



# Hosted Communication Solutions

Providing advanced hosted telephony for your new and existing voice systems

Advanced IP voice facilities that will improve your resource utilisation and facilitate change in today's business environment, including a raft of value-added services.



# Advanced Telephony

## Delivering the promise of advanced telephony

The ability to communicate with anyone, anywhere in the world, quickly and easily is a business necessity. However, many solutions result in extensive use of voicemail and cumbersome automated interfaces. By comparison, **Hosted Communications** provides a flexible solution that delivers call control to meet your business needs irrespective of device, location, user practices and existing telephony infrastructure.

## The Virtual Enterprise

Providing all of the functionality and flexibility that would be expected from a self-owned system but without the capital expenditure needed for equipment purchase and the associated maintenance costs, the **Hosted Communications** architecture is designed from the ground up to provide you with a tailored, virtual enterprise environment. A range of web-based management tools enable self-administration from any location for administrators and users.

## Meeting the Individual Needs of your Staff

With no constraints like other inflexible telephony systems, **Hosted Communications** enables staff to pull calls to any device, fixed or mobile, on any network to support an independent workforce in multiple locations, irrespective of environment, with on-demand telephony needs including office applications such as conferencing and call recording.



# Professional Response

## Ensure a Professional Response to Incoming Calls

Mobiles provide connect ability on the move but introduce the risk of a less than professional approach to call handling.

**Hosted Communications** provides PBX features to the mobile and enables control of the way in which incoming calls are received and answered.

- Secure call features will prevent the wrong person answering
- 'Pull to me' technologies will eradicate lengthy diverts
- Whisper transfers will provide the call handler with the same level of caller information as if an efficient receptionist had responded

Hosted Auto Attendant services that are easy to create and change provide a flexible solution for incoming call management.

## Mobile Staff Need Effective Communications

In today's business world it is not just your field based teams who work from multiple locations. Your telephony systems must support this change in work style with a location independent solution that meets the demand for top quality customer service and responsiveness.

**Hosted Communications** provides the following flexible approach:

- Nomination of alternative contacts allowing reduction of unanswered calls or calls passed to voicemail
- Primary contact can change alternatives at any time
- Callers perceive that staff in diverse locations are a single service entity
- Improved level of responsiveness
- Control of distributed calls defined by skill of respondent or availability

## Rapid Response to Change

Overlay **Hosted Communications** on your current system and you will get immediate protection from the costs of change by having a unified communication facility that will avoid the risk of lost business through customer frustration. The flexibility of the **Hosted Communications** voice response systems allows it to be configured to handle seasonal variations, public holidays and emergencies and provides callers with a more appropriate response to their calls.

Services such as conferencing and call recording can be activated on demand for instant use by authorised employees on any device, fixed or mobile.

# Benefits of Hosted Communications Solutions

## Scalability

- Move or change locations instantly
- Add new users whenever needed
- No limit to system size
- No limit to user location

## Flexibility

- Any device
- Any network
- Pull calls to desired device
- No pre-programming required

## Call Control

- Whisper transfer
- Secure acceptance
- Device specific acceptance
- Designated alternative contacts
- Auto Attendant Call Routing

## Collaboration

- Team working
- Business and team mailboxes
- Virtual Contact Centre

## Empowering

- Instant conferencing
- Call recording
- Presence management
- PBX capabilities on the mobile phone



# Solutions for Business

## Delivering Solutions for Today's Business

Using **Hosted Communications** for telephony call control provides built in voice continuity, flexible and home working capabilities. It provides the business with value added services such as conferencing and call recording. It enables team working, and supports geographically dispersed contact centres and unified communication facilities.

## Contactability

The individual can pull calls to their device of choice making them instantly contactable on their personal number avoiding missed calls and lost opportunities.

## Mobility

Staff at all levels and from all sizes of organisation are working on the move. **Hosted Communications** enables use of the device of choice with all the features of the corporate network as well as call recording, conferencing, team working, alternative contacts and business voicemail.

## Flexible Working

**Hosted Communications** Telephony Services provides voice services to flexible employees for the benefit of both the individual and the business.

**Hosted Communications** provides a virtual number that resides within the PSTN (Public Switched Telephone Network) and can be delivered to any phone, over any network, worldwide, in an instant.

## Unified Communications

A single inbox for voice, fax and email is a useful productivity tool for the individual, particularly when combined with information on user presence. Unified communication provides access when needed from web or remote PC assisting with problems of access.

## Migration and Investment Protection

**Hosted Communications** can be delivered over all types of telephony networks ensuring the benefits of sophisticated voice applications whatever the network type. Changes to the infrastructure can take place without the need to disrupt or retrain the user, providing cost savings and delivering continuity of service.

## Voice Continuity

In an increasingly uncertain world business continuity becomes ever more important. **Hosted Communications** provides a flexible business continuity option to cater for unforeseen, business critical events.

## Virtual PBX

Providing cost saving with Least Cost Routing and enabling the mobile phone with menu-based applications for conferencing and call recording.

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