



next generation communications

Overview of

IP Voice Services

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

The IP Voice Service is monitored 24 hours a day as well as being fully resilient and geographically redundant. This ensures uninterrupted operation. It gives full and unlimited access to the BT national and international network at lower costs than traditional telephony with the added benefit of all calls between your numbers being absolutely free.

Service is quick and simple to establish once an IP connection such as broadband has been provided. Using the web based Business Portal you can make moves and changes to your telephone service. Through a simple username and password approach it allows you to manage your phone service from anywhere with an internet connection and a web browser. The Business Portal provides a single interface to manage your phone services with the changes you make being implemented in real time. The combined ability to simply manage your entire telephone system and make changes with immediate affect puts you in absolute control.

If the Business Portal makes it simple to administer your voice service then the optional toolbar software 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. It also 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
- Voicemail to email

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



Find out more

To find out what IC-talk can do for your business visit:

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Why will business like IP Voice Services?

8

key reasons why small and medium businesses could benefit from IC-talk 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 so they can see the customer details for the incoming call to provide a personal greeting.

2. Improved integration for home workers and remote offices

IP Voice Services allows disparately located employees to work as if they were all based in the same office. By integrating them in call groups they can pick-up incoming calls - allowing improved responsiveness to customers calling in. In addition, using the remote office feature you are able to use any phone as if it were in your own office.

3. Easy to use and flexible

All phones are pre-configured prior to shipping ensuring that they work straight out of the box. 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 and no more expensive engineer call-outs.

4. Keep your existing telephone numbers

Customers migrating from other telephone providers can bring their existing number ranges over, maintaining continuity and ensuring it is business as usual. The service is fully compatible with 999 emergency services and includes provision of caller location details to the operator.

5. Business Continuity

If an office is unavailable for reasons such as flood or fire, 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

IP Voice Services is a fully managed telephony solution provided to you for a monthly fee. This means that you don't have to invest capital in onsite telephony systems or pay high equipment maintenance charges.

Additionally you will realise the following benefits:

- Lower cost line rental.
- Free 'on-net' 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, you will see a 30% reduction in your 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.

8. Extend the life of your existing equipment

If you are not ready to discard your existing telephone system you can still reduce your costs. Simply install an additional piece of equipment along side your current telephone switch to reap the benefits of IP Voice Services.



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