



Revolutionise  
the way you  
**Communicate**  
VoIPOffice Hosted Edition



**Telappliant VoIPOffice™ Hosted Edition is the next generation call management solution providing ultimate flexibility and features, all via a high speed Internet connection.**

**VoIPOffice™ Hosted Edition provides all of the benefits of an IP PBX platform, but without any on-site hardware requirements or ongoing maintenance costs.**

**VoIPOffice™ Hosted Edition is best suited for organisations with a geographically distributed workforce and is ideal for employees working from remote locations.**



“VoIPOffice Hosted Edition provides advanced features such as Unified Messaging, Automatic Call Distribution, Virtual Receptionist, Audio Conferencing, Call Monitoring and Recording. Benefit from VoIP at remote locations by seamlessly integrating your multi-site environments into a single, unified dial plan, enabling free site-to-site calling.

With the power and versatility of the VoIPtalk™ network, you can have international presence via a wide range of readily available inbound numbers as well as benefiting from low outbound call rates.”

## benefits:

### Access through Broadband

Access VoIPOffice through a high speed broadband service. Using voice compression technology you can make 3 to 60 concurrent calls using a single Internet connection.

### No Infrastructure Required

Your existing telephone system is no longer required. VoIPOffice is a Hosted Telephony platform which means that your users simply require an Internet connection to get started.

### No Maintenance Costs

Unlike traditional telephone systems, there are no maintenance costs with VoIPOffice™ Hosted Edition. A low monthly fee takes care of all costs and includes a generous call allowance.

### Free Telephone Calls

With VoIPOffice™ calls to other extensions are free of charge, irrespective of geographical location, resulting in substantial savings.

### Great Rates to Existing Destinations

Calls to conventional landline and mobile destinations via the VoIPtalk™ network are at extremely competitive rates. UK and Europe rates start at just 1p per minute.

## Feature Highlights:

- Free calls between extensions, irrespective of geographic location
- Feature-rich and future-proof solution
- Comprehensive administrator console for easy management
- Integration with legacy technologies such as analogue and ISDN
- Fully compatible with a wide range of SIP-compliant handsets
- Integration with Outlook® and other TAPI-compliant applications
- Free calls to voice over IP users on over 1000 global networks
- Advanced features such as call recording, queuing, conferencing
- Low capital expenditure and dedicated technical support



### Integrate with Your Existing Applications

Using TAPI driver software you can dial directly from email applications such as Microsoft® Outlook®. Instantly identify your callers using optional pop-up notifications.

## Easy System Administration

VoIPOffice configuration is performed through the powerful web interface. You can define multi-level administrator access, enabling responsibilities ranging from adding extensions to modifying queue strategies, to be managed by various staff. VoIPOffice users have access to enhanced services via the online self care displays.

## Online Self Care

Online Self Care (OSC) allows VoIPOffice users to have simple and independent access to the services available to them.

Users can:

- Edit personal details
- Check / forward/ delete / move voicemail messages
- View / download call records
- Listen / download recorded calls
- Administer all vertical services: (call forward, do not disturb, caller ID etc).

## Virtual Receptionist

Also known as IVR, callers are presented with a list of spoken options. To configure VoIPOffice IVR, you simply select the item you wish to modify and then choose an action from the comprehensive drop-down list:

- Branch to another IVR tree
- Go to a Queue, Extension or Voice Mailbox
- Join an Audio Conference
- Name Directory Dialling

## Conferences

This feature allows a group of participants to talk to each other from within a virtual chat room. Using PIN-based security access, external participants can dial in via an access number. VoIPOffice users simply dial into the conference room via a local extension.

Adding conferences is easy. Simply enter a conference room name and number and choose from a range of advanced options as shown opposite.

## Call Monitoring & Recording

VoIPOffice allows call recording on all in bound and outbound calls. Call recording can be configured on a per extension basis, or via the Instant Recording option, using a short code. Real time call monitoring allows authorised

users to listen to calls in real time. The administrator sets the access rights for this feature. Call monitoring and recording features are essential for call centre environments where the supervision of agents is essential to an efficient and highly effective operation.

## Unified Messaging

VoIPOffice provides advanced voicemail capabilities:

- Email notification of new voicemail messages
- Time zone for each mailbox
- Universal voicemail access number.
- PIN Protection
- Separate Away and Unavailable Messages
- Default or Custom Messages
- Multiple Mail Folders
- Web Interface for Voicemail Checking
- Voicemail Forwarding
- Visual Message Waiting Indicator
- Message Waiting Indication

## Remote Access:

Users can access voicemail and configuration options via an external access number. For employees on the move, this feature enables them to check for messages and set "Out of Office" announcements.

features:

# Looking to try our VoIP Services?

Sign up now for a **FREE VoIPTalk account** at [www.voiptalk.org](http://www.voiptalk.org)

For a **FREE VoIPOffice Trial** fill in the online enquiry form or speak to your sales representative.

## About Telappliant

Telappliant is the leading UK-based Internet telephony solution provider, specialising in end-to-end solution delivery for the enterprise market. Telappliant owns and operates its own VoIP network and offers a diverse range of solutions including VoIPOffice™ Enterprise and Hosted IP PBX.

Our solutions utilise Voice over IP (VoIP) technology to deliver technologically advanced telephony solutions. Telappliant VoIPOffice gives a new lease of life to your enterprise environment by seamlessly integrating remote workers with your office and providing leading edge functionality.

As an owner of one of the largest Internet telephony networks in the UK, Telappliant is also able to deliver VoIP trunking services, enabling dramatic savings in telecommunications expenditure.

**Speak to one of our sales representatives today to see how we can revolutionise the way you communicate.**

[www.telappliant.com](http://www.telappliant.com)

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