

Overview of IP Voice Services

IP Voice Services is a fully integrated managed telephone service delivered using next generation IP technology.

The IP Voice Services core network is monitored 24 hours a day and is fully resilient and redundant ensuring continuous service. IP Voice Services gives full and unlimited access to the BT national and international network at lower costs than traditional telephony with the added benefit that all calls between your numbers are absolutely free.

Service is quick and simple to establish once the IP access network has been provided using the web based Business Portal. The Business Portal empowers you to make moves and changes to your IP voice network. Through a simple username and password approach it allows you to manage the estate from any where with an internet connection and a web browser. The Business Portal provides a single interface to manage both hosted and SIP trunk services, with changes you make made in real time by the core network. The combined ability to simply manage your entire estate and make changes with immediate affect puts you in absolute control of your system.

If the Business Portal makes it simple to administer your voice service then the toolbar software supplied makes it a breeze for users to configure their calling features. The software is integrated with the two most common desktop applications, Microsoft Outlook and Internet Explorer. The toolbar provides an easy to use graphical interface to enable powerful network features such as:

- Click to dial from Outlook contacts
- Incoming caller identification from Outlook contacts
- Simultaneous ring
- Send call to voice mail
- Conference in 3rd party
- Call transfer
- Call hold
- Voice-mail to email

The ease at which users can access these network features means that calls can be handled much more efficiently.

Why will Businesses like IP Voice Services?

There are seven key reasons why small and medium businesses could benefit from IP Voice Services:

1.Improved call control

The service is fully integrated with Microsoft Outlook and users can employ a toolbar to customise call forwarding, call diverts, look at call history and setup rules for dealing with important customers. For example, someone in a meeting could choose to divert all calls to voicemail – except for calls coming in from one particular customer.

Users of the system can choose to receive their voicemails via email or easily link IP Voice Services Products to Customer Management applications like Salesforce.com or Netsuite such that they can see the customer details for the incoming call and provide personal greetings.

2. Improved integration for remote workers or remote offices

IP Voice Services allows disparately located employees to work as if they were all based in the same office. Integrating them in call groups they can pick-up incoming calls – allowing improved responsiveness to customers calling in.

3. Easy to use and flexible

All phones are pre-configured prior to shipping ensuring a true plug-and-play experience. The Business Portal provides a simple mechanism for administrators to manage their entire voice system in real time – no more waiting for services to be provided or ceased.

4. End-customers can keep their existing telephone numbers and access 999

Customers migrating from ISDN30 can bring their existing number ranges over, maintaining continuity and ensuring a business as usual service.

5. Improved disaster recovery capability

If an office is unavailable for any reason, IP Voice Services can be reconfigured to route incoming calls to other offices or mobiles with immediate effect, ensuring no loss of business and a continued service.

6. More cost effective than traditional voice

Lower cost line rental. Free calls between all extensions in your network – this includes staff working at remote offices and working from home. Lower cost calling to all other destinations. Typically, end-customers will see a 30% reduction in their telecom bill through using IP Voice Services.

7. Grows with your business

Services like Auto-Attendant, Receptionist-Console and Call Centre management are available and can be provisioned seamlessly through the Business Portal as and when your business requires them.