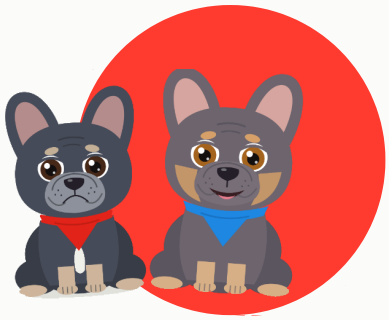
BUSINESS SERVICES



FACT SHEET

Hosted Phone System

Cloud calling with Webex for calls, chat and meetings in one app.

AT A GLANCE

WHAT IT IS	THE APP	DEVICES
A cloud business phone system	**Webex: calls, chat and meetings**	**Desk phones, laptop and mobile**

PACKAGES	WORKS WITH	BILLING
Softphone, Basic, Standard, Premium	**Microsoft Teams, Outlook, CRMs**	**Pay per seat, one bill**

WHAT'S INCLUDED

Cloud calling
A full business phone system hosted for you. No phone system in your building, no big upfront cost.

One number anywhere
Calls reach your desk phone, laptop and mobile, and move between them without hanging up.

Business continuity
If the office is closed by snow, floods or power cuts, calls carry on wherever your team is.

Calls, chat and meetings
The Webex app brings HD voice and video calls, messaging and meetings together on desktop and mobile.

Professional call handling
Auto attendant menus, hunt groups, call queues, music on hold and voicemail to email.

Pay per seat
Add users as you grow, keep your numbers, and use local numbers wherever you are.

ADD-ONS

Call recording
Record some calls, all calls or on demand, for training, compliance and peace of mind.

Receptionist console
An on-screen console to manage busy reception desks and multiple sites.

Call reporting & wallboards
Real-time stats, missed-call tracking and reports to see how calls are handled.

CRM & Outlook integration
Click to dial and caller pop-ups from Outlook and over 200 CRM systems.

Let's have a proper chat

Kai-la Minshull, Procurement Manager
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FREQUENTLY ASKED QUESTIONS

Your questions answered

What is a hosted phone system?
Your business phone system runs in the cloud instead of a box in your office. We host it, manage it and keep it up to date.

What is Webex?
The app your team uses for calls, chat and meetings, on computers and mobiles, with AI tools like meeting summaries and noise removal.

Can we keep our numbers?
Yes. We move your existing numbers across, and you can add local numbers for any area.

Does it work with Microsoft Teams and Outlook?
Yes. You can make calls from Teams and Outlook, and connect Office 365 or Google calendars.

Do we need new phones?
Not always. The Webex app works on laptops and mobiles. If you want desk phones, we supply a range that works with it.

What if we can't get to the office?
Calls carry on. Your team can answer from home or on their mobile, so snow, floods or power cuts won't stop you.

Can calls be recorded?
Yes. Record some calls, all calls or on demand, as an add-on.

Which package do we need?
There are four, from Softphone for calling only to Premium with advanced meetings. We'll tell you honestly which fits.

Is it good for multiple sites?
Yes. Every site shares one system, one directory and free calls between them.

How do we get started?
Book a call. We'll look at how your business takes calls today and recommend what's right, honestly.

Leave it with us. We'll sort it!

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