Kee
BUSINESS SERVICES

BUSINESS PHONE SYSTEM

ONE SYSTEM. EVERY CONVERSATION.

Phoneline+

The phone system that has your back.

Calls, texts and WhatsApp together in one simple system that goes wherever your day takes you.

- **Every device:** desk phone, laptop, tablet or mobile
- **No clunky hardware** or engineer visits
- **Set up and looked after** by the Kee team



Keeping promises. Keeping costs under control.

kbs.team · 0161 820 1000

WHY PHONELINE+

Customers don’t just call any more.

They WhatsApp. They text. They webchat. And they expect an answer, wherever they land.

For a growing business, being easy to reach is everything. Answering quickly, on the channel your customer chose, keeps service feeling personal and keeps you ahead of the bigger names.

At the same time, your team need things simple: the same experience on every device, in the office, at home or on the road. No juggling apps, no “I’ll check when I’m back at my desk”.

That’s exactly what Phoneline+ was built for.

One tidy feed

Calls, texts, voicemails and WhatsApp together, so nothing slips through the cracks.

Every device

Desk phone, laptop, tablet or mobile: the same simple experience on all of them.

The Kee team behind it

Set up, looked after and honestly priced by people who know your business.

MEET PHONELINE+

One phone system. Every device you own.

A simple, sensibly priced phone system for small businesses. It runs over your internet connection, so there’s no clunky hardware and no being tied to a desk.

- A real alternative to ageing landlines and fixed phone systems, without the cost or the fuss.
- All the essentials, done properly: call handling, transfers, voicemail and more.
- Works on what you already have: IP handsets, laptops, tablets, smartphones, even existing analogue handsets.
- Sensibly priced, with a licence to suit every stage of your business.

KEY FEATURES

The clever stuff, minus the jargon.

Activity Feed

Every call, voicemail, text and WhatsApp in one tidy feed. Filter it, search it, never lose track.

Hunt Groups

No call left unanswered. Ring your team in the order that suits you, on your schedules.

Number Presentation

Choose which number shows when you call out, so customers see the business they trust.

SMS Messaging

Send and receive texts from Phoneline+. Perfect for appointment reminders and quick updates.

Call Notes

Jot down details while you're still on the call. Saved with the call record, ready to share.

IVR / Auto Attendant

A simple menu that guides callers to the right person, with your welcome message and hours.

WhatsApp Integration

Reply to WhatsApp Business messages from the same feed as everything else.

eSIM Support

Take your business number anywhere through your phone's own dialler. No extra apps or data.

Not sure which features you'd actually use? Tell us how you work, and we'll be honest about what's worth having.

IN YOUR CORNER

Stay connected, stay in control.

Because Phoneline+ lives in the cloud, you get clever call management (routing, menus, schedules, voicemail-to-email) without expensive kit in a cupboard. Pick up a call at your desk, carry it on in the van, finish the notes on your phone.

New opening hours, a new starter, a bank holiday? Update it yourself in minutes. Or just give us a ring: a real person who knows your setup will sort it.

Reliable

A consistent, dependable experience on every device, even on the move.

Flexible

Office, home, site, car: your number goes where you go.

Yours to run

Simple to manage yourself, with us in your corner whenever you need us.

Apps for iOS · Android · Windows · Mac

Prefer desk phones? We'll set you up with handsets too.

CALL ANALYTICS

Know how your calls are really going.

Simple, easy-to-read analytics show how quickly calls get answered, when your busy times are, and where a small tweak would make a big difference.

- **Every call, accounted for:** answered, missed or returned.
- **Response times, tracked:** spot where callers wait too long.
- **Busy times, mapped:** by day, week or month.
- **Downloadable reports** to share with the team in a couple of clicks.
- **Faster answers:** use what you learn to cut wait times.
- **The right cover at the right time,** so busy spells never catch you out.

LICENCES

Three licences. One that fits.

From essential call handling to full work-anywhere freedom. Not sure which you need? We'll tell you honestly, even if it's the cheaper one.

PHONELINE+ STANDARD

Simple, reliable and hassle-free.

For small businesses that want the essentials done properly.

- Easy call handling and transfers
- Call notes and your activity feed
- Call waiting and speed dials

PHONELINE+ OFFICE

Smarter call handling for teams.

For growing teams who need calls shared and routed properly.

- Hunt groups and IVR menus for busy periods
- The right business number on every outgoing call
- Call pull and N-way calling

PHONELINE+ ANYWHERE

Stay reachable, wherever you work.

For businesses that live on the move.

- Virtual mobile numbers and eSIM support
- Two-way SMS and WhatsApp
- Reachable from any location, on any device

WHO IT'S FOR

STANDARD

Trades people

Take business calls on site, in the van or at the kitchen table. Voicemail-to-email, out-of-hours routing and nuisance call blocking.

OFFICE

Office-based teams

Busy periods shared across the team, callers routed automatically and your business number on every call.

ANYWHERE

Tutors & training providers

Calls, SMS and WhatsApp in one feed, work kept separate from personal, and eSIM for patchy signal.

Want the full licence comparison? Give us a call and we'll walk you through it in plain English.

LET'S HAVE A PROPER CHAT

Ready for a phone system that has your back?



Call the team and a real person will answer: one who'll take the time to understand how you work, and tell you honestly what's right for you.

1. A proper chat

We learn how your business takes calls today.

2. The right licence

Honest advice on what you need, and what you don't.

3. We set it up

And stay in your corner whenever you need us.

Call the team today

Kai-la Minshull, Procurement Manager
Call **0161 820 1000** · **km@kbs.team** · **kbs.team**

Scan or click to book a call with Kai-la