CLOUD TELEPHONY

THAT MEANS BUSINESS

FROM 1 USER TO 1000, AND FROM LESS THAN £8.00 PER USER PER MONTH, OUR HOSTED TELEPHONE SYSTEM WILL GIVE YOU THE PROFESSIONALISM AND CAPABILITY OF A FULLY-FEATURED TRADITIONAL SYSTEM, WITHOUT THE ONGOING AND UPFRONT COST.

Soft-Works Cloud operates across your existing internet connection. If you don't already have this in place, we can supply you with our Assured Broadband service which will guarantee your call quality.

No line rental and greatly reduced call costs will ensure an immediate saving over your current system.

Users can be added according to your needs, and you can grow in to the system one user at a time with no limit on expansion.

Better still, Soft-Works Cloud is fully supported by us, and with this you gain the peace of mind that we'll be on hand in the event of a problem, or just when you need a little advice.

SOFT-WORKS.co.uk

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SOFT-WORKS CLOUD IS THE PERFECT SOLUTION FOR SMALL BUSINESSES RIGHT THROUGH TO MULTI-SITE CORPORATIONS. SOFT-WORKS CLOUD IS AFFORDABLE, FLEXIBLE AND PROFESSIONAL!

WHAT ARE THE BENEFITS?

No line rental
With the savings made on your line rental and call costs we can deliver the new solution without affecting your bottom line.

No monthly licence cost

Voice optimised broadband
We can provide a connection guaranteed to support your phone calls.

Your existing telephone number
Your number will be transferred onto the new telephone system so there will be no need for a change, (even if you move out of the area). This makes it easy for your customers to stay in touch.

Any UK area code
Users can have a telephone number from any location in the UK.

You can never outgrow it
Extra users can be added at any time with no limit.

It is fully scalable
The system can cater for businesses of any size, irrespective of whether you trade from a single site or many offices.

Improved call management
We can automatically redirect your calls to any chosen number should your phones go offline.

Moving premises?
Simply take the phones with you. No expensive set up costs and no physical telephone systems.

Future-proof system
You will not have to replace the system in a few years to get the latest features; you will automatically receive the latest upgrades.

Built-in fraud protection

Disaster recovery
Our system is hosted on servers in seven different locations, so in the event that one of our servers fail, one of the others immediately takes over.

Full local support
We will be on hand in the event of a problem, or just when you need a little advice.

SOFT-WORKS CLOUD CAN PROVIDE YOU WITH THESE GREAT FEATURES :

MOBILE PAIRING
Sync your mobile with your office handset never miss a call

EXTENSION
Reach people in 3 or 4 digits, wherever you are

UNIFIED VOICEMAIL
Pick up all your voicemail from any device, anywhere

MULTI-LOCATIONS
Connect your offices across the globe with a single phone system

CALL RECORDING
Record and archive all inbound or outbound calls

UNLIMITED CONFERENCE CALLING
Set up a private virtual conference room with external dial ins

CALL QUEUING
Never lose a customer when you've got them on hold

CALL GROUPS
Direct calls super effectively and never miss a call

LAND LINE NUMBERS
Give customers a local number that goes straight to your mobile

AUTO ATTENDANT
Handle calls professionally and efficiently

EMERGENCY CALLING
Call 999 or 112

MOBILE APPS
Manage the whole phone system from your smartphone

CLICK TO DIAL
Initiate calls straight from your computer

HOT DESKING
Switch desks in shared office environment

SPEAKERPHONE PAGING
Call out to all extensions

CALL PARKING
Park calls to a specific location

CALL MONITORING
Full suite of services to analyse team performance

CALL MANAGEMENT
Top-of-the-range features that make call handling a breeze

ONLINE ACCOUNT MANAGER
Manage it all online in one easy place

FAX
Send and receive fax by email

WHICH PHONES ARE RIGHT FOR YOU?

ADD OUR RANGE OF PROFESSIONAL OPTIONS AND GET EVEN MORE!

CRM + INTEGRATION
Fully integrate with your CRM system

ANDROID & IOS MOBILE APP
Take your extension with you

DESKTOP COMMUNICATOR
Desktop integration for both PC and MAC

CALL RECORDING / LOGGING
Unlimited flat fee recording and reporting

INCLUSIVE CALLS
2,000 minutes - local, national and mobile calls per user per month

PAYMENT OPTIONS

You can either purchase the system up-front to include all of your licences for three years, or we can provide you with a three year rental agreement.

At the end of the three year term you own all of the equipment and can continue to rent the service from us for a small fee.

C48 FOR RECEPTION AND KEY PERSONNEL

Colour backlit touch screen display with 28 Line Keys. Dedicated Redial, hold & Transfer Keys, Speakerphone and Headset port. Supports full hands free and Bluetooth Headset compatible. Provides call history: dialled/ received/missed/forwarded calls.

C46 FOR FREQUENT USERS

Colour backlit display with 10 Line Keys. Dedicated Redial, hold & Transfer Keys, Speakerphone and Headset port. Supports full hands free and Bluetooth Headset compatible. Provides call history: dialled/ received/missed/forwarded calls.

C41 FOR STANDARD USERS / HOME OFFICE

Black and White Backlit Display with 6 Line Keys, Dedicated Redial, hold & Transfer Keys, Speakerphone and Headset port. Provides call history: dialled/ received/missed/forwarded calls.

C52 FOR STAFF WHO AREN'T TIED TO THEIR DESK

Colour Display with a range of up to 300m. Users can Hold and transfer and have full Hands-free with message waiting lamp, low power consumption means loads of talk time. Provides call history: dialled/ received/missed/forwarded calls.

All of our handsets can be mixed and matched to suit the needs of your team

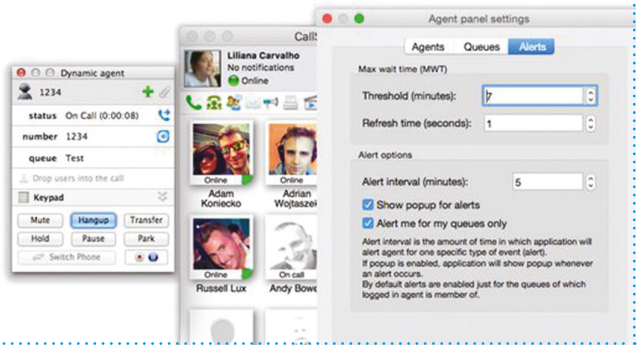
Contact us to find out more :

t 01392 640020 w soft-works.co.uk e info@soft-works.co.uk

SUPERVISOR AND AGENTS

Our Communicator's Supervisor Edition is a real-time hub for monitoring and managing calls and agents. It displays real time call and agent status and allows the supervisor to 'enable' and monitor agents.

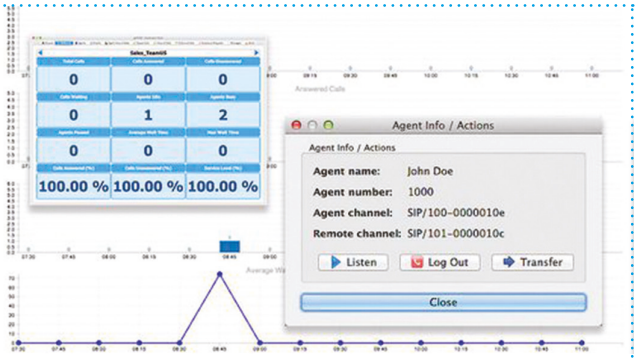
It includes functionality to monitor and manage calls and performance, plus allows supervisors to receive escalated calls.



REAL TIME AGENT MONITORING

Real Time Monitoring means managers can oversee and track Agent calls as they are carried out, so they can act on real time information during every call.

Analytics are used to track Agent attainment, oversee calls between customers and Agents, and deliver fast, efficient performance feedback.



CONTACT CENTRE WALLBOARD

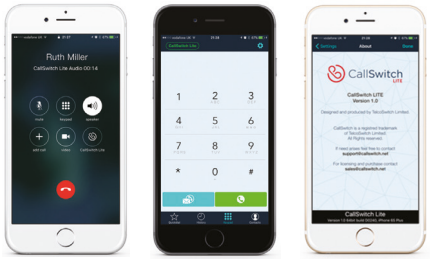
Our wallboards provide simple, targeted information for all of your Agents in seconds.

They help keep Agents up to date with situations as they develop, while allowing them to remain focussed on the job in hand.

MOBILE APP

Our mobile application is specifically designed to take your communications to a whole new level.

Its main purpose is to enhance and simplify your day-to-day communications experience.



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