**  
Never lose a customer when you've got them on hold



**Click to Dial**  
Initiate calls straight from your computer



**Call Parking**  
Park calls to a specific location



# The Soft Client

Our Powerful desktop and mobile applications are specifically designed to take your customers' business communications to a whole new level. Their main purpose is to enhance and simplify customers' day-to-day communications experience.



## **CallSwitch Communicator Desktop**

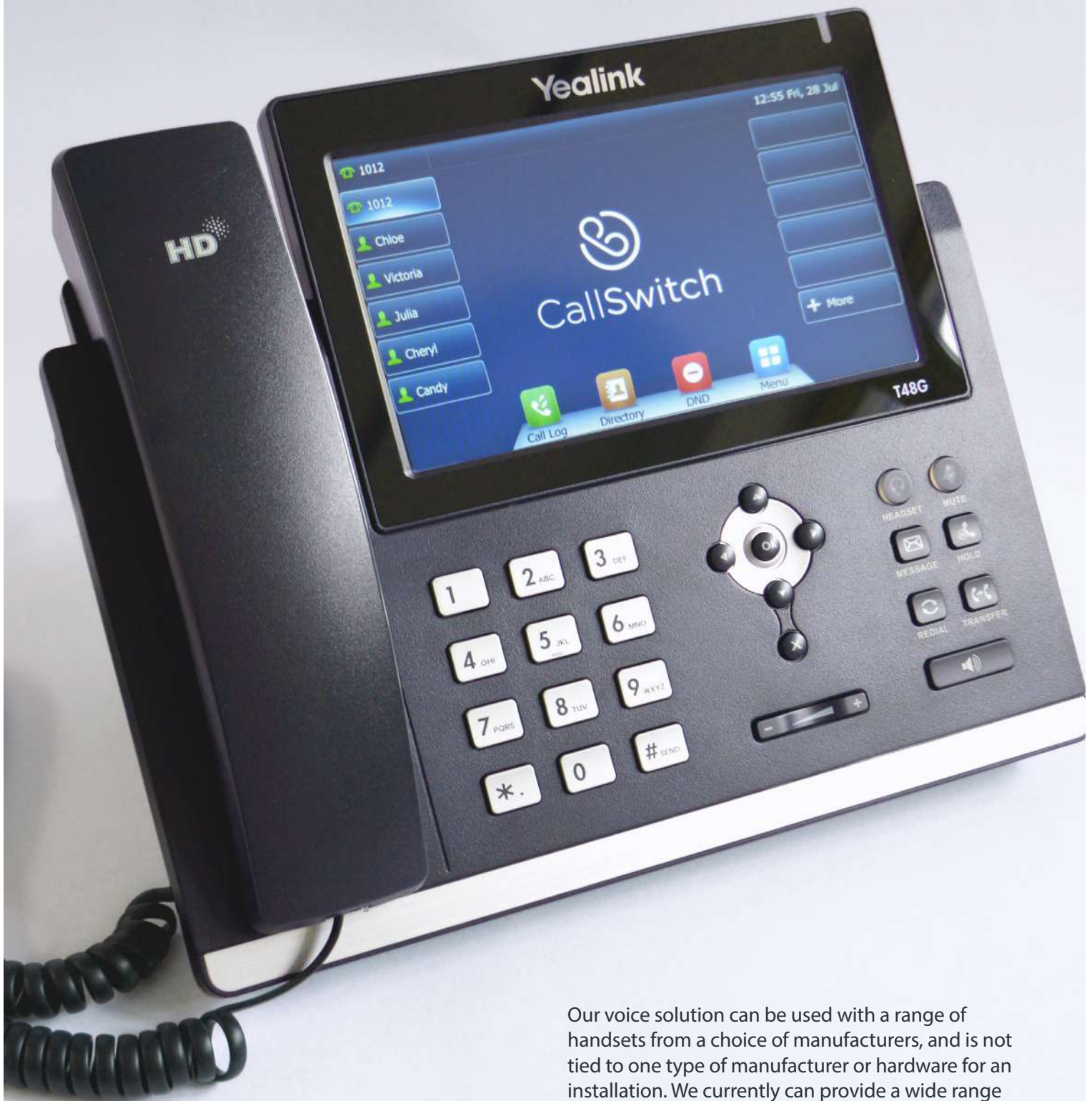
The CallSwitch Communicator app is designed to be used in conjunction with the core services. It includes soft phone, instant messaging, presence and management of your customers' existing accounts.

## **CallSwitch Communicator Mobile**

The CallSwitch Mobile app has been specifically designed to enhance your customers' day-to-day communications experience. It allows users to utilise their smartphones as an extension, including video calling, call recorder, detailed call history and call forwarding & waiting. It is available on all iOS and Android smart phone devices.

# Handsets

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Our voice solution can be used with a range of handsets from a choice of manufacturers, and is not tied to one type of manufacturer or hardware for an installation. We currently can provide a wide range of Yealink or Cisco devices from basic to executive, wireless, desk based or wall mounted. See all our available handsets on our handset brochure.



# Compliant Solution

Our Compliant Solution is an add-on to our Business Solution service. It allows your customers to see how employees are communicating with customers. When selling telephony solutions for financial institutions or companies who record calls and take payments over the phone, you can provide the perfect compliance ready solution. Compliant gives your clients a 360 degree view of their customer touch points and allows them to track how employees handle specific customer situations, interactions and day-to-day activities, all from one screen.

Our intuitive web interface makes it easy to navigate through calls and playback, with Compliant features available from a single screen. With just a simple tutorial, your customers can be up and running without losing valuable staff time to training.

## An All-In-One Customer Experience



- ✓ VOICE RECORDING
- ✓ SCREEN CAPTURE
- ✓ EMPLOYEE EVALUATION
- ✓ EMPLOYEE TRAINING
- ✓ EMPLOYEE AND SUPERVISOR NOTES
- ✓ COMPLIANCE SUPPORT
- ✓ CALL TAGGING
- ✓ CALL DETAIL INFORMATION
- ✓ PAYMENT PLATFORM INTEGRATION
- ✓ API

Compliant is designed to be operational in minutes. Our intuitive web interface makes it easy to navigate through calls and playback, with Compliant features available from a single screen. With just a simple tutorial, you can be up and running without losing valuable staff time to training.



**RECORD**  
Using our award winning technology



**ENCRYPT**  
Compliant 256bit encryption



**STORE**  
Using Microsoft Azure cloud storage



**RETRIEVE**  
With our easy to use HTML5 interface



**EVALUATE**  
Easily evaluate your agent in minutes



**API**  
Easily integrate compliant into your payment platform



## Key Facts



**Enhanced voice recording**



**Fully MIFID II and PCI Compliant**



**Fully redundant and backed up with Azure infrastructure**



**No additional hardware required**



**All calls securely recorded with 256 AES encryption**



**Safe Harbour data storage (globally)**



**99.99% availability**



**Unlimited growth potential**



**Cloud-based HTML5-driven**

# Benefits



- ✓ **360 DEGREE VIEW OF THE CUSTOMER EXPERIENCE**
- ✓ **IMPROVE CUSTOMER SERVICE AND LOYALTY**
- ✓ **CREATE MEASURABLE EMPLOYEE PERFORMANCE INCENTIVES**
- ✓ **RESOLVE CUSTOMER ISSUES QUICKLY AND EFFECTIVELY**
- ✓ **GAUGE EMPLOYEE PERFORMANCE THROUGH INTERACTION MANAGEMENT**
- ✓ **CREATE AN EMPLOYEE TRAINING PROGRAM**
- ✓ **ADHERENCE TO PCI COMPLIANCE LOW COST, PAY-AS-YOU-GROW!**



# CRM Integration

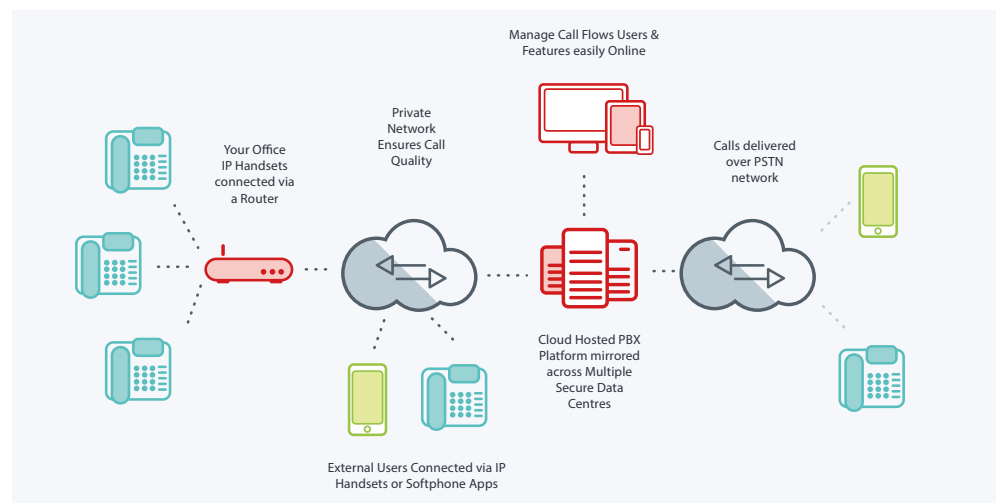
Our platform integrates seamlessly with a host of CRM platforms out of the box providing screen popping of the chosen CRM platform and integrates it with certain desktop features such as desktop contacts searching. We integrate with:



## Network

Our hosted platform runs from secure data centres located in London. The network we use has been designed primarily to deliver voice. Our next generation architecture provided through our partners, interconnects to BT via SS7 has been specifically designed to:

- ✓ **Support the end to end automation of customer transactions between our network platforms**
- ✓ **Facilitate the rapid development and deployment of new product functionality**
- ✓ **Ensure high levels of system availability via multiple layers of technical and geographic resilience**



## Redundancy Features

If your internet connection ever fails, our service will automatically re-route calls to nominated numbers. These could be your mobile phone number or alternative landlines to ensure you always receive your calls.

## PBX VS Hosted

What you need to know: PBX stands for Private Branch Exchange. It's a private telephone network, used by a company or organisation to make calls and control how they flow into the building. Traditionally a PBX would be held in a rack or on the wall at the company's premises and then is connected to the Public Switched Telephone Network (more commonly known as the PSTN) via ISDN lines.

This allows calls from outside to reach the PBX and onwards to the right person or team. More often than not, it is down to the company themselves to manage and maintain the PBX, which can be costly. Most companies still have ISDN in place to carry voice traffic from the PSTN to their PBX and vice-versa, but ISDN as a technology is fast becoming outdated. It is by its nature inflexible, expensive and difficult to work with. Indeed many experts predict the demise of ISDN by 2020, and BT has announced it will turn its ISDN network off in 2025.

Hosted telephony, on the other hand, is cloud based. This really just means that the brain of the system resides in a data-centre off site and the only hardware the company needs in its offices is the handsets themselves. Calls are then made using a data connection - which could be a broadband line, ethernet or similar - removing the requirement for ISDN altogether. Because of this, the addition, removal and repair of services is a simple, quick and pain-free process.

## The benefits of a hosted system over a PBX

Hosted telephony offers a full range of voice and communications services, all hosted and supported in our own network for the utmost reliability and security.

- ✓ **NO PBX MAINTENANCE COSTS**
- ✓ **MAKE CHANGES, MOVES AND ADDITIONS INSTANTLY**
- ✓ **NO CAPITAL OUTLAY**
- ✓ **FREE CALLS BETWEEN YOUR OFFICES**
- ✓ **MANAGE YOUR OWN CALLS AND FACILITIES**
- ✓ **GREAT VOICE QUALITY**
- ✓ **SAVE MONEY**
- ✓ **DISASTER RECOVERY/BUSINESS CONTINUITY AS STANDARD**
- ✓ **LETS YOUR STAFF WORK FLEXIBLY FROM WHEREVER THEY WANT**



telephone:

web:

email: