



## EASY CONTROL OF YOUR FIXED AND MOBILE TELEPHONY

Voice over IP (VoIP) technology allows calls to be carried over data networks instead of traditional analogue or digital lines by using an alternative form of IP-compatible phone system. More scalable, cost effective and resilient, these new systems provide the complete functionality of a phone system without a traditional PBX.

SMART-Voice is a complete communications service for businesses of all sizes. With an extensive range of fixed and mobile telephony capabilities SMART-Voice enables you to manage your environment while enabling your users to maximise their productivity. SMART-Voice features:

- Call handling and management facilities.
- Call recording for training or compliance.
- Desk and mobile phone integration.
- Free site-to-site calls.
- Very competitive call rates.
- No major hardware investment required.
- Total flexibility of number choice.
- Business continuity built in.
- Easy to use administrator web interface.

### **ONE NUMBER - ANYWHERE**

SMART-Voice seamlessly integrates your fixed and mobile capabilities so that you never miss a call. People who want to reach you dial one number to call your desk and mobile phones simultaneously.

You have the ability to move ongoing calls from one phone to another without hanging up and, for added convenience, both phones share a single voicemail.

The SMART-Voice service is ideal for organisations with multiple sites. Because the service is provided centrally, you don't need an expensive system on each site. We connect your branch offices together and site to site calls are free. And, to make life easy, everyone shares the same dial plans and directories.

Unexpected events will not disrupt your ability to handle calls. Business continuity features move your services to a backup plan that can divert calls to different locations without loss of functionality or expensive call forwarding costs.

### PLEASE CONTACT US

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## EASY TO ADMINISTER AND CONTROL

Our easy to use web portal gives you access to vital information and enables you to quickly configure the system to meet your changing needs.

### Flexibility

If your people are on the move at the click of a mouse they can tell the system where their calls should be sent. And, if they miss a call, they can pick up their voicemail no matter where they are.

### No hidden costs

SMART-Voice is a resilient, on demand telephony service with no hidden costs and no requirement for any major hardware investment.

## WHY SMART-VOICE?

### 1. Premium handsets

SMART-Voice provides high standards of phone interoperability with a choice of handsets from a range of manufacturers.

### 2. An easy-to-use web interface providing feature control and valuable user information

SMART-Voice provides a positive user experience for both using the service and monitoring its performance.

### 3. Reliable and secure IP network

Quality of service, scale and reliability are important to us. In addition to the network, we can easily and quickly transfer your existing phone numbers onto the SMART-Voice platform.

### 4. Broadsoft call controller platform

Supporting millions of business users worldwide, the world's leading call controller platform from Broadsoft sits at the heart of SMART-Voice. This provides the broadest feature set and has a sole focus on delivering the richest user experience in Unified Communications.

## HOW DOES IT WORK?

### Easy to use interface

SMART-Voice provides a broad range of call handling features that are accessed via the web. The dashboard gives you convenient access to information such as your call history, voicemail and recorded calls. Personalised settings are quick and easy to set, ensuring your calls are handled effectively.

### Call recording

Record inbound or outbound calls for compliance, customer service or audit purposes. This optional feature allows secure online access to file storage and retrieval of call details. You can set the service to record some calls, all calls or record calls on demand.

### Administrator interface

SMART-Voice provides IT managers with a powerful administrative management capability while giving employees freedom to control calls quickly and effectively. Set up is quick and easy and you can choose to pass down control to the user or you can retain control of the individual user features.

### Auto attendant

You can use Auto attendant to provide callers with call routing options for different areas of the business or create announcements to inform callers of details such as opening hours and website address when the office is closed.

## FLEXIBLE ENOUGH TO MEET YOUR NEEDS

SMART-Voice is a flexible service, which allows you to select the features most appropriate to your business needs. In addition, a range of optional features can be bolted on to suit your needs.

We host the SMART-Voice service on your behalf, which means there are no expensive maintenance or running costs.

You pay for what you use on a simple per-user basis

**Graham McLean, Managing Director**

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