

CLOUD VOICE

OUR CLOUD HOSTED VOIP PRODUCT



WHAT IS CLOUD VOICE?

Cloud Voice is a fully hosted and managed High Definition (HD) IP telephony service. The service is run on BT's highly resilient and secure next-generation network and provides the functionality of a high-end telephone system but with no physical on-site switch.

To connect to Cloud Voice, you simply require a reliable voice quality IP connection. We believe that call quality is paramount, which is the reason why we offer dedicated voice over Broadband and Ethernet circuits.

For those businesses with multiple sites, we provide Ethernet circuits to ensure maximum call quality securely linked by our Virtual Private Networks (VPNs). Importantly, Cloud Voice call traffic bypasses the public internet entirely, ensuring absolute quality of service for your customers.

WHO COULD BENEFIT?

Cloud Voice is suitable for businesses of any size with single or multiple sites. We can scale from the very small single office to multisite networks or indeed large corporate headquarters, providing seamless, reliable, predictable and hassle-free levels of communication functionality.

THE BIG SWITCH OFF

Openreach will be switching off their telephone network in December 2025 and everyone will need to be on a VoIP product by then. If you are currently using anything else, please get in touch ASAP.

WHAT IS INCLUDED?

Each licence comes with the following:

- Unlimited free on-net calls
- 5000 minutes of calls to UK mobiles/landlines
- Advanced hunt groups
- Number porting. Retain existing numbers
- Voice messaging (voicemail to email)
- Unlimited levels of auto-attendant
- UC Business mobile application
- Go Integrator Lite
- Self Service Portal
- Service Assurance Portal
- End-to-end service

ENHANCED FEATURES

At a small additional cost, any of these can be added:

- MeetMe Conferencing
- Call Centre functionality and monitoring
- Call recording with 6 months storage
- CRM Integration – Go Integrator DB
- In-depth call analytics
- Yealink and Polycom handsets

