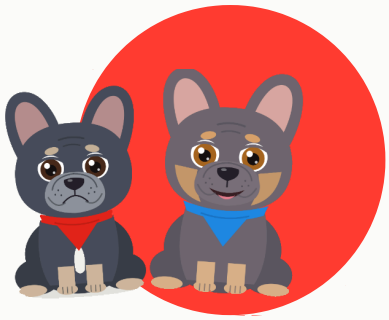
Kee BUSINESS SERVICES



FACT SHEET

iPECS phone system

Calls, chat and video for your whole team, in the cloud or on site.

AT A GLANCE

WHAT IT IS **A complete business phone system**	WHERE IT RUNS **iPECS Cloud or on site**	DEVICES **Desk phones, mobile app and browser**
SIZE **A few users to thousands, one site or many**	WORKS WITH **Outlook, Gmail, HubSpot, Zoho and more**	BILLING **One bill, one point of contact**

WHAT'S INCLUDED

Full business phone system
Call queues, menus, hunt groups, voicemail to email, transfers, call pick-up and conference calling, built in.

Cloud or on site
Choose iPECS Cloud, hosted for you, or an iPECS system in your building. We'll tell you honestly which fits.

Desk, mobile and PC
Use iPECS desk phones, the iPECS ONE app on your mobile, or your browser. Your extension goes where you go.

Chat, video and presence
See who's free, message colleagues, share files and jump on a video call, all from one app.

Reliable and resilient
Redundancy and failover options keep calls flowing, even across multiple sites.

Grows with you
From a handful of users to thousands of extensions, across one site or many.

ADD-ONS

ENGAGE website chat
A chat button on your website. Customers can message, call or video call you in one click, with AI that answers questions 24/7.

CONNECT integrations
Outlook, Gmail, HubSpot, Zoho and more in one screen, with screen pops and click to dial. Custom links for any system with an API.

Call recording
Record calls securely for training, compliance and peace of mind, including conference calls.

Call reporting & wallboards
See call volumes, missed calls and queue times, with wallboards to show the team when it's busy.

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 iPECS?
A complete business phone system with desk phones, a mobile and PC app, chat, video and call handling, all set up and looked after by Kee.

Cloud or on site?
Both. iPECS Cloud is hosted for you, so there's no system to keep in your building. Or we can install an iPECS system on site. We'll advise what's best for you.

Can we use it on our mobiles?
Yes. The iPECS ONE app runs on Android and iPhone, and in the Chrome browser on a PC or Mac. Your business number goes with you.

Can we keep our numbers?
Yes. We'll move your existing numbers across, so customers keep calling the numbers they know.

Does it work with Outlook and our CRM?
Yes. Outlook and Gmail contacts and calendars, plus CRMs like HubSpot, Zoho, Salesforce and Microsoft Dynamics. If your system has an API, we can build a link to it.

Can calls be recorded?
Yes. Call recording is available as an add-on, for training, compliance and peace of mind.

Can customers reach us from our website?
Yes, with ENGAGE. A chat button on your site lets visitors message, call or video call you, with AI answering questions around the clock.

Do we need new phones?
Not always. The app works on mobiles and PCs. If you want desk phones, the iPECS 1000i range has a model for every desk, from entry level to video.

How many users can it handle?
From a handful of users to thousands of extensions, on one site or many. It grows as you do.

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

Leave it with us. We'll sort it!

Kai-la Minshull, Procurement Manager
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