

PHONE-IT-ICT

 Tel: 01326 565335

Premier Cloud Hosted Solutions delivers cloud telephony at its best

Premier Hosted is a complete alternative to Asterisk and Broadsoft Platforms: it's ultra-reliable and bang up-to-date with all the latest features without having to pay for loads of extras.

With **Premier Hosted** there are two supremely affordable options **Premier** and **Premier Plus**.

Phone it ict offers both options complete with all other associated services, including FREE SIP trunks setup, discounted minutes, leasing finance (subject to satisfactory credit clearance), and much more...

Contact Phone it ict for more information on the features and functions available through Phone it ict Premier Cloud Hosted Solutions.

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Introduction

PHONE IT ICT PREMIER CLOUD HOSTED SOLUTION

is a

complete telephony system for business.

It provides a comprehensive range of facilities and features that allow you to link your fixed and mobile telephony easily and efficiently, helping you to improve your productivity and corporate image at an affordable price.

PHONE IT ICT PREMIER CLOUD HOSTED SOLUTION

is a

hosted, cloud telephony service that is easy to use and simple to configure. Your calls are made and received over a voice-over-internet broadband connection, and you configure and monitor your phones through a very straightforward web portal. Using the system is just like using a traditional telephone, and you don't need any specialist knowledge or skills to make the most of all the features it provides.

Setting up the system

PHONE IT ICT PREMIER CLOUD HOSTED SOLUTION

requires a business grade broadband connection, a SIP trunk and a Local Area Network to connect most of your company telephones. The exception being wi fi phones.

PHONE IT ICT PREMIER CLOUD HOSTED SOLUTION

has an easy "plug and play" set up: initialising your telephone system is a simple matter of plugging in your telephones.

PHONE IT ICT manages all the system features and is responsible for the maintenance of the

hosted platform. Businesses (or their telephony agents) are responsible for their broadband connection*, and their Local Area Network.

PHONE IT ICT PREMIER CLOUD HOSTED SOLUTION

is ideal for all sized businesses, whether you operate from one location or multiple sites. Phone it ict Premier Cloud Hosted Solution allows you to link your office phones to mobiles, so it is also ideal for businesses whose employees are regularly on the move.

The system's comprehensive range of administrative and call features make it a perfect alternative to traditional PBX systems. Businesses can easily configure the system to match their exact requirements, even if their requirements are subject to frequent changes.

And with **Phone it ict PREMIER CLOUD HOSTED SOLUTION** there are no hidden extras. Phone it ict Premier Cloud Hosted Solution comes as a fully featured system as standard, and the administrative features make it easy to manage, and monitor your telephone usage, performance and costs.

The number of SIP trunk channels required will depend on the total number of concurrent calls your telephone system is expected to handle. We provide real time monitoring to allow you to optimise the number of channels purchased.

SOS PREMIER CLOUD HOSTED SOLUTION

operates with a range of leading IP handsets & conference phones, including Yealink, Panasonic & Polycom, which are supplied pre-provisioned. The platform also operates well with Bria Soft Phone.

Setting up your Phone it ict Premier Cloud Hosted Solution system is easy - you plug in your SIP phones and it works!

	Premier	Premier Plus
System set-up	•	•
System administration	•	•
- Company Address Book	•	•
- Call Groups	•	•
- Music on Hold	•	•
- Time-based Routing	•	•
- Call Barring	•	•
- Presentation Numbers	•	•
- Performance Reports	•	•
- Auto Attendant		•
- Call Queues		•
- Call Recording		•
Call features	•	•
- Call Divert	•	•
- Call Forwarding	•	•
- Call Waiting	•	•
- Call Park	•	•
- Call Traffic Limit	•	•
- Three-way Call	•	•
- Line Monitoring	•	•
- Voicemail (Personal & Shared)	•	•
- Voicemail to email & Fax to email	•	•
- Quick Dial	•	•
- Last Number Redial	•	•
- Click-2-Talk	•	•
- Do Not Disturb	•	•
- Block Anonymous Calls		
- Personal Client lets you call, SMS, IM & email	•	•
- Personal Address Book & Events Diary	•	•
- Skype for Business integration	•	•
- Video & Video Bridge Conferencing (<i>coming soon</i>)		•

System administration

The **PHONE IT ICT PREMIER CLOUD HOSTED SOLUTION**

web portal makes configuring and customizing the telephone system an easy task.

The Customer control panel allows you to manage your system.

Company Address Book

The Company Address Book feature allows administrators to create two telephone directories that are automatically available to all users on the system. The Internal Directory provides contact details for all the users on your telephone network. The Shared Contacts List is an optional directory that can be used for other telephone numbers or contacts that users might find useful. Contacts can be entered individually or uploaded from a CSV file. They can also be exported as a CSV file, Microsoft Excel spreadsheet or as an XML or pdf file.

Call Groups

Call Groups can be used to create either a group of users that can pick up each other's calls (Call Pickup) or a group of users that will have calls to a specific number distributed between them (Call Forwarding). Up to 250 Call Groups can be specified.

Music on Hold

This feature allows you to provide Music on Hold for all or just specified phones. Administrators can choose from a list of music files available from the portal or can upload their own approved tracks.

Time-based Routing

Time-based Routing enables administrators to configure individual phones and voicemail messages for different times of the day or week. The schedule will automatically route inbound calls for particular periods, eg lunchtimes, out-of-hours, weekends, holidays etc. Administrators can use the feature to route calls to specific internal or external phones, call groups or voicemail boxes for each designated period in the schedule, and to create a library of voicemail messages to suit those occasions.

The feature can cope easily with complex and sophisticated company schedules, which means that administrators can configure different operating hours for different days of the week and a specific response for each individual routing period.

Call barring

Administrators can set Call Barring criteria for individual phones or for all phones on the company network. Options include:

- Bar all calls from being received or made
- Bar calls to international numbers
- Bar calls to premium rate numbers
- Bar calls to 118, 0844 or 0871 numbers

Presentation numbers

This feature allows administrators to set an alternative (ie. corporate) telephone number that members of the public will see when they receive a call from a phone on the company network.

Performance reports

PHONE IT ICT PREMIER CLOUD HOSTED SOLUTION'S

automatic call metric reports help administrators to monitor their call management policies. The reports cover outcomes (calls answered, missed or forwarded to voicemail); performance (time to answer) and volume of calls across days or weeks. Reports can be printed or saved as pdf files.

Configuring and customizing your telephone network is an easy job. No specialist skills or knowledge are required



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Call features

PHONE IT ICT PREMIER CLOUD HOSTED SOLUTION

Is packed with clever features to help users make the most of their telephone communications.

Each user on the network has a control panel on the web portal through which they can configure their personal preferences. They can also set many of the most common features direct from their handset.

Never miss a call

- Divert calls to another number or Voicemail when you're on the phone or away from your desk. Calls can be diverted to external and mobile numbers, as well as to internal phones on the network.
- Use Call Forwarding to set other numbers on your network to ring when your number is called, or twin your phone with your mobile.
- Know when another caller is waiting to get through with Call Waiting, and use Call Park to put a caller on hold while you answer another call.

Never lose a contact

- Know when you have a message waiting with onscreen pop-ups, SMS text messages and email alerts.
- Respond immediately with Last Number Redial and Click-2-Talk.
- Easily manage all your contact lists with your personal Address Book.
- Never forget to make those important calls - use Events Diary to set reminders against your Address Book entries.

Work efficiently

- Set Quick Dial Short Codes for your everyday numbers.
- Have all your internal and external telephone numbers quickly to hand with Address Book - see who's calling and Click-2-Talk straight from your contacts.

- See when colleagues are free to take a call with Line Monitoring, and transfer calls to any internal or external number easily.
- Protect your precious time with Do Not Disturb and Block Anonymous Calls.
- Bring a colleague in on a phone conversation with Three-way Call and forward important Voicemail messages easily to handsets or emails.

Don't feel tied to your desk

- Forward your calls to any internal phone, mobile or external phone.
- Access Voicemail from any internal phone, mobile or external phone, or on-line.
- Access your contacts from anywhere with your on-line Address Book.
- Let the whole team know with messages on Shared Voicemail.
- Access your Fax messages on-line or by email.

Work securely

- Set passwords and pin numbers to secure your phones, voicemail and web-portal from unauthorised access.
- Set external or mobile Failover numbers to keep your communications open in the event of a power cut, or local network failure.

The control panel and the Administrator User Guide both walk new users gently through the process of setting up these and other features.

Premier Plus subscription features

Auto Attendant, Call Recording and Call Queuing features are all available with the [Phone it ict Premier Cloud Hosted Solution Premier Plus](#) subscription.

Auto Attendant

Auto Attendant allows callers to be automatically transferred to an extension without the intervention of an operator or receptionist. You can create a library of recorded greetings and instructions, and up to 100 individual menus and sub-menus which can be applied to [Premier Plus](#) subscription telephones.

Recordings can be recorded separately and uploaded to [Phone it ict Premier Cloud Hosted Solution](#); they can be recorded from a network telephone, or through [Phone it ict Premier Cloud Hosted Solution's](#) state of the art text to speech module, which generates a Scottish female voice.

The Auto Attendant Menu Wizard guides new users through the process of creating new menu templates.

Call Recording

Call Recording allows the Administrator to set up and monitor the recording of external and/or internal calls on all or specific company phones that have a [Premier Plus](#) subscription.

For each phone number you may choose to record all calls or a specified percentage of calls, and whether you want to record just external or both internal and external calls. A search facility allows the Administrator to retrieve any calls that need to be reviewed or downloaded.

Call recordings are stored securely online for six months. After this period they are automatically deleted, although auditable records of all call recordings are kept online indefinitely.

[Phone it ict Premier Cloud Hosted Solution](#) includes a facility to ensure that downloaded call recordings have not be altered or tampered with in any way since they were initially downloaded.

Even if a call recording has been deleted from online storage, its online record includes its checksum value. The bulk download and bulk delete facilities help administrators to minimise any unnecessary call storage.

Call Queues

Call Queues hold incoming calls if there are no free operators to direct the calls to. With [Phone it ict Premier Cloud Hosted Solution](#) you can create up to 50 call queues and choose music to play to a waiting caller:

- Define the maximum number of calls for a queue and what to do with new calls after this number is reached (eg busy tone)
- Set how long callers wait in a queue and what happens after that time (eg divert to Voicemail)
- Choose or create your own introductory message and set how many times this and progress messages are repeated while the call is in the queue.

The System Administrator can monitor the calls waiting in a chosen queue. They can also move important calls up the queue; move calls down the queue, and “expire” calls from the queue - ie forward them direct to Voicemail.

The automatic reporting module generates two Call Queue reports, which can be viewed, downloaded and / or printed. The Call Queues Ratios report shows the percentage ratio of queued to non-queued calls and call time. The Call Queue Volume report shows the queue length and wait times across a specified day or week.

Extras

Phone Buddy

Phone Buddy is a free app for your Windows PCs that gives you fast access to your [Phone it ict Premier Cloud Hosted Solution](#) call features, including:

- Screen pop-ups on your computer that show when you have an incoming call or voicemail, and who the call is from.
- Floating dashboard allows you to keep the Phone Buddy conveniently positioned on your PC or laptop screen.
- Double click dialling to make calls from your personal or shared address book.
- Immediate access to the portal website without having to log in separately.
- Immediate access to today's received calls
- Immediate access to new voicemail messages.
- CTI integration allows you to call, text (SMS), email, instant message (IM) or start a chat group from your dashboard.
- Search engine & filters to quickly find contact details.
- Skype for Business integration.
- Bulk download, file verification and delete functions for Call Recording administrators ([Premier Plus](#) subscription).

Phone Buddy Receptionist

Coming soon...

Dialler for Outlook

[Phone it ict Premier Cloud Hosted Solution](#) also has a downloadable tool to integrate with Outlook so you can make calls etc. from your Outlook address book.

[With Phone it ict Premier Cloud Hosted Solution it's easy to add advanced features for just a small additional monthly cost](#)

Wallboards

Wallboards are an optional extra that work with [Phone it ict Premier Cloud Hosted Solution's](#) Call Group function. Wallboards display real-time call statistic reports, including:

- **Calls overview** - the number of incoming calls, answered calls, outgoing calls, lost calls and average duration both as a group total and by team member.
- **Inbound calls** - the number of incoming calls, answered calls, lost calls, queued calls and ring duration both as a group total and by team member.
- **Outbound calls** - the number of outbound calls, average duration and maximum duration both as a group total and by team member.
- **Queued calls** - the average queue time, maximum queue time, queue limit breaches, timeouts and the number queuing now both as a group total and by team member.

The reports can be displayed on a wall-mounted Plasma or LCD screen, allowing the call group members to monitor and respond to real-time performance issues.

The Wallboards option is available at an additional monthly charge. Phone it ict also provide and maintain any screens or other hardware required to display the reports.

Failover

[Phone it ict Premier Cloud Hosted Solution](#) is a particularly reliable VOIP platform.

[Phone it ict Premier Cloud Hosted Solution](#) also depends on the reliability of your broadband connection and infrastructure.

In the event that your broadband fails, [Phone it ict Premier Cloud Hosted Solution](#) provides a Failover function. This allows you to specify an alternative non-network (ie. external or mobile) telephone number to which your calls will be diverted. The feature can then be activated in the User Control panel on the web portal if an unaffected computer is available, or by calling a specific telephone number from a landline or mobile phone. For security purposes, your telephone number and PIN number will be needed if you attempt to activate Failover by phone.