

Hosted VoIP Product Guide

Reliable, flexible and
scalable voice services



making your **Business Brilliant**

Wavenet Hosted Voice

Our Hosted VoIP service provides all the functionality of a high-spec PBX but with added advantages of flexibility, integration and advanced cloud telephony solutions. This allows you to be more efficient and your telephony solution to be more productive.

The Hosted VoIP platform is completely modular, this is because it is based on the number of users (seats) and additional functionality such as Call Recording, CRM Integration, Fixed Mobile Convergence (Mobile Office) thus giving complete flexibility for you to easily add users and features.

You choose how many concurrent calls you require (similar to channels on an ISDN circuit) and the level of functionality you require for each seat. With this information Wavenet can deliver a fully managed circuit which matches your individual business size requirements.

Wavenet's Hosted Voice platform is hosted in 3 secure separate data centres, giving you peace of mind knowing you will never have any significant outages.

The platform offers an advanced set of feature-rich applications that can be controlled by a dedicated web-based portal. This can either be an entirely self-managed service or managed for you, by us, on your behalf, the choice is yours. The platform is ready for anything with Disaster Recovery options for complete business continuity.

Benefits with Wavenet

Wavenet have been supplying our Hosted Telephony package for over 8 years. Wavenet are an ISP and have our own IP Platform allowing us to deliver your calls over our secure IP network.

Through the investments we have made at network level we can deliver a complete end to end solution, from Network Level to your premises, allowing us to monitor and control the bandwidth and connectivity right the way down to your end users devices. All of this for an extremely competitive and cost-effective price.

Our Hosted VoIP service is a feature-rich, cost-effective solution, ideal for small to enterprise businesses looking to benefit from standard to advanced telephony that features a true IP communication solution with a lower cost of ownership, through centralised web-based management with available options such as true mobility and computer integration.

Business Benefits

Hosted Telephony can revolutionise the way you communicate by providing greater flexibility, additional functionality and by reducing costs across a business.

Number Portability:

Keep current phone numbers and add new UK numbers no matter what exchange you are connected to.

Resilience:

Calls can easily be re-routed to cover emergencies and disaster scenarios.

Scalability:

Easy to deploy more handsets and seats as the business grows.

Unrivalled Features:

High-Definition voice quality call recording solutions designed to drive productivity.

Administration & Monitoring:

Web-based system management tools, all controlled using the Wavenet Web Portal.

Mobility:

Flexible working allows remote employees to have a single virtual number as if they were sitting at their desk.

Outlook, Explorer & Firefox Integration:

Wavenet Toolbar allows screen popping of calls, click to dial from contacts or directly from a web page and gives users the ability to view call history and access both personal and group directories.

Minimal on-site Resource Needed:

Wavenet provide full maintenance support, our network is monitored 24/7 at our Network Operations Centre.

Call & Line Costs:

Free 'on net' calls between users and sites regardless of location, dramatically reducing ongoing line rental costs.

Cost & Budgeting:

No up-front costs and per user pricing over an agreed term provides a simple price structure and can demonstrate a clear return on investment.

Productivity and Efficiency tools

Business Toolbar



The Business Toolbar enables users to make and accept calls and change settings all from within Microsoft Outlook, Internet Explorer and Firefox with the following features:

- Microsoft Outlook edition has key integration features such as outbound click-to-dial from Outlook contacts and click-to-dial from email messages.
- IE and Firefox edition allows users to highlight web pages and right click-to-dial.
- Full Call Control (answer or soft pickup, hold, end, 3-way conference and transfer or retrieve voicemail).
- Easily change telephony service settings such as Simultaneous Ring, Call Forward All, Call Forward No Answer, Call Forward Busy, Do Not Disturb & Remote Office functions and the ability to view group and personal contact directories.
- View all personal inbound & outbound call history reports.

Call Director - Fixed Mobile Convergence (FMC)



In today's busy world, FMC isn't a luxury - it's a necessity. With more and more employees working out of the office, it's becoming increasingly difficult for customers and colleagues to reach these remote workers given the number of different devices and numbers (mobile, office, home) they may be using. In such a disjointed environment, there is a need for a solution that makes communications as seamless as possible - whether an employee is working from the office, on the road, or working from home.

CRM Connect



CRM Connect is fully integrated into the hosted platform for Windows Desktop that provides powerful integration with dozens of leading Customer Relationship Management Applications. Originate and manage calls directly from applications and automatically display rich CRM information for inbound calls.

CRM Connect has built-in integration with: ACT!, GoldMine, LinkedIn, Lotus Notes, Maximizer CRM, Microsoft Access, Microsoft Dynamics CRM & NAV, Microsoft Outlook, NETSUITE, Sage CRM, Sage 50 Accounts, Salesforce CRM, Sugar, SuperOffice CRM, vTigor, Zoho CRM.

Call Recording FSA / PCI Compliant

Wavenet Hosted Call Recording makes recording calls simple and feature-rich, providing the ability to record calls in real-time, control storage of recordings and use powerful tools to get the most out of your business communications.

Whether Call Recording is required for high volume call handlers that have an obligation to record calls, companies that want to monitor and improve call handling and campaigns or light users that wish to record calls on an ad-hoc basis, Wavenet Hosted Call Recording provides the technology and packaging.

Call Recording provides a wealth of features, 30 day storage as standard with the option to upgrade to Enhanced PCI Compliant Storage for recordings up to 180 days. After Call Recording has been easily provisioned, administrators and end-users can access an intuitive, powerful portal that provides real-time access to recordings, monitoring, reports and alerts, these recordings can be securely downloaded via the archive tool.

Fax Messaging

Fax Messaging allows users to receive faxes on a dedicated number and have the fax delivered by email. This feature works in conjunction with Voice Messaging (Voicemail) to provide a single voice and fax messaging service.

Benefits of using fax messaging include:

- Reduce costs as you don't have to buy paper and toner for a fax machine
- Forward faxes as easily as forwarding an email
- It allows you to sort, manage and archive messages and files in your email inbox
- Fax Messaging is environmentally friendly as you only print what you need to

Mobile Office Applications

MobileOffice is a carrier-grade, future proof voice and video softphone application that enables you to manage your communications easily and efficiently. MobileOffice is available on Android, iPhone, PC & Mac.

The MobileOffice app is a superior softphone that uses a Wi-Fi or 3G data connection to make and receive calls and allows you to use powerful features designed for Enterprise and Mobility users.

Enterprise Calling features allow Mobiles, PC and Mac to become Enterprise devices with features that give employees the power to work without boundaries, wherever and whenever they need to:

- iPhone and Android features include; video calling, extension dialling, call holding, call transfer, conference calls, voicemail and more.
- PC and Mac features include; click-to-dial calling, video calling, extension dialling, call holding, call transfer, conference calls, ignore, auto answer and more.

MobileOffice has multiple benefits for both Mobile and PC/Mac devices including:

- Use your MobileOffice as a primary device, secondary device/and/or as a shared call appearance, this allows remote workers to work from home or on the road and take their service with them.
- The service is easy to provision via Self-Service Portals for Hosted or SIP Trunking users.
- Zero-Touch secure, remote provisioning, login and configuration.
- Easy to install on all devices
- Contacts, Contact Manager*, Favourites, Call History and Custom Settings.
- Leading voice & video codecs including G722 (HD Voice), G711, G729 & H264.
- Advanced user interface with multi-tasking and multiple call support.
- LDAP/Active directory integration*

*Features only available in PC and Mac versions of MobileOffice.

UC Office and team features

Wavenet bring together all of the critical Unified Communications (UC) elements for easy deployment and rapid adoption for hosted or premises based solutions.

Wavenet's UC services are designed to simplify usability for the service provider and provide a significantly enhanced experience for the end user. UC is more than just a product, it helps service providers to design and introduce a wide range of successful communication solutions that start with the end user in mind.

UC has never been so seamless, simple and feature-rich. The introduction of our UC Business and UC Team Add-On packages for Hosted VoIP users brings UC to users with a simple, intuitive interface. These two packages offer different levels of features and device support. Simply choose the package to apply and everything is automatically configured.



UC Business:

- Voice and video calling
- UC Office for desktop
- Instant messaging and presence
- Contact and feature management



UC Team:

- UC Office for iPhone and Android
- Personal audio conferencing
- Personal conferencing and collaboration

Voice and Video Calling

Make and receive voice and video calls on your PC or Mobile with UC Office - replacing or complementing your desk phone when you're not in the office.

Fixed, Remote and Mobile Workers

Out of office employees can use UC Office in multiple different setups allowing them to take their office phone service with them wherever they go and work from wherever they need to.

You can also use the application to control your desk phone for click-to-dial functionality and manage your call settings from multiple devices across all networks.

Instant Messaging & Presence

IM&P allows you to securely send and receive instant messages, conduct group chat, set your presence and monitor the availability of your contacts on any network and any device.

Instantly see if a contact is available, on a call, busy or away. Send them a message, a file or start a group chat to collaborate with other colleagues.

The IM&P feature is automatically configured when the UC Business or UC Team add-on is assigned. End users simply sign into UC Office and start using the service.

Personal Conferencing & Collaboration

The UC Team add-on automatically configures the user with their own 'My Room' to conduct audio conferences and/or web collaboration sessions.

Provisioning & Admin Tools

The Hosted VoIP platform from Wavenet is provisioned and administered from two web-based portals. The Service Provisioning Application (SPA) and the Business Portal. The Business Portal is used for user changes and the Service Provisioning Application for the building of your sites and group/site settings and additional features such as Call Recording, CRM Connect, etc.

You can manage your own personal and group settings via the self-configuration portal in real-time, empowering you to make changes that drastically minimise costs for additions, changes and moves. Site administrators can amend and configure group settings such as hunt groups, music on hold and messaging all with the click of a mouse!

Individual site users will also benefit from being able to change their own settings such as call forward options and voicemail as well as configuring Fixed Mobile Convergence options (e.g. Call Director).

Hosted Telephony Licence Packs

Wavenet Hosted VoIP offers 3 different licence packs that have been designed to fit all of your requirements, whether this is a casually used device, such as a phone in a kitchen or a board room right the way through to a full Mobility User that needs to be integrated with the main platform wherever they are.

The 3 licence packs are built to match a broad range of business requirements and include the following options and features:

- Lite - our basic licence, giving you all the essential features at a great price
- Pro - includes both Lite and Premium Service Packs with Advanced Call Routing/Selection
- Mobility - for the remote workers, the Pro licence includes UC Office for mobiles

In addition to this we have created single user add-ons that you can activate onto users to give them more functionality on an individual basis rather than your entire user base. Also included as optional bolt-ons are our group feature add-ons such as Auto Attendants, Call Centre Wallboard, etc.

Through combining the various licence packs and add-ons, you can create a fully bespoke system for your business.

Feature Highlights

- Enterprise Voice - business class telephony functionality at the touch of a button
- Mobile Office - take and make calls on your smartphone, PC or Mac
- Call Director - gives you the ability to move a call from your desk phone to your mobile
- Call Logging - companywide call records, comparison and analytical tools
- Call Recording - inbound and outbound advanced call recording platform, FSA and PCI compliant
- Click-to-Dial Toolbar - integrates with MS Outlook to enable click-to-dial from contacts and web pages
- CRM Integration - supports all the major CRM packages enabling screen popup and call logging etc
- Disaster Recovery - pre-configure options in advance to help your business continuity plans
- Reception Console - receptionist application console to manage and screen inbound calls
- True Multi-Site Support - extension dialling regardless of location and centralised management

What do our customer's think?



"We had to relocate our office due to redevelopment and the most important thing to our company was keeping the phone numbers we had used for the last 15 years intact, ensuring we never missed a client.

Wavenet worked with us to ensure that we could keep our phone numbers while relocating our office by moving our services on to the "cloud".

At such a stressful time, it was reassuring to have a dedicated Account Manager who answered all our questions, concerns and walked us through the plan. This was a fundamental change to how our business operated and having that personal one to one channel really did help us to see how a newer system would help and put our mind at ease.

Thanks to Wavenet we have now upgraded our telephone system, provided each employee with a tailored experience and call handling package, and saved on average about 15% off our monthly bills."

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