



Hosted Voice

THAT'S SIMPLE TO USE



It just works...

Entanet's Hosted Voice service (still often referred to as hosted VoIP) allows you to use an Internet connection to make or receive telephone calls. Our service suits businesses that want to control their costs, easily manage their infrastructure and have the confidence in a system that just works.

Managed from an intuitive and incredibly easy to use web portal, you don't need to be technically minded to make our IP Voice services work for your business - nor do you need costly training. The portal is also mobile friendly to enable management of users or lines from any location and using any current device, leaving you free to spend time on the activities that make the greatest difference to your business.

We also understand that network performance is crucial to ensure call quality; and ours has a long pedigree. Our broadband network - over which voice traffic is always prioritised - is monitored and maintained 24/7 by our own Network Operations Centre to provide a reliable service that you can count on. Plus, as part of our commitment to affordability without surprises, we won't charge you any setup fees - you'll pay only for what you use. All of this makes our Hosted Voice the right choice for any business of any size.



Looking for SIP?

Our Session Initiation Protocol (SIP) service is the perfect solution for those who just need call termination, and is equally easy to order.

Find out more:



0330 100 3550



www.enta.net/SIP

Reasons to choose ENTANET'S HOSTED VOICE

For you as a channel partner...



Easy to sell. Hosted Voice is the ideal platform on which to build a profitable hosted voice business. From an affordable cost base, you can benefit from great margin opportunities that exist with a product that practically sells itself.



Easy to set up, easy to use. Users have complete control over their phone system through a mobile friendly web portal that's incredibly easy to use. Being web-based means any changes made take effect within seconds.



Stand out from the crowd. Our service has been handcrafted by our in-house software development team on open source code foundations from FreeSWITCH and OpenSIPS, providing crucial differentiation in a Broadsoft-dominated market.



And there's more to come... We'll also add new features on a continuous basis so you won't experience any delays caused by the carrier's roadmap.

For your business customers...



Ultimate flexibility. We don't set limits on the number of seats per installation, meaning that the telephony estate can grow or shrink in line with business demands.



Affordable call rates. Calls over IP are cheaper than standard telephony, reducing their outlay from the outset, or choose call bundles for even better cost management.



No hidden costs. Your customer will pay only for the number of seats and calls made ensuring real control over their monthly spend.



Work from wherever you want. Your customers can log in to IP Voice from any location, giving them the freedom to work from home, pop-up premises or even the beach if they prefer.



Business continuity built in. Being hosted in the cloud means if the business premises are affected by a disaster, the business can continue to function as normal from any other location of their choosing.



No tie-ins. We believe in being flexible so our Hosted Voice service is available with 30-day contracts. We have a handset recommendation for a "it just works" experience, but the choice is entirely your customer's.

Key features

As well as free 'on net' calls and competitive 'off net' rates, we have all the features your customers need, with no unnecessary complexity - we've built our platform to be easy to sell and easy to use.



WORK SMARTLY

- » Present a "big company" image with an **auto-attendant** acting as virtual receptionist to route calls to the team of your choice, with fully flexible **time of day routing** to cater for holidays and special events
- » Advertise your services with **customised on hold music** - (.WAV or .MP3 files supported) giving real flexibility
- » Each extension can present any of your DDI numbers to give **CLI flexibility** and ensure callbacks are directed to reception if required
- » Never miss a call with **Voicemail**
- » **Forward calls** to your mobile if you're out of the office so you never miss a call; **one number anywhere**
- » VoIP is ideal for **home workers** as it cuts the traditional telephony tie to a location; you can even set up a client on your mobile phone
- » 20+ **porting agreements** in place to retain your customers' established numbers



WORK AS A TEAM

- » Easily **transfer calls** between extensions
- » See which colleagues are free using **busy lamp fields** on supported handsets
- » Create **hunt groups** with progressive, sequential, ring all, round robin and agent with least talk time strategies to allow teams to manage incoming calls effectively and optimise staff utilisation
- » Create **call queues** to play music while customers wait for the next available team member to help deliver service excellence
- » Each user has access to a simple web portal to **manage their status, voicemail and call actions** such as logging out of a hunt group when taking a break.



WORK SECURELY

- » Hosted VoIP enables **business continuity** as standard; you can take calls from any location with power and connectivity in the event of a disaster at your premises
- » **Call privileges** allow you to manage cost by barring users from making any outgoing calls, or to mobile numbers, international numbers and/or premium rate numbers
- » Voicemail retrieval can be secured with a **personal identification number**
- » **Call history** gives you control over where your money is being spent; our CDRs are in the industry standard FCS format for ease of analysis
- » **Record calls** for training and compliance purposes
- » As well as **daily and monthly credit limits** for your peace of mind, our solution employs continuous monitoring of call patterns to help stop fraud at source