

ARMSTRONG BELL



enterprise

UNIFIED COMMUNICATIONS FROM ARMSTRONG BELL



enterprise

Enterprise is a fully featured hosted telephony platform which delivers scalability and flexibility to your business with a simple pricing model.



COMPLETE CLOUD SOLUTION

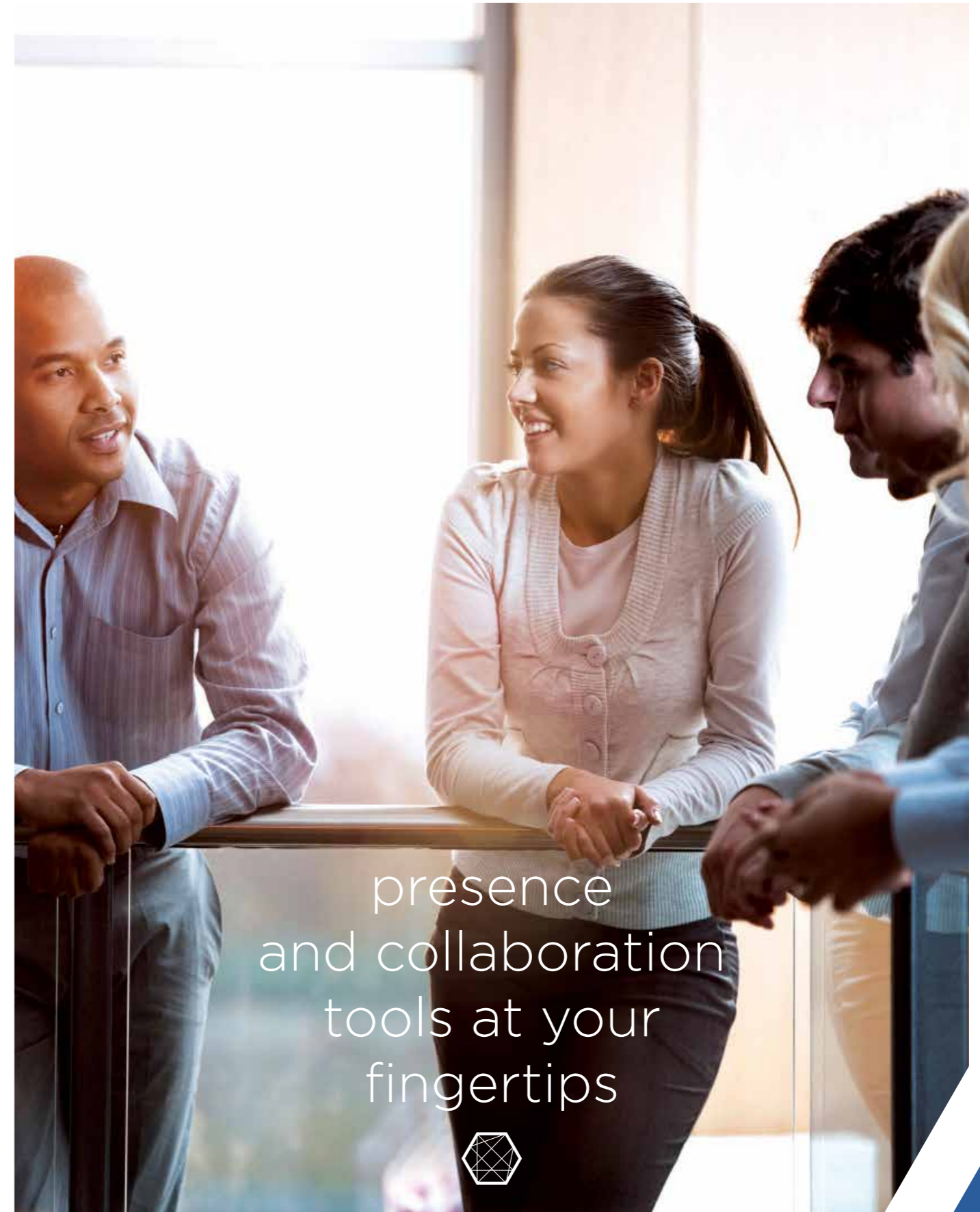
Enterprise from Armstrong Bell is the complete solution suite if you require an on-demand and cost efficient alternative to an on premise phone system.



OPEN COMMUNICATION CHANNELS

Ideas aren't formed in a vacuum. With Enterprise, engage and collaborate with employees and trusted partners to identify new products and services.

See how a connected workforce can make your vision materialise.



presence
and collaboration
tools at your
fingertips



INTRODUCING ENTERPRISE

Enterprise goes beyond hosted voice to become a truly unified communications platform for all businesses. With the option of fully integrating with existing CRM systems true rich presence and collaboration tools are at your fingertips.

OUT MANOEUVRE THE COMPETITION

Do you know what hosted voice can do for your business? Thousands of users are benefiting from Armstrong Bell's innovative product mix to communicate more efficiently with customers and partners. A hosted business phone system can have an impact well beyond simple dial tone.

INCREASED PRODUCTIVITY

Technology is only helpful if it is intuitive and easy to use. By unifying multiple forms of communication into a single portal on your computer or mobile device, new recruits and existing staff will be:

- Connecting via instant messaging
- Checking voicemails through emails
- Responding faster to customer needs



SWITCHING TO ENTERPRISE COULDN'T BE EASIER

We simply port any required numbers onto the system - this can be done after roll out of hardware and configuration.

With one system from one supplier, there's just one call to make if you have any questions. The Armstrong Bell support team is UK-based, and we know the Enterprise system inside-out.

WHEN YOU SIGN UP WITH ARMSTRONG BELL, WE GUARANTEE TO:

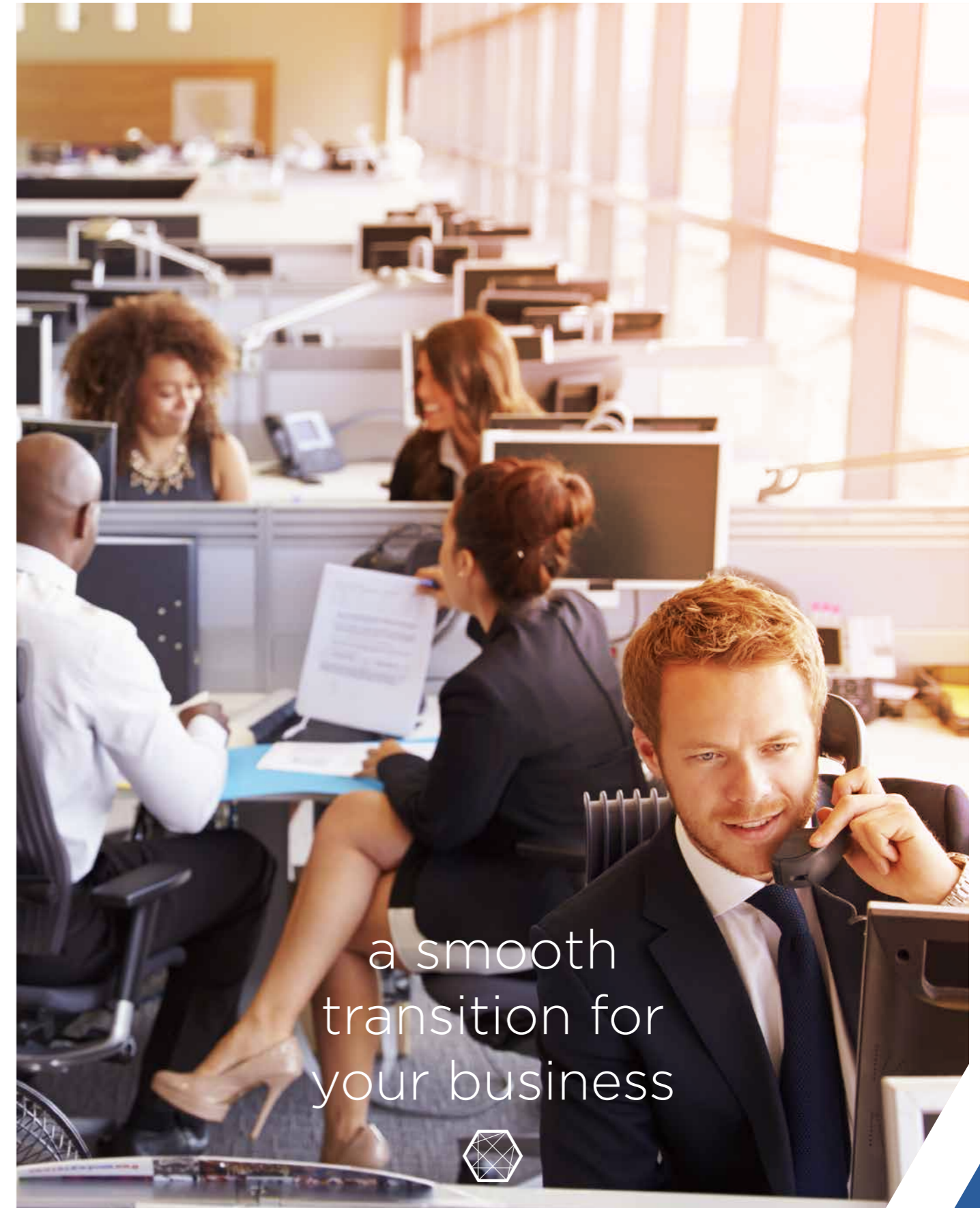
- Help you get up and running quickly and efficiently
- Guide you through the system and answer your questions accurately and in full
- Provide a clear and easy-to-use website interface with all the information you need
- Deliver a reliable platform, so you have fewer technical issues to deal with

Armstrong Bell has an outstanding track record for the reliability and stability of our systems and a reputation for fast, friendly and accurate support.

Enterprise re-defines the boundaries of hosted unified communications, and expands our range of off-site voice platforms.

AT THE HEART OF ENTERPRISE YOU CAN SEE ALL THE ESSENTIAL QUALITIES OF THE ARMSTRONG BELL APPROACH:

- Our commitment to cutting-edge, super-smart technology
- Our focus on continuous improvement and development
- Our dedication to listening and responding to customer's needs
- Our pride in offering intelligent and responsive support
- And, of course, our philosophy of fair and reasonable pricing



a smooth
transition for
your business



CONTACT CENTRE CAPABILITIES

Create agents and queues with advanced call delivery options such as longest waiting call to longest idle agent.

Eavesdrop for agent training and support.

Wallboards no longer require a PC, just a smart TV that can browse to a URL.

Create and schedule automatic reports, dig into the call data simply and efficiently.

HOTDESKING

Log into your phone wherever you are - in the city office, HQ or at home.

LOCAL BREAKOUT FOR RESILIENCE

A truly innovative approach to hosted voice. Benefit from scalable and integrated unified communications, but maintain diverse routes over ISDN in the event of connectivity loss. For call centres with critical uptime requirements we believe this is a unique offering.

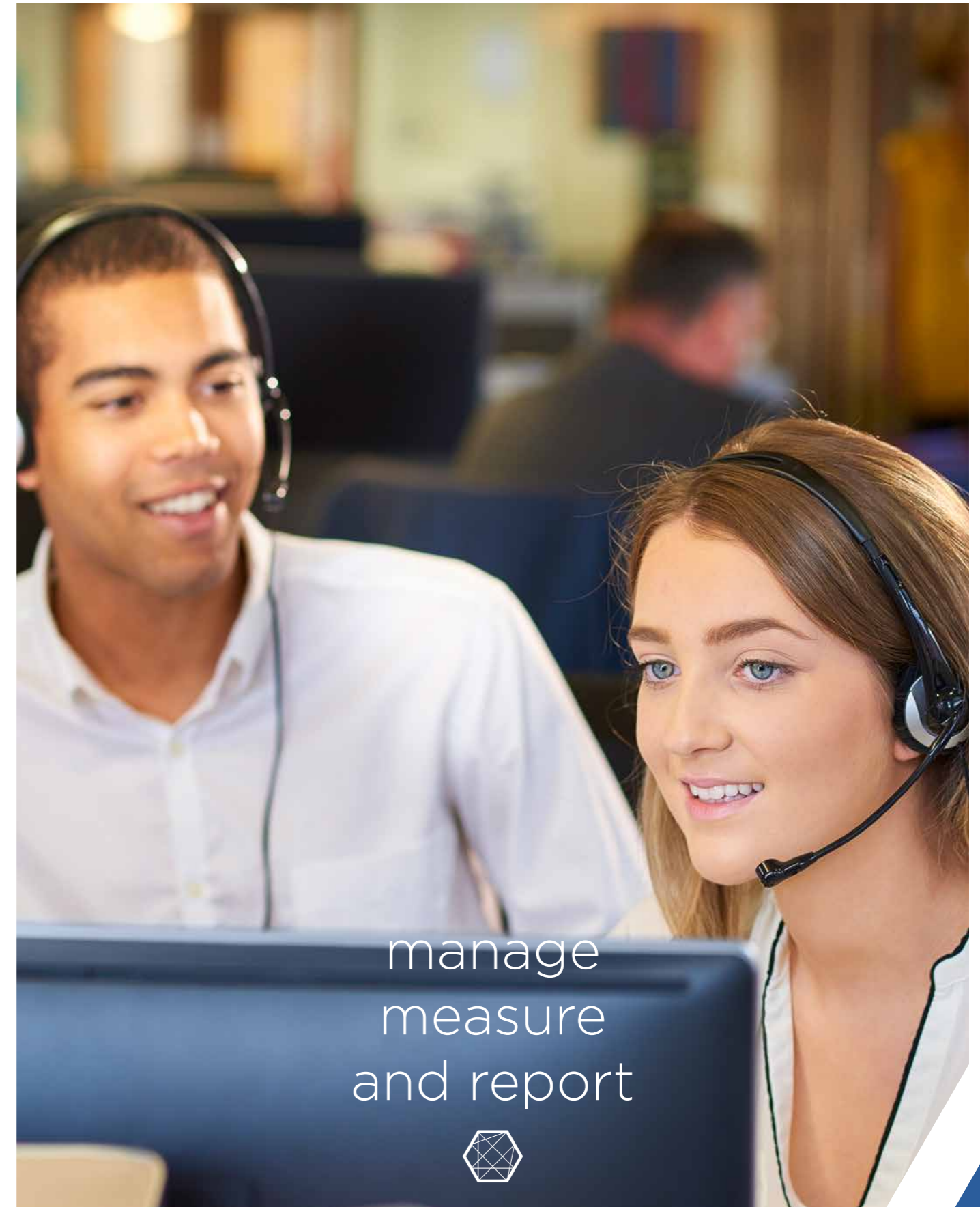
ENTERPRISE PBX FEATURES

Enterprise includes all the features you would expect from a premium system including:

- Call pickup, group calls and queueing
- Caller ID, DND, call blocking, VIP call routing
- IVR and announcements
- Time of day routing
- Bespoke music on hold
- Call recording and voicemail to email
- Reporting and statistics

WORK LIKE YOU'RE ALL IN THE SAME ROOM

Simplify your meeting solution to one relationship and reduce costs. Keep your organisation connected and productive, and work like you're all in the same room. See how Enterprise can remove communication barriers and lower costs. Simplify your infrastructure with one platform for calling, conferencing, video and sharing.



manage
measure
and report



UNIFIED COMMUNICATIONS

UC helps employees be more efficient, making it easier to select the best way to initiate, receive and respond to business communications. UC is all about collaboration, boosting productivity, improving customer service, and enabling employees to work smarter.

PRESENCE

Know whether people are available, away from their desk or out of the office and choose the best mode to reach them.

INSTANT MESSAGING

Get what you need with a simple chat to your colleagues.

UNIFIED MESSAGING

Check voicemails, fax and call recording services directly from the desktop or mobile app.

SOFTPHONE

Remote workers enjoy the same intuitive communications they would experience in the office.

CONFERENCING

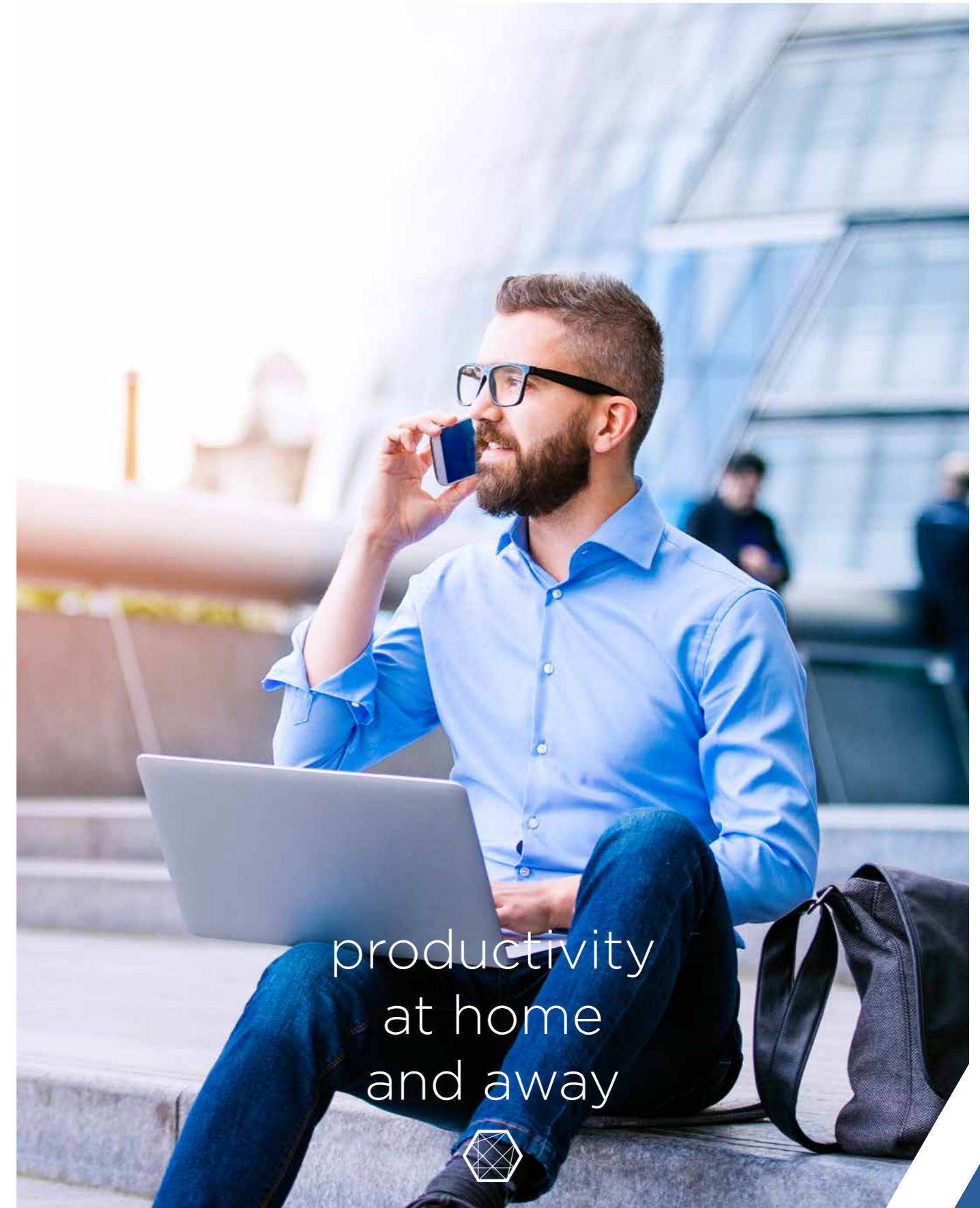
Schedule a conference call from your desktop.

SINGLE NUMBER REACH

Your personal cell number stays personal. The single number reach allows users to be reached on any device.

CONTINUAL IMPROVEMENT

Enterprise is benchmarked against best in class and has an unbeatable mix of features. Talk to us about our roadmap for exciting additions such as video and more.



productivity
at home
and away



THE HARDWARE

We don't try to support every SIP device on the market, opting instead for full integration with the best equipment. Ask us if we can support your legacy kit.



POLYCOM VVX400
FULL RANGE OF
POLYCOM VVX SUPPORTED



YEALINK T46
FULL RANGE OF
YEALINK T4X SUPPORTED



CISCO 7821
FULL RANGE OF
CISCO 78XX SUPPORTED



CISCO 8851
FULL RANGE OF CISCO 88XX
SUPPORTED



INTEGRATED SOFTPHONE



PLANTRONICS CS540
RANGE OF HEADSETS AVAILABLE



GIGASET DECT
RANGE OF DECT OPTIONS AVAILABLE



POLYCOM IP5000
RANGE OF CONFERENCE UNITS AVAILABLE



POLYCOM VVX500

ENTERPRISE PBX FEATURE LIST

BASIC FEATURES

- Call Pickup
- Extension Busy Lamp (Presence)
- Attended / Blind Call Transfer
- Intercom / Group Paging

CALL PARK

Park calls on line keys and pick up from anywhere.

RING GROUPS

Build ring groups to call the team, with group name presentation.

CALL BARGE (EAVESDROP)

Train staff or assist with problematic calls:

- Listen in
- Speak to operator only
- Speak to both parties

SOFT PHONE

Integrates with Outlook contacts and provides click to dial.

IM AND PRESENCE

Instant messaging and presence saves time and increases productivity.

ANNOUNCEMENTS

Announce opening hours, special offers or service updates.

FSA & PCI COMPLIANT CALL RECORDING

All call recordings are saved for 60 days and included in the basic extension price. Greater retention can be specified and all additional storage will be charged on a per GB basis.

Download bulk call recordings for a specified time period.

Pause and resume recording when taking card details.

AUTO ATTENDANT

Ensure callers arrive with the correct team so that they are dealt with efficiently.

TIME CONDITIONS

Set the destination of calls based on the time / date or day of the week including public holidays.

VOICEMAIL

Voicemail is provided on failure to answer or can be routed directly:

- Voicemail to email
- Group mail box with MWI
- MWI on phone
- Remote access

ON HOLD MUSIC / MARKETING

Custom on hold music or messages can be uploaded to the system.

FAX TO EMAIL / EMAIL TO FAX

Send / receive faxes by email rather than a fax machine to save expensive consumables.

CONFERENCE

A single number for multiple conference rooms. Rooms can be monitored through the web portal with the following features:

- See who is in the conference
- Mute all
- Remove people from the conference
- Enable / disable call recording
- Enable / disable announcements

HOT-DESK

Log in / out functionality on phones. DDIs follow the user logged in.

CALL BLOCK

Calls can be blocked or forwarded to voicemail based on their caller ID.

VIP CALL ROUTING

Route VIP callers directly to services when they call in, avoiding the Auto Attendant.

CLI PRESENTATION

Present any number that has been registered to the company, or withhold your number.

ALL AREA CODES SUPPLIED

Interconnected with BT Wholesale we are able to source most area codes in the UK. Each user / extension is allocated a DDI as part of the service.

NUMBER PORTING

We support all major carriers in the UK and support numbers in over 60 countries around the globe. Our primary interconnect is BT Wholesale.

ONLINE ADMINISTRATOR / USER PORTAL

Users have access to a web portal to fully manage their phones and access recordings.

MULTI-BRAND PRESENTATION

Present the right numbers for brands or locations.

CENTRAL CONTACTS / LDAP

Manage companywide contacts through the web portal or in house LDAP servers.

CALL FORWARDING

- Basic Call Forward
- On Busy
- No Answer
- Not Registered
- Follow Me
- Ignore Busy
- Do Not Disturb

AUTO PROVISION

Simple interface to add move or change line keys or change users phone details.

DESKTOP SHARING

Enable your team to collaborate across the business.

CLICK TO DIAL

Save time dialling numbers.

REPORTING SERVICES

Comprehensive and simple reporting system for bespoke reports on all areas of the platform, schedule reports and email multiple contacts.

VIDEO CALLING

Make and receive video calls between sites and team members.

DISASTER RECOVERY

Auto failover to DR routing in the event of on-site fault and quickly reroute in the event of site issue (snow, flood, fire etc.).

ACCESS TO 999 SERVICES

All customers have access to 999 services and all addresses logged against the client are stored and used to keep the emergency database up to date.

the phones do not work in a power cut and alternative arrangements may be required in this event

ENTERPRISE CALL CENTRE

AGENT PORTAL

Agents can manage and view calls and queues.

SUPERVISOR CONTROL

Simple interface to manage agents and move them between queues with access to voice recordings.

LIVE WALLBOARD

- View live status with your company branding
- Combine multiple call queues and agents on a single wall board to see business wide performance at a glance.
- Set goals and metrics of agents to rank their performance and create a competitive environment.
- View external content and display multiple screens
- Customer Survey
- Put your customer through to a customer survey after a call so they can leave feedback, scores lower than a set quality level can create an alert.

CALL PERFORMANCE REPORTS

Granular details of call can be generated from the platform and scheduled for automatic delivery.

CRM INTEGRATION

Screenpop CRM records based on Caller ID.

QUEUING ACTIONS

- Least active agent
- Round robin
- Sequential by agent order
- Sequential by agent tier and order
- Ring all
- Agent with least talk time
- Agent with fewest calls
- Random

TIERED QUEUES

Allows skills based routing.

ABANDONED RESUME

Allow callers who have dropped out of the queue to return at the same position.

DROPPED CALL ALERTS

Alert agent to calls that have dropped from the queue unanswered to allow call backs.

LONG CALLS

Set call duration alerts.

LOGIN / LOGOUT / BREAK / UNAVAILABLE

Agents can log in and out of queues with bespoke unavailable codes. Report on availability and use for wallboard agent ranking.





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NETWORK AND TELECOMMUNICATIONS FACTORY

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