

# COMMUNICATOR

Communicator is a hosted telephony system designed for single and multi-site businesses that offers powerful PBX features to reduce your total costs and improve the productivity and image of your business.

## HOW DOES IT WORK?

- Communicator works over IP connectivity (typically broadband) which is dedicated to the voice service for quality purposes. The service does not touch the public internet – it is a business grade service designed for flexible, high quality communications and all features of the service are hosted within the network freeing up space for you, with no additional costs of maintenance, secure locations, or accidental damage to your phone system.
- Web based customer self management - including the ability to create company wide memory key mapping profiles, configure business hours, add auto attendants, configure incoming call routing, create company directory, add hunt groups, add broadcast groups, add monitor groups, click to dial, create end user function specific to that user.
- General handset features - including the ability to display Caller ID, line selection/in use, login/phone identification service, message waiting indication, programmable keys, softkeys, speaker phone, phone twinning with mobiles.
- Personal features - including the ability to programme speed keys, redirect calls back to the auto attendant, forward calls on no answer, forward calls on busy, forward calls to designated colleagues after set number of rings, voicemail, manage your own call flow behaviour, call group login and log out, call hold, call lists, hot desking, park/retrieve, page, speed dial, 3 way conferencing, call transfer, label printing.
- Administrator features - Auto attendant, groups management, call permission, call queuing, company speed dials, direct dialling, emergency routing override, hunt groups, music/announcement.

## WHAT ARE THE BENEFITS?

- No PBX required – Minimal equipment on site allowing you to maximise your office space and eliminate the number of expensive engineer visits.
- Fully bundled features – All the features of a PBX solution at one fixed cost.
- Future proof your system – Hosted nature of the system means any upgrades or enhanced system functionality is immediately available to your system without the need to pay additional upgrade costs or change equipment.
- Lower call costs – All the benefits of IP Telephony, from free site-to-site calls to cheaper A-Z rates.
- Reduced connectivity charges – An access solution provided over a single analogue line, providing the ability to remove expensive ISDN connections.
- Scalable for new employees – Immediately scalable to offer new employees their own customisable user profile.
- Easy to use web interface – Puts you in complete control of your phone system and call management with expert training and support available. Add new users in minutes (not days), all under your control.
- Number flexibility – Have geographic numbers delivered anywhere within your business, no matter where you are located.

