



INNOVATE • SOLUTIONS



HOSTED TELEPHONY

Service Definition



Hosted Telephony Solutions

Why Hosted Telephony?

As business environments change, so does our communication habits. Telephone services are becoming much more than dialing a number. Employees and C-Level are demanding more and more easy to use features that they are familiar with when using a tablet or mobile device on the go.

Traditionally such features are extremely expensive for on-premise phone systems, especially if it's a few years old.

These costly telephony systems require dedicated data centre space, on call resources, big equipment, overpriced desk top phones, and lots of wiring to connect to your local carrier. Our solution is highly scalable from a single unit through to 1000+ extensions with full resilience across 2 locations, fully redundant and 99.999% availability.

Here are just a few of the list of “out of the box” benefits:

- Lower Hardware and Service costs
- Centrally Managed Multi Sites
- An easier Customer Experience
- Business Continuity
- Full Mobile Integration
- Full Call and Text Statistics
- Call logging
- Number Retention
- Call and Text recording
- Multi Network SIM





Is there a catch?

Switching to a Hosted Telephony System is a no brainer. With lower capital investment, excellent financing opportunities and a lower cost of ownership, your organisation can still enjoy quality voice services along with an extensive list of value added benefits.

Invo have enhanced the standard offering of Hosted Telephony by offering a further integrated set of advanced services including call recording and full analytics, along with Mondago's established CRM/Skype integration software as part of a range of options.

Another very exciting option is FMC SIMs, which allow the SIMs to be a simple extension of the system. Through this fully fledged FMC we are able to record all calls and texts, plus offer storage and analytics. These FMC SIMs are also cross networking and will work on O2, EE & Vodafone, giving enhanced coverage nationwide as a result.

We also provide call recording/call analytics and CRM integration and can also supply a range of IP desk phones. The range includes an everyday IP phone, an executive IP phone and a truly fabulous 7" touch screen phone at a very competitive priceplus we are in control of the firmware which de-risks many of the issues found by other Cloud PBX providers. We see FMC as the growth in Hosted Services.

Self Managed Solutions

Self Managed Solutions

Flexibility is key to any organisation success. We have listened to our Customers and built our Hosted Telephony service on what they require and top of the list is flexibility.

We developed our systems to ensure full online and mobile management suite of services was available to all our Customers deploying our Hosted Telephony solution.

Our unique overlay software works by incorporating into our customer websites where they can login and manipulate all the major features and settings no matter where they are in the world.

We've even developed the system to manage a full Ecommerce, select, auto bill, dispatch and payment system.



The system also enables our customers to provide a front end portal for their customers to self manage their own account including features such as self-managed "AutoAttendant", "Call Management" and "Account Management".



Overlay Dashboard

DASHBOARD

WELCOME TO YOUR DASHBOARD

Hi Martin,
Welcome to your Dashboard. From here you can Top-up your Live Balance, make Speed Dial calls from your Phonebook, make Callback Reminder notes and monitor Active Calls, Extensions and your own live Balance. System Administrators can add additional widgets as well as move, edit or remove existing widgets on display.

Account
Catherine
+441134324234
catherine@tms.com

Extensions Summary

Status	Extension	Name
	102	Martin
	103	Duncan W
	104	Helen B
	105	Suzanne
	106	David
	107	Duncan M
	108	Leo
	109	Raph

Available

Not Registered

Callback Reminder

Save

ACTIVE CALLS +

RECENT CALLS +

COMPANY PHONE BOOK +

Call Data Records

Home / My Account / Call Data Records

CALL DATA RECORDS

From here you can Search for and View records of your calls and transactions. You can Search Records by date and either download or display the results. You can see at a glance both a Summary of, and the recent Detail of your Voice Calls and Call Charges plus any Credits or Adjustments that have been made.

CALL RECORDS

Search Records

From: 09/03/2017 19:30:47

To: 09/04/2017 19:30:47

Show Result Download CDR'S

Voice Calls

Caller Destination Date&Time Duration Cost (GBP) Voice Recording

Duncan W	*S9102	07/04/2017 11:35:21	00:00:04	0.00	🔍 🗑️
Mobile4	Martin B	07/04/2017 11:35:21	00:00:04	0.00	🔍 🗑️
441z	012	07/04/2017 11:35:21	00:00:04	0.00	🔍 🗑️

Voice & Text Recording Settings

Account ID	Outgoing		Incoming		Redirected	
Main	ON	OFF	ON	OFF	ON	OFF
Martin B	ON	OFF	ON	OFF	ON	OFF
Duncan W	ON	OFF	ON	OFF	ON	OFF
Helen B	ON	OFF	ON	OFF	ON	OFF
Suzanne	ON	OFF	ON	OFF	ON	OFF
David	ON	OFF	ON	OFF	ON	OFF
Mobile1	ON	OFF	ON	OFF	ON	OFF
Mobile2	ON	OFF	ON	OFF	ON	OFF
Mobile3	ON	OFF	ON	OFF	ON	OFF
Mobile4	ON	OFF	ON	OFF	ON	OFF
Mobile5	ON	OFF	ON	OFF	ON	OFF
441	ON	OFF	ON	OFF	ON	OFF

Number Management

MANAGE NUMBERS

Registered Numbers

Number (or) Country (or) City (or) Name

Number	Country	City	Forward Destination	Actions
+44	UNITED KINGDOM	Abingdon	Mobile forward	🔍 🗑️
+44				🔍 🗑️

Premium Analytics

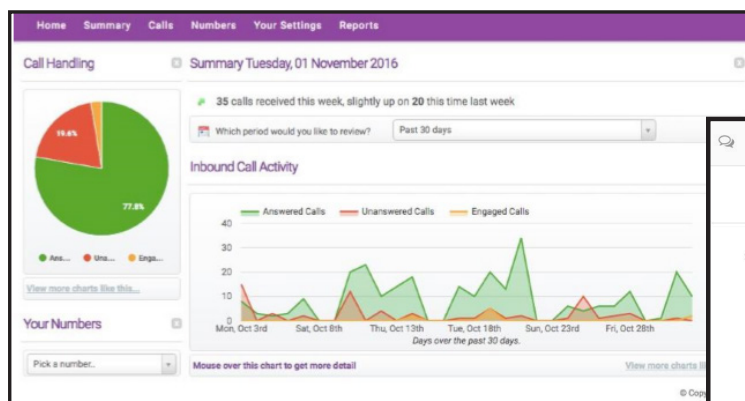
Reporting and Analytics

Traditional reporting and analytics systems stop at Call recording - and on top of this they even cap the number of minutes you have available each month.

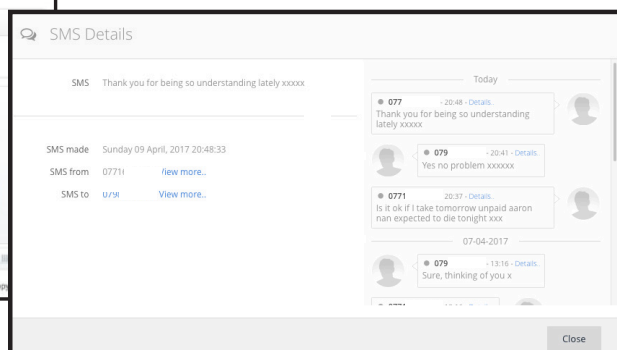
With our solution we provide as standard a rolling 59 days for Call recording. However what we have also developed is the ability to record everything. Every call for mobile, desk and text for as long as you like. Making this a low cost solution for organisations to deploy.

Once you select the “Call Everything” option - our systems will record everything and includes an unlimited lifetime storage or all recordings including PCI compliance - if thats what you need?

Full Detailed Analytics Suite



Text Recording



Mobile Integration

Fully Mobile Integrated

Our solution was built for mobile. That means we will always continue to develop services and solutions that fit all your organisations mobile and workforce needs.

We have created a Multi Network SIM, across O2, EE and Vodafone - so no matter where you are your mobile will pick the best network available - automatically.

We have included all the regular PBX features into our mobile solution including One Voicemail, Central Control, Phone Destination tracking, Call Bundles, all Calls and Texts recorded, includes off site workers as if they are in the office with Unified Communications mobile extension dialing, we even enable your mobiles to be part of your main number hunt groups - all across your existing Mobile phones.

Our mobile solution includes integration with Skype for Business and a large number of other industry used CRM systems, along with being PCI compliant on the move, all our services focus on productivity and flexibility - making our Mobile solutions - unique.



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Invo Solutions Limited
Normandy House, 305-309 High Street
Cheltenham. GL50 3HW
Vat No: 876 9083 67
Invo Solutions Limited Registered in England and Wales.
Registered number 05657854
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