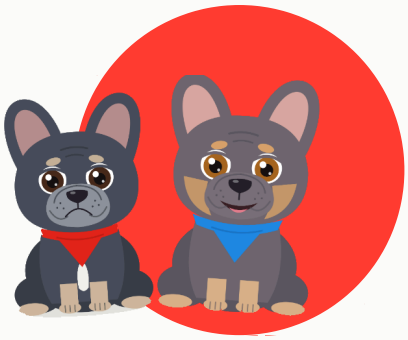
Kee BUSINESS SERVICES



FACT SHEET

Phoneline+

The phone system that has your back. Calls, texts and WhatsApp together, on every device.

AT A GLANCE

WHAT IT IS	RUNS ON	DEVICES
A cloud phone system for small businesses	**Your internet connection. No kit in a cupboard**	**iOS, Android, Windows, Mac and desk phones**

CHANNELS	SETUP	LICENCES
Calls, voicemail, SMS and WhatsApp in one feed	**In minutes. No engineer required**	**Standard, Office and Anywhere**

KEY FEATURES

- **Activity Feed**
- **Hunt Groups**
- **Number Presentation**
- **SMS Messaging**
- **Call Notes**
- **IVR / Auto Attendant**
- **WhatsApp Integration**
- **eSIM Support**

THREE LICENCES, ONE THAT FITS

PHONELINE+ STANDARD

Simple, reliable and hassle-free.

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

PHONELINE+ OFFICE

Smarter call handling for teams.

- ✓ 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.

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

Let's have a proper chat

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

Scan or click to book a call with Kai-la

FREQUENTLY ASKED QUESTIONS

Your questions answered

What is Phoneline+?
A simple cloud phone system for small businesses. It runs over your internet connection, so there's no clunky hardware and no being tied to a desk.

Do we need new phones?
Not necessarily. There are apps for iOS, Android, Windows and Mac, and it works with IP handsets and even your existing analogue handsets. Prefer desk phones? We'll supply handsets too.

Can we take our business number with us?
Yes. Answer on your mobile, laptop or desk phone, and with eSIM support you can call through your phone's own dialler, with no extra apps or mobile data.

Can we reply to WhatsApp and texts?
Yes. WhatsApp Business messages and SMS sit in the same activity feed as your calls and voicemails. Two-way SMS and WhatsApp come with the Anywhere licence.

Which licence do we need?
Standard for the essentials, Office for teams sharing calls, Anywhere for working on the move. We'll tell you honestly, even if it's the cheaper one.

Can we change opening hours ourselves?
Yes, in minutes, with no engineer needed. Or give us a ring and a real person who knows your setup will sort it.

What happens to voicemails?
They land in your email inbox, so nothing sits unheard, even on the busiest days.

Can we block nuisance calls?
Yes. Block unwanted numbers in and out, so your phone time is spent on customers, not cold callers.

Will customers see our business number?
Yes. Choose which number shows when you call out, so customers always see the business they know and trust.

Can we see how our calls are going?
Yes. Call analytics show answered and missed calls, response times and busy periods, with downloadable reports.

Got a question that isn't here? Call **0161 820 1000** and a real person will answer.

Leave it with us. We'll sort it!

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