



## IP OFFICE:

- Inbound & Outbound VoIP
- Free inter-office & worker calling
- 600+ telephony features
- Minimal footprint
- Near real time changes
- Intuitive control & reporting

# CONTACT ONE

## IP OFFICE

Is your telephone system nearing the end of its useful life?  
Do you need more flexibility from your existing system?  
Are you being told you should be looking at IP telephony.  
But not why?

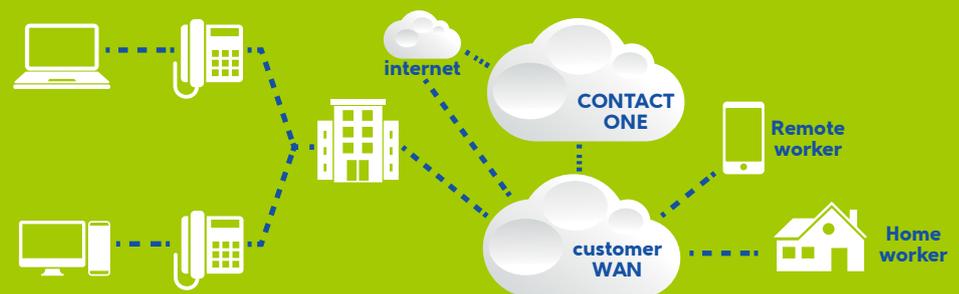
Making the move to a cloud based telephone system is quick and straight forward. Here are the reasons why businesses are going for IP telephony; what it is and importantly, how you can be sure you will get a reliable, good quality, lower cost service from Contact One IP Office.

### IP Office is a good fit when...

- You are tired of paying high maintenance costs and software upgrades for your existing PBX and its becoming outdated
- People are joining your company or changing frequently so you need to easily add, change or take away extensions
- You want staff or home workers in one or more locations to call each other easily and cheaply
- You've invested in your own private data network or WAN and are thinking of capitalising on it and using it for calls
- You want to manage customer calls in a smarter way when support and sales staff are in and out of the office

### How does IP Office work?

IP Office can plug into your broadband, it all depends on how much bandwidth your business uses and allocating enough for your voice requirements



For reliable and guaranteed connectivity, a leased line or private circuit is always recommend, supported by a quality of service (QoS) protocol running on your network.

### So how reliable is the voice quality?

Voice calls use packet switching and the systems used for businesses give priority to voice calls over data, so the quality of VoIP is now arguably the same as a regular phone call, or better with the availability of a leased line/private data circuit and high definition (HD).

## IP Office - The equipment and networks

**Hosted PBX** Also known as a Virtual or Cloud PBX, the hosted PBX controls the routing of your calls and extension features that we set up for you. A management console gives you real-time access to view performance and make changes yourself.

**Network access** We will need to understand how you access the internet, email and your data usage to work out the right type of access and bandwidth for your voice and data solution. Changing to IP Office often means you have less need for traditional telephony lines such as ISDN2 or ISDN 30 to the public network (PSTN) especially when you have lots of calls between your offices or remote workers.

**Phones and connections** As IP is used for your voice calls think of your phone like any other device that needs to be connected to your network and 'logged on'. We fully configure and pre-programme your IP phone to your requirements and then simply plug in and test (including Yealink, Polycom and other handsets). There are several ways that the IP phones can connect to a network as illustrated.

### *One cable to the desk for both phone and PC from an Ethernet switch*

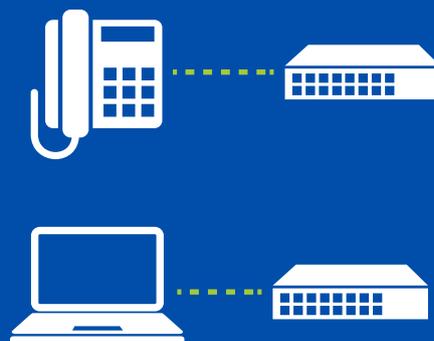


- You already have one network cable to the desk and want to avoid additional wiring
- You want to quickly plug in a phone anywhere in the office (such as a hot desk) or want the minimum number of wires

**Power Over Ethernet (POE)** offers one cable plus there is no need for a separate power source. POE is implemented in the LAN switch, which needs to support POE.

Alternatively, a future proof version with one cable to the desk is a Gigabit Ethernet to a Gig-E phone and Gig-E PC (an option for companies with high data and best speed requirements)

### *Two cables to the desk for phone and PC from Ethernet switches*



- You have a new office to be wired up
- You want to manage your data and VoIP separately

## IP Office - Services and support

### Calling other offices and staff with IP Office

Calls between extensions within the office and to other offices or remote workers with IP Office are *free*. All the useful features, such as transfer and call forward on busy, are available to use between your offices, giving you one consistent and productive phone service.

Calls to PSTN numbers and mobiles are charged in the normal way or can be part of a bundled package.

### Popular features

**Basic features** - include transfer, hold, 3-way calling, busy extension indicators, short code keys.

**Useful features** - features that customers find useful once they have them are automatic call routing, hunt groups, auto attendant, voicemail and voicemail with email notifications, music on hold and opening hours, conferencing and hot desking which automatically logs out nightly.

#### Setting up a help desk or call centre?

Some of the popular features include Call Queuing, IVR menu options, caller display information, Virtual Switchboard, Call Groups, Call Recording.

There are more features than you will ever need at no extra cost (at least 600 at the last count). Ask us for the full feature list.

### Project management

At the point you have decided on Contact One's IP Office we will have already spent time to work out the best technical options and how to get the most from the service for your specific business. We will then refine this and manage every step of the implementation. Features are pre-configured on phones and setup with routing plans in the cloud PBX. We plug in and test your service and provide training for an administrator - this implementation can all be achieved in a matter of hours for some customers.

### Moves & changes

We've made our own management consoles and dashboards so intuitive our customers can monitor and make the service changes they want themselves; the beauty is they are activated straight away. Because your service is running in the cloud you can manage your IP Office from anywhere and on any device. We provide standard support during business hours. We can also manage some or all your changes for you at the start, or ongoing, it's up to you.

### Management information and billing

Monthly billing of per extension costs, calls by call type and any rental of lines or handsets, is all accessible through your management console. Our insightful analytics package shows you real-time and historic information through the statistical dashboard. Graphical displays makes it easy to interpret performance and usage and you can output analytical reports without being an expert.

## Freedom that comes with the cloud

Like many other services that have moved to the cloud the advantages of our IP Office, or a cloud PBX include:

- Business continuity built in allowing maximum up time
- Easy and rapid expansion in numbers and extensions
- Remote workers or small offices are easily incorporated into the system
- Quick and easy upgrades to new services and applications
- Low cost access to a comprehensive set of user features and management tools
- No or minimal capital outlay, phones can be bought or rented
- Services are charged monthly and per user for the access and telephone
- Free calls between extensions, including other sites and home workers with IP Office
- Future proofing with no need to buy technology that will become out of date
- Good return on your investment

With Contact One you receive a reliable service and first class support and the evidence of many contented customers to reference.

## Contact One's Cloud Services

Contact One's cloud platform supports advanced contact centres, PBXs and IP Telephony without the ties and expense of equipment and software and dedicated disaster recovery facilities.

With little constraint on functionality we can capitalise on this flexibility and understanding of your business to quickly implement creative solutions. All deployments are backed up by our state of the art network capability, meaning that you can be confident that everything will work as designed.

Our cloud service and on-demand/transactions based model means you can easily scale up your voice capacity and expand your features and service, continuously improving to outpace your competitors. Contact One's dynamic tools are behind the greatest operational benefit of a cloud service. The management desktops are intuitive and the management consoles and dashboards make it easy enough for anyone to monitor and make their own service changes.

## Why Contact One?

The key driver for Contact One is understanding your business and allowing you to get the best use of the technology and the services we provide. You can be confident in the support of a company who has done it before and knowing it will all work and continue to work for you into the future, as you grow and the technology evolves. Today we help companies such as Gocompare, Telefonica, William Hill, Ladbrokes, Fireactive, Honeydew Healthcare & Purple Bricks.

