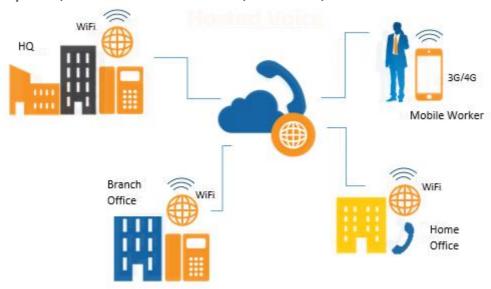# BtL Hosted Telephony

Overview

Hosted Voice also known as Cloud Telephony, HIPT, VoIP (Voice over Internet) is the future of Voice – with endless free updates and maximum flexibility, conventional telephone systems, or on-premise PBXs located in your office(s) with expensive maintenance contracts and engineering visits are a thing of the past.

Organisations that have recently adopted Cloud telephony are instantly noticing the benefits over conventional solutions. The benefits include lower costs, easier roll-out, increased control, automatic updates, built-in business continuity and a scalable pay-as-you-grow model that provides ultimate flexibility for businesses of all sizes. A Cloud Telephony system guarantees you to be future proof with continuous updates and the latest advancements in technology - it is the perfect solution for all organisations, whether you are 1 or 249,000 employees.

Cloud Telephone Systems deliver phone calls via an internet connection, allowing you to simply access them from wherever you are; whether that be at the office, on the road, or at home.

100% maintenance free   100% future-proof   100% free updates   100% satisfaction

Amazing Cost-Savings

- No need to invest in expensive hardware
- Monthly bills only reflect your usage
- Internal company calls between all locations including worldwide are free

Seamless Migration

- Zero business interruption through seamless migration, incl. number porting
- Regular updates to keep you informed during every step
- Access to a project management tool to track progress directly.

BtL Hosted Telephony

150+ High End Features
- Everything is included – from mobile phone integration to telephone conferencing
- All features are accessible via your desk phone, smart phone or computer
- All features are available whether you are 1 employee or thousands
- Wide selection of handsets: Desk Phones, DECT, Mobile, Skype for Business and Softphones

Value Added Services
- Telephone Preference Service (TPS)
- Collaboration & Desktop Sharing
- Permanent Call Recording

Skype for Business Integration
- Turns Skype for Business into a feature-rich-enterprise-grade telephone system
- Full call management including IVR, queues, voicemail, missed calls etc. are made available on the Skype for Business interface
- Complete unified communications suite delivered from one provider
- Ideal for hybrid deployments where handsets and Skype for Business terminals are required

Over 150 Features for All Organisations of Any Size

Key Features:
- **Mobile** - Simple mobile integration on iPhone, Android and Blackberry. Now you are available worldwide via your office landline number.
- **Skype for Business -** Turn Skype for business into a professional enterprise grade telephony system and have the best of both worlds for ultimate unified communications.
- **Queuing System -** Your customers are on hold listening to music or information about latest offers until a member of staff is available. Route calls to skilled staff so your customers speak to the right person.
- **Call Coaching** – Essential for training new staff. Get access to your staff's calls from any extension, anywhere, anytime in real time.

Key Features:
- **Branch Office Connectivity** – Set up as many extensions as you need with a few clicks. Manage all your offices' telecom from a single administrational portal. Separate your branches' bills with our built-in cost center codes.
- **Personal Conferencing Bridge** – Start professional conference calls with up to 50 participants using desk phone, or mobile as a fully featured extension, or via CTI on your computer with full web-based control.
- **Click-to-Dial & Presence** – Integrate MS Outlook and CRM applications with IM and presence functions.
- **Time-Based Call Routing** - Route calls based on your business operating needs and working hours.

BtL Hosted Telephony

FEATURES	NFON XPRESS	NFON BUSINESS	NFON BUSINESS PLUS
UK & Irish numbers/ DDIs	✓	✓	✓
Auto attendant, IVR & Queues	✓	✓	✓
Voicemail & Voicemail to Email	✓	✓	✓
Call forwarding	✓	✓	✓
Call filtering & Do Not Disturb	✓	✓	✓
Hot-Desking	✓	✓	✓
Call coaching & monitoring	✓	✓	✓
Caller ID / Block caller ID	✓	✓	✓
Personal user web portal	✓	✓	✓
Free calls between sites	✓	✓	✓
Conferencing with 50 participants for each extension	✓	✓	✓
Web management and administration	✓	✓	✓
Company and Personal Phonebooks	✓	✓	✓
Business continuity / DR	✓	✓	✓
Technical support	✓	✓	✓
Time controlled call routing	✓	✓	✓
Multi-device support*	1 device	3 devices	9 devices
Call Centre analytics	£	£	✓
Secure communication with encryption (SRTP/SIPS)	£	£	✓
Ad-hoc voice recording	£	£	✓
iPhone, Android, iPad & Blackberry App	£	✓	✓
Windows or Mac Softphones	£	✓	✓
Fax line with Fax-to-email	£	£	£
Click-to-dial desktop integration	£	£	£
Skype for Business	£	£	£
Operator Workstation	£	£	£
Telephone Preference Services (TPS)	£	£	£
Hospitality Solution	£	£	£
Collaboration & Desktop Sharing	£	£	£

*Allows multiple devices and terminals such as desk-phones, mobile phone & computer to be associated with a single extension.