



## Hosted services

# FeaturePlus

Small businesses, branch offices and mobile workers can improve service and performance without increasing staff numbers. This hosted system uses corporate-quality telephone features, but is affordable and easy to use.

- Affordable hosted telephony system - alternative to PBX phone system
- Save money by making and receiving calls over broadband
- Flexibility for small teams or organisations with remote / home workers
- Helps enhance customer service and performance
- Smart features include call diverts, SMS alerts and voicemail-to-email

### How it works

FeaturePlus is a more affordable alternative to PBX phone systems. It combines the power of traditional telephony, mobile technology and the internet to help ensure that every call is captured, giving every opportunity to provide a responsive service.

The system has a wealth of features and an emphasis on customer control and administration, allowing you to configure it exactly to your business requirements, even if these frequently change.

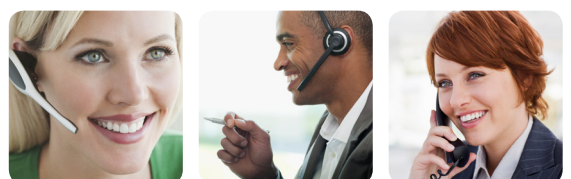
With this versatility, you can manage your business more effectively and enhance customer interaction, at a price you can afford. The service can be provided with either analogue or IP phones to suit your preferences and size of offices.

### Who is it for?

FeaturePlus is ideal for smaller teams, departments or organisations that sometimes find it a challenge to be 'always available' when their customers call.

It's also ideal for companies that have remote workers or home-based employees that can be difficult for callers to reach.

Typical users would be branch offices, franchised businesses, temporary sites, dynamic businesses wanting flexibility, and companies wishing to improve customer contact.



FEATUREPLUS 



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# FEATUREPLUS

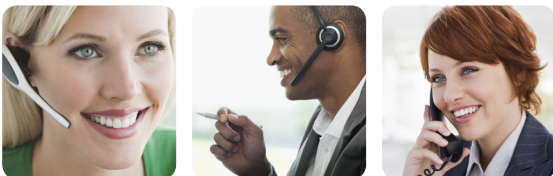
### Take a closer look

With FeaturePlus, you can make major cost savings on your telecoms, because calls are directed over a broadband connection (often an additional connection). Internal calls at the same location are FREE and there's also no cost for site-to-site calls to other FeaturePlus-enabled offices within your organisation.

FeaturePlus can be controlled from an easy-to-use online panel which enables you to create or remove accounts, decide how to transfer calls and reach remote/home-workers. You also have the ability to divert calls to mobiles, send SMS text alerts, play music when callers are on hold and even record calls. The web-based controller also provides real-time call statistics so your business can adjust levels of service cover as appropriate.

### A choice of phones

FeaturePlus is provided with the latest Cisco IP phones, or alternatively we can connect you using your existing analogue handsets. Choose the phone that is right for your organisation - see our separate sheet with all the features on the Cisco handsets available with this service.



### Benefits

- Highly-attractive and more affordable alternative to PBX phone systems.
- No capital outlay.
- Plug-and-play hardware.
- Costs can be managed better and reduced.
- FREE calls to other FeaturePlus numbers at your location and FREE site-to-site calls.
- Improves call handling, increases flexibility and sharpens the performance of your organisation.
- Call recording and music 'on hold' worth £30 a month provided as standard.
- Ability to keep existing phone numbers and handsets (or buy new IP phones).
- The service can 'grow' with your needs.
- Everything is managed by you via an easy-to-use online control panel.
- FeaturePlus is a 'hosted' service, so we take care of all maintenance costs.

### *Interested?*

To find out more information on this and other products, please call

**0800 107 7017**

