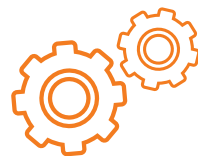ARMSTRONG BELL

VENTURE
HOSTED VOICE THAT DELIVERS

VENTURE

HOSTED VOICE THAT DELIVERS

Venture is designed specifically to compete in the PBX market;
it is packed with clever features and smart technology
to satisfy users at a price that will impress.

RICH IN FEATURES

Venture has all the features you expect to find in a premium
hosted IP telephony service - plus a few new ones
that you won't find anywhere else.

THE VENTURE ADVANTAGE

Venture is a premium system that comes at a low price. Its cutting-edge
smart technology gives administrators a new, more flexible way
to deliver service and manage costs.
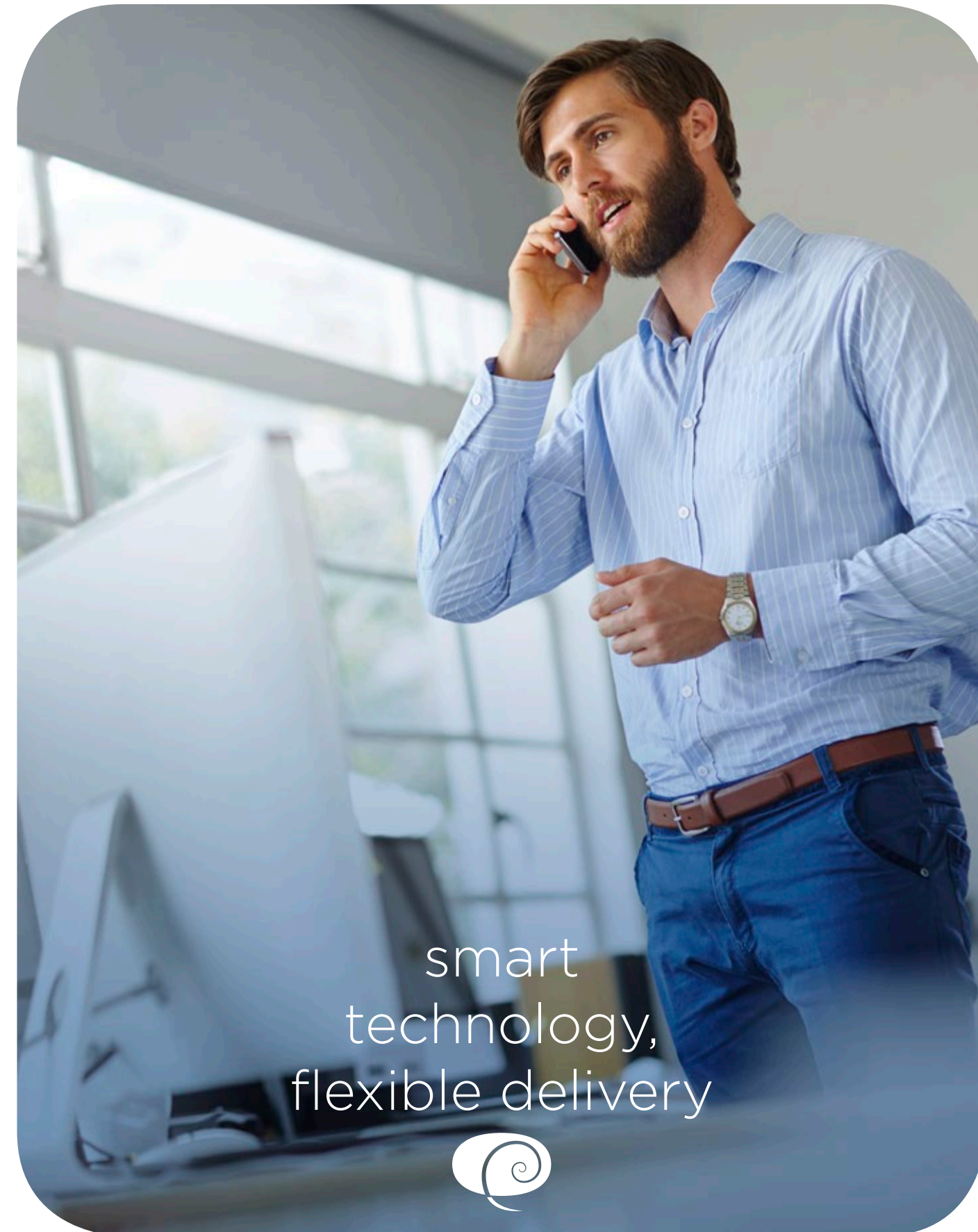
smart
technology,
flexible delivery

INTRODUCING VENTURE

Venture marked a new direction for Armstrong Bell. It has been designed specifically for the PBX replacement market and with user's needs in mind.

The system is feature-rich and suitable for any small or medium-sized enterprise, or corporates with thousands of end points. Venture is the single system that can meet all of your SME and enterprise needs.

EVERYTHING YOU EXPECT AND MORE

Venture provides all the features you would expect including:

- Call park, pick-up and group calls
- Caller ID and Anonymous caller blocking
- Automatic call back and Do Not Disturb
- Programmable quick dial numbers

- Music on Hold
- Call groups and "Follow Me" hunt groups
- Call and voicemail notification and forwarding by email and SMS
- Desktop CTI Integration
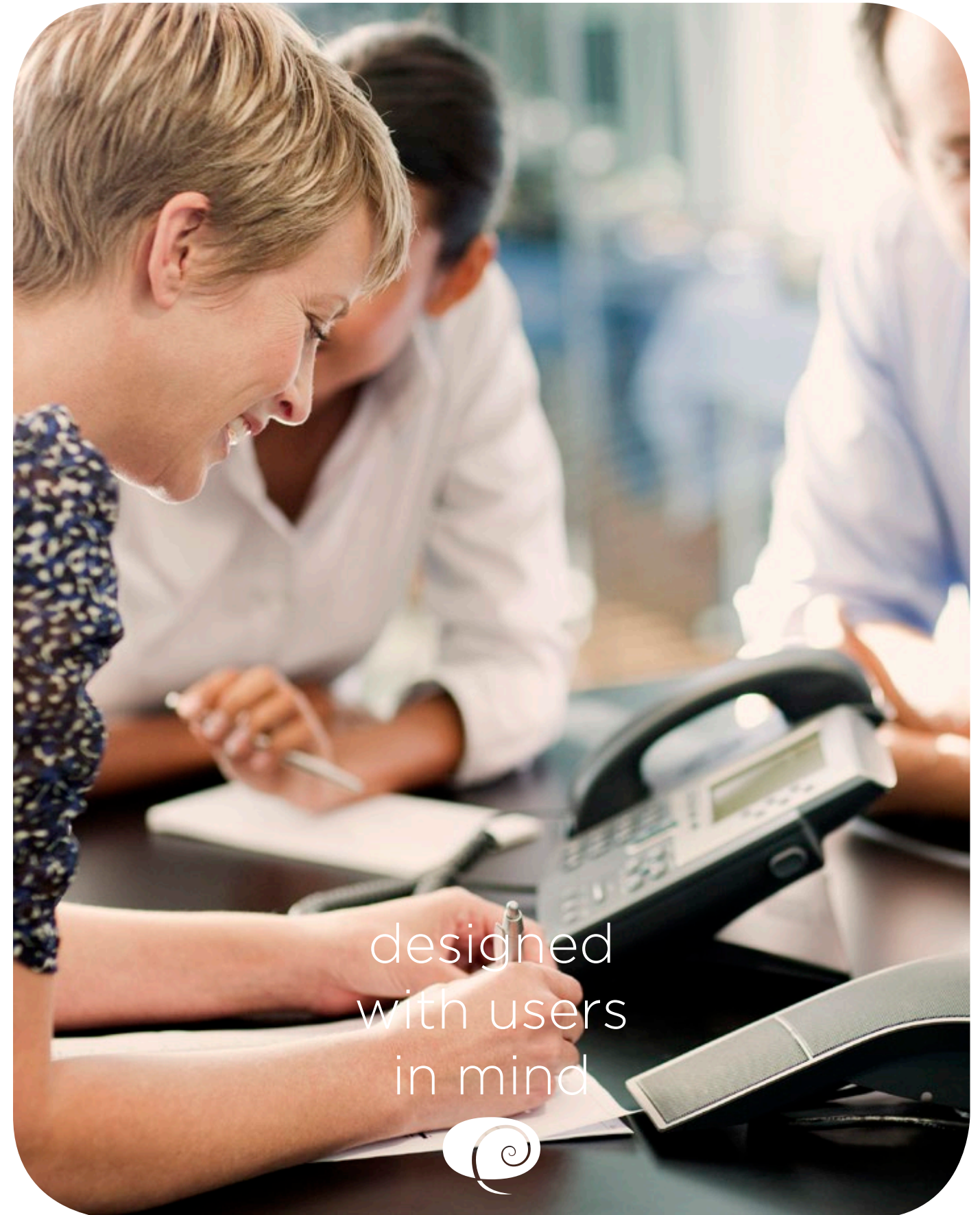
designed
with users
in mind

LINE MONITORING

Users can see from their own handset whether colleagues are engaged or free to take a call.

REPORTING & STATISTICS

Show call activity on wallboards. Generate a range of performance reports and dashboards to measure the success of your call handling.

SHARED VOICEMAIL

Shared Voicemail facility complements call forwarding by enabling users to define a shared voicemail box for all or a group of phones.

NEVER MISS A CALL

Divert calls to another number or Voicemail when you're on the phone or away from your desk. Includes external and mobile numbers as well as other phones on your network.

Use Call Forwarding to set other numbers on your network to ring when your phone rings, 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.
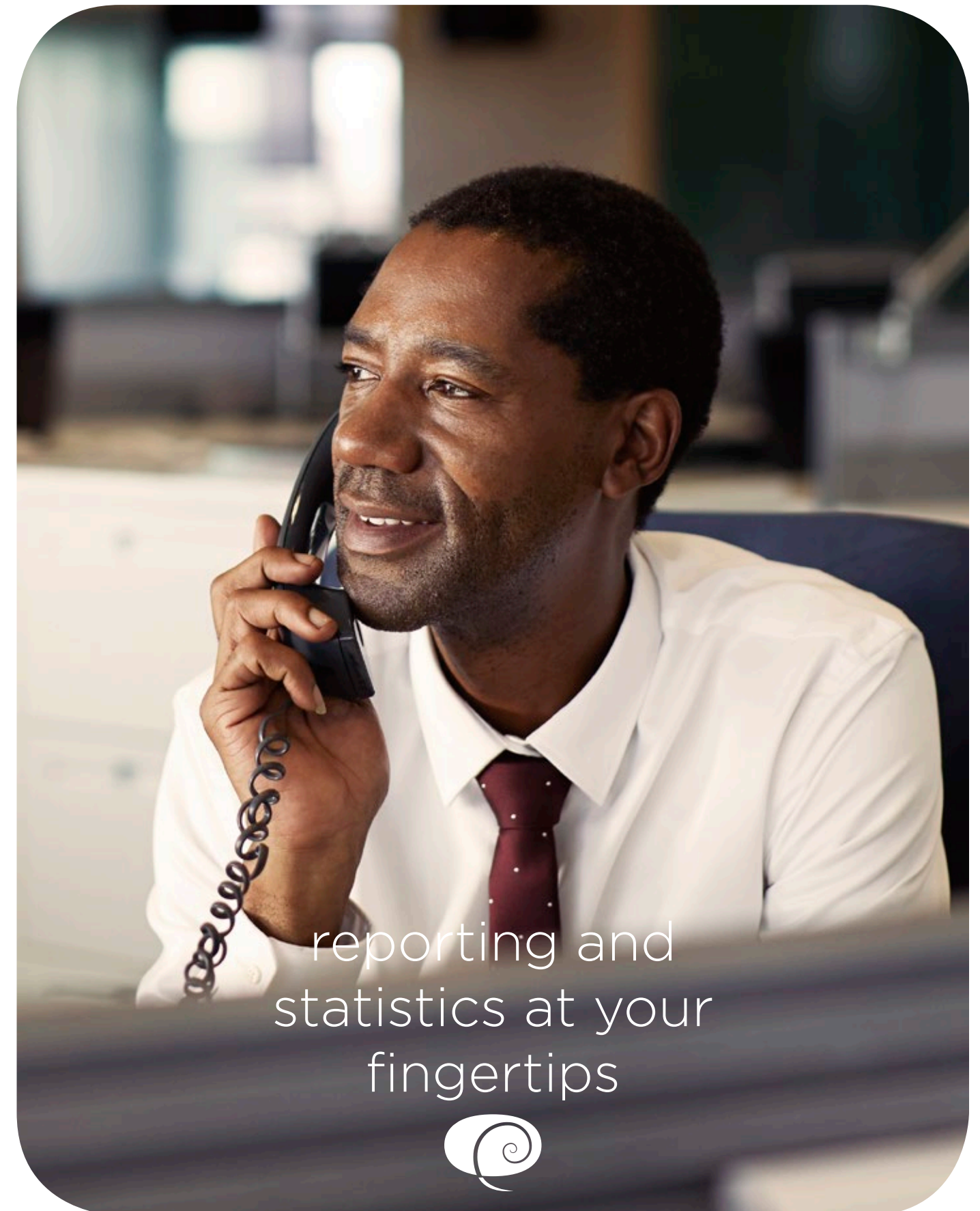
reporting and statistics at your fingertips

NEVER LOSE A CONTACT

Know when you have a message waiting with on-screen 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 and company Address Books.

Never forget to make those important calls – use Events Diary to set reminders against your Address Book entries.

WORK EFFICIENTLY

Have all your internal and external telephone numbers quickly to hand with Address Book – 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.

Use quick dial Short Codes for your everyday numbers.

Bring a colleague in on a phone conversation with Three-way Call and forward important Voicemail messages easily to handsets or emails.

Access your Fax messages on-line or by email.

Protect your precious time with Do Not Disturb and Block Anonymous Calls.
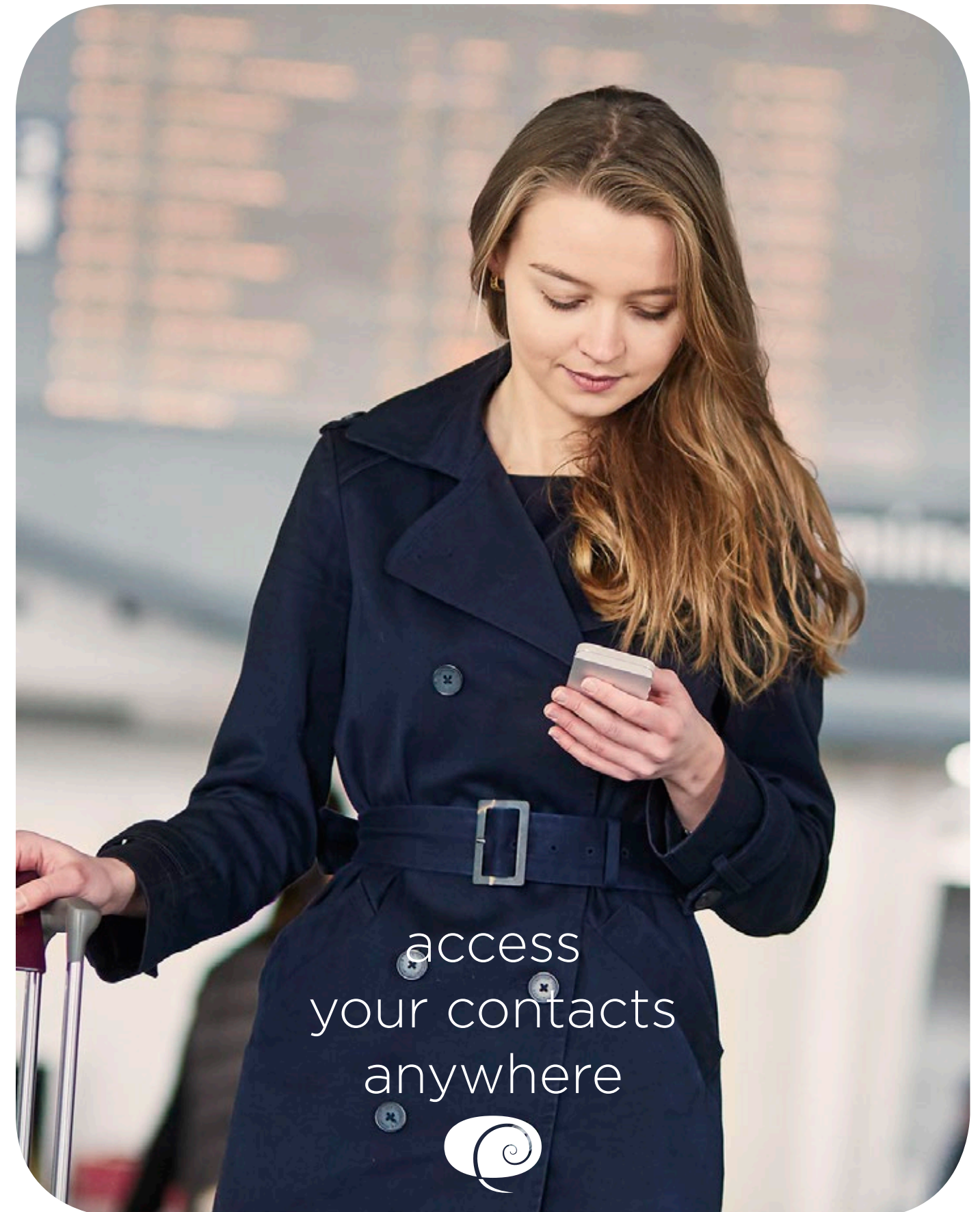
DON'T FEEL TIED TO YOUR DESK

Forward your calls to any internal phone, your mobile or external phone.

Access Voicemail from any internal phone, your mobile, 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 contacts
anywhere

PROMOTE YOUR COMPANY IMAGE

Help your customers' calls get through with Call Groups.

Let your callers know they're connected with Music on Hold.

Route your callers to the right people with Auto Attendant.
(Gold package option)

Perfect and review your telephone responses with Call Recording.
(Gold package option)

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, network or system failure.

Help emergency services find your location with handset registration.

TAKE CONTROL OF YOUR COMMUNICATIONS

The powerful administrative features make managing the phone
network and monitoring costs and performance a quick and easy job.

- Update, add and remove users
- Set up call groups, shared voicemail boxes and music on hold
- Monitor your call history, create and download reports

- Track and bar unauthorised calls
- Create a shared company address book and automatic internal directory
- Prevent abuse and guard against fraud with simple barring
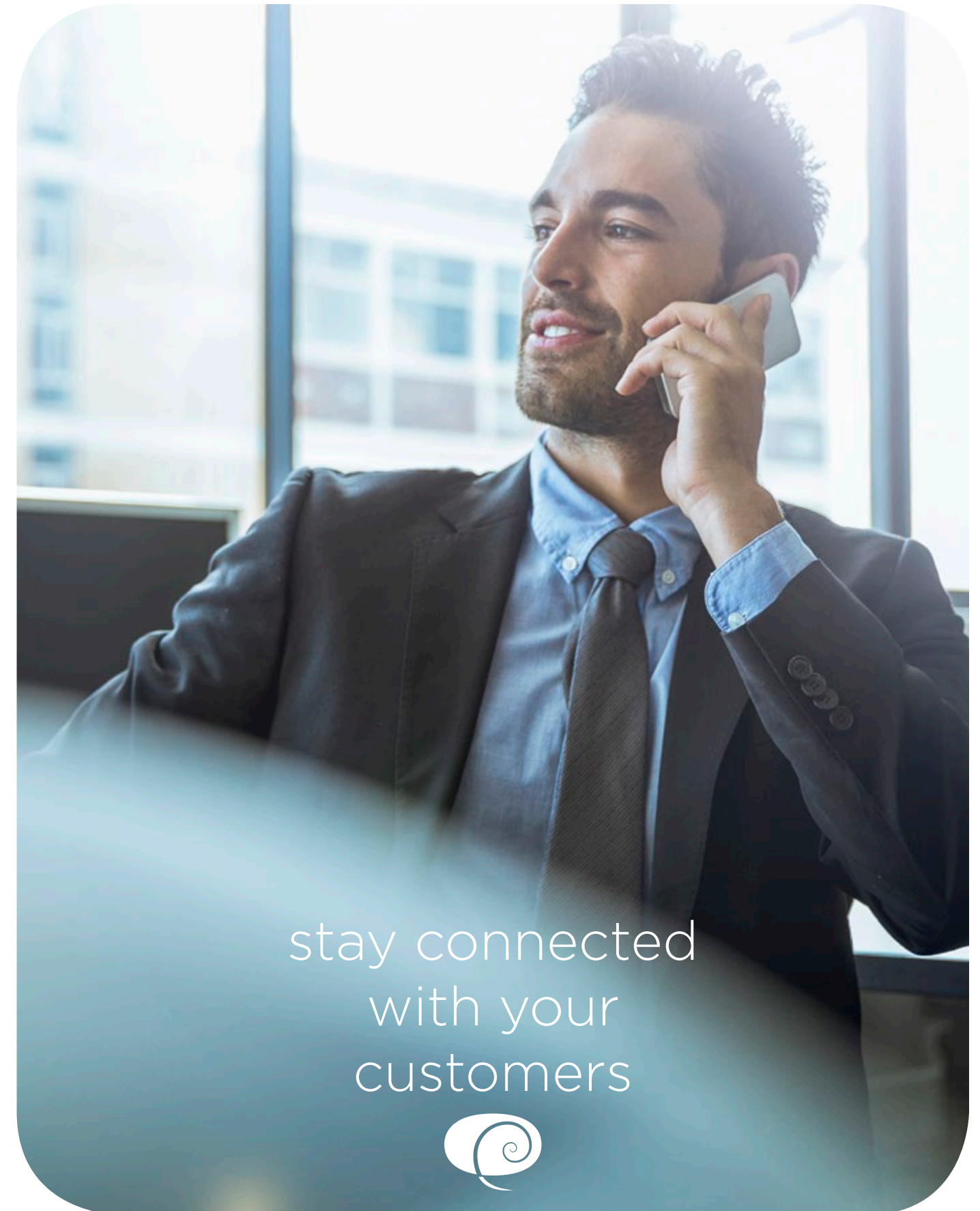
stay connected
with your
customers

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.

RANGE OF DECT OPTIONS

RANGE OF CONFERENCE OPTIONS

POLYCOM VVX400
FULL RANGE OF
POLYCOM VVX SUPPORTED

YEALINK T46
FULL RANGE OF
YEALINK T4X SUPPORTED

CISCO 7821
FULL RANGE OF
CISCO 78XX SUPPORTED

YEALINK T49

INTEGRATED SOFTPHONE

PLANTRONICS SAVI 440
RANGE OF HEADSETS AVAILABLE

CISCO 8851
FULL RANGE OF CISCO 88XX
SUPPORTED

SWITCHING TO VENTURE 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 Venture 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.

Venture marked a new direction for Armstrong Bell. It is a radical re-envisioning of the way hosted IP telephony can be delivered.

AT THE HEART OF VENTURE 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

VENTURE FEATURE LIST

DO NOT DISTURB

CALL HOLD

CALL TRANSFER
- Call transfer attended
- Call transfer unattended
- Call transfer blind

CALL DIVERT
- CD Always
- CD Busy
- CD No answer

CALL FORWARDING
- CF Always
- CF Busy
- CF No answer
- CF Sequential
- CF Parallel
- CF Overflow PSTN, AA, CQ, VM

EXTENSION DIALLING
- Short code dialling

LAST CALLER
- Spoken call history
- Call return
- Call redial

CLICK 2 TALK
- CTI
- Clipboard dialling

MUSIC ON HOLD
- Upload your own files

CALL PICK UP
- Group pick up
- Call pick up directed

CALL PARK
- Use bays for easy retrieval

NETWORK FAILURE
- Network failure per user
- Network failure per company

CALL WAITING

BUSY LAMP FIELD
- Line monitoring

MOBILE TWINNING
- Mobile to desk phone

VOICEMAIL
- User
- Group
- VM to email
- VM to SMS

FAX TO EMAIL
- Access faxes via the portal

LDAP
- Company directory

CALL GROUPS
- Pick up
- Forwarding
- Reporting
- Sequential ring
- Simultaneous ring

ADDRESS BOOK
- User
- Shared
- Company

EVENT DIARY
- Set diary to email reminders

CALL HISTORY
- Calls Made
- Calls Received
- Calls Missed
- Call Search

TIME BASED ROUTING
- Multiple calendar/schedule
- Call management planner

CLI PRESENTATION OPTION
- CLI selection on outbound calls

3-WAY CALLING

CALL RECORDING
- With option to automatically download and archive

AUTO ATTENDANT
- Queue calls and announce position in queue

EXTENSION MOBILITY
- Hot Desking (Cisco 7800 & 8800 Series only)

PHONE BUDDY
- Presence status and away when idle
- Directory with company, private and external contacts
- Instant messaging service
- SMS service
- Send alerts to your contacts
- Web portal access
- Call history access
- VM retrieval, playback and callback
- Call recording retrieval
- Skype for Business status sync and outdial
- CRM Integration: Base, Dynamics, Outlook, Salesforce, Zendesk, Zoho - plus generic option for your own platforms.

PHONE BUDDY ENHANCED
- Presence based integration across devices (Ringing, On a Call, DND)
- Call control telephony (Answer, On Hold, Transfer)

DIAGNOSTICS
- Phone status
- System diagnostics

MISCELLANEOUS
- Pin-protected outbound dialling
- Present any outbound number
- Broadcast call (Yealink)
- Broadcast call (Cisco)

WEB PORTAL ACCESS
- User access
- Administrator access

WALLBOARDS
- Call Overview
- Inbound calls
- Outbound calls
- Agents Inbound calls
- Queued calls

REPORTING & KPI
- Dashboards:
- Per user
- Per group
- Per company

SOFTPHONE
- PC & Smartphone app

VIDEO CALL
- Polycom, Yealink, Panasonic (check for Supported handsets)

CONFERENCE BRIDGE
- Range of conferencing facilities

PRIVACY
- Caller Identity Blocking
- Block anonymous calls
- Block anonymous divert
- Block anonymous reject
- Block anonymous divert to voicemail

SECURITY
- Highly secure platform
- Bar usage at company level
- Set maximum call volumes

CALL BARRING POLICIES
- Per user
- Per company

VENTURE
HOSTED VOICE THAT DELIVERS

Greenbox, Westonhall Road, Bromsgrove. B60 4AL
01527 834850   info@armstrongbell.co.uk

www.armstrongbell.co.uk