

## Benefits

- **Unify multiple locations**
- **Encrypted communications**
- **Business continuity**
- **Make and receive calls anywhere**
- **100% satisfaction SLA**



## Overview

Provides full PBX features plus significant extra benefits without the upfront costs and maintenance charges associated with internal PBX systems. As a hosted service extensions are not limited geographically and an extension can be a PSTN phone, IP device, mobile phone or even a PC/Mac.

As the service operates in secure data centres and not end customer premises, disaster recovery is provided in the event of issues affecting those premises.

## Features

➤ <b>Dynamic call routing</b>	➤ <b>Call recording</b>
➤ <b>Messaging service</b>	➤ <b>Call archiving</b>
➤ <b>Call blocking by type</b>	➤ <b>Time of day routing</b>
➤ <b>Call forwarding</b>	➤ <b>Unlimited global numbers</b>
➤ <b>Voicemail (access via email, web, phone)</b>	➤ <b>Instant online call logs &amp; reports</b>
➤ <b>Switchboard</b>	➤ <b>Instant control via web control portal</b>
➤ <b>Optional CRM integration with 'Voice unity'</b>	➤ <b>Inbound and Outbound call management</b>

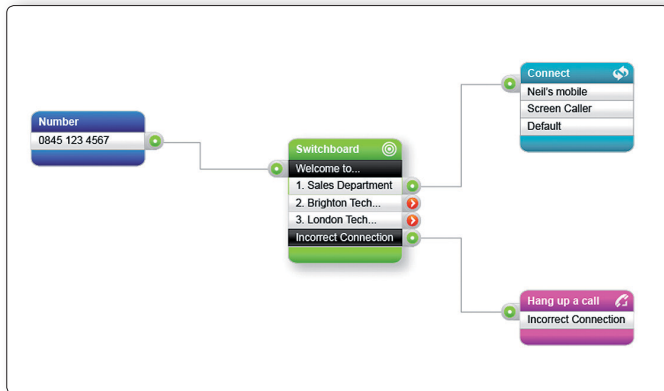
# Description

A powerful web interface that allows call routing policies (Dial plans) to be set up for organisations, departments and individuals. The service is designed to manage callers into your business to be handled as you want, e.g. customers

get straight through to your staff, unwanted callers get diverted to voicemail and unknown callers get asked by an auto attendant which department they want / reason for calling.

## Powerful user interface

- Providing instant online call logs
- Reports detailing inbound and outbound call behaviour
- Real time control over 'live' calls
- Easy account management



## Instant set up via 'drag and drop' web interface

- Unlimited global numbers for an organisation
- Flexible policy rules allowing for unwanted call blocking, call routing based on time / date, actions based on caller type (customer, supplier, etc)
- Route calls to multiple phones, either simultaneously or one at a time

## Make / receive calls from many devices

- Online Natterbox phone
- VoIP phones
- Mobile phones
- PSTN phones
- Existing PBX phones



## Route calls to any device

The service can route calls to any type of active voice device including:

- PSTN lines
- On premise PBX's
- VoIP telephones
- PC / Mac via software
- Mobile telephones

