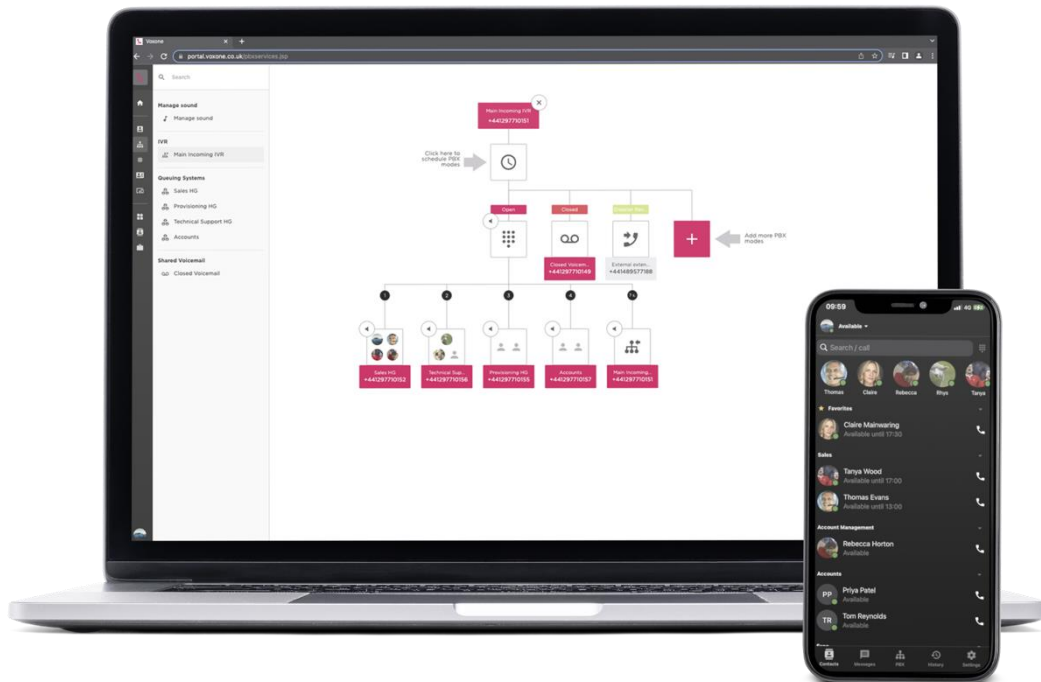


Voxone

Simple, consistent, and forward-thinking
communication technology.



INTRO

What is Voxone?

For businesses that frequently **scale up or down** with remote and/or contract workers, Voxone is a **Unified Communications as a Service (UCaaS)** that brings telephony, PBX, messaging, meetings, and contact centre together in one simple app.

Unlike on-premise or hosted “solutions” that require weeks of expensive professional services to make changes and that isolate PBX, CRM and collaboration systems from one another, **Voxone offers self-service** to quickly change the setup of the PBX and customer service environment, in line with operational and budgetary needs.

Admins can **manage users, costs and security through one portal** instead of logging into many separate systems, colleagues can stay in touch with each other and customers can be **automatically routed to the right agent** by leveraging CRM system data.

SCALABLE. FLEXIBLE. AGILE.

Telephony, PBX, messaging, meetings, and contact centre in one simple platform.



Contact Centre

One app for both customer engagement and team collaboration.

Collaboration

Phone, chat, video - get more from your workday. Connect and share with colleagues and customers.

Integrations

Integrate with multiple systems, and combine your existing tech stack with the simplicity of a single hub.

Service and support

Dedicated and certified partners who know you and your business. We're with you every step of the way!

BUSINESS OUTCOMES

What Voxone brings to your business.



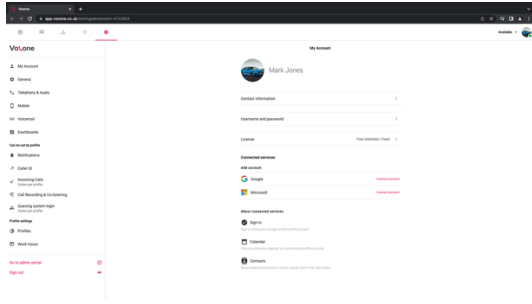
Happy customers

Simply stay in touch with customers on any device, whether a call or message. Having one digital workplace for contact centre and collaboration streamlines customer engagement, bridging the gap between the front and back office, while also allowing teams to fully engage with customers anywhere, anytime.

Great workdays

Say goodbye to silos, distractions, and noise. Instead, bring colleagues closer with one platform for all their communication. Technology is supposed to make us more productive, but with more ways to communicate than ever, it can be hard to stay on task. Voxone puts all your correspondence in one place, letting you get on with the job at hand.



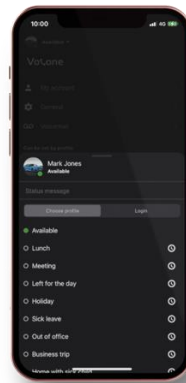


One hub

Voxone's admin portal is everything you need for reporting. One app for users to collaborate and manage communication features.

Digital transformation

Streamlined and optimised for greater productivity and happier customers, Voxone helps you focus on building value for your business. In turn, you can improve productivity, offer a better consumer experience and increase revenue.



Cross-platform support.

Any device, any platform. Regardless of where a call happens - over mobile, PSTN or the internet - the experience and features are the same.



IP telephony

Cheap, flexible internet calling with perfect audio is easier than ever with our complete solution. You can also connect a desk phone or wireless DECT handset.

Fixed-mobile convergence

Mobile and fixed telephony over cellular, PSTN, wireless LAN, VoIP, and mVoIP on a single device. Inbound and outbound phone numbers available in +65 countries.

Softphone

One app for web, mobile and desktop - one simple, unified home for all calling, SMS, chat and conferencing. Connect any Bluetooth compatible headset and start making calls from your PC or Mac.

Cloud PBX

Sophisticated, affordable, flexible, secure; your cloud solution can grow with your business.

Microsoft Teams

Voxone integrated into your Microsoft Teams platform for seamless collaboration allowing total flexibility with call handling and user presence.

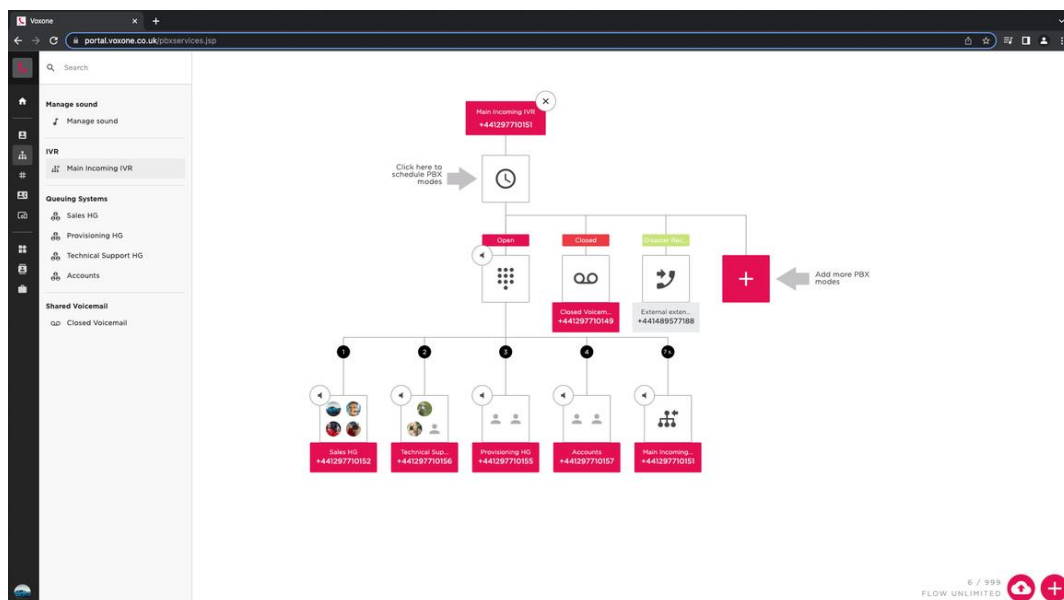
PBX Connect

PBX Connect allows you to connect any SIP compatible device to Voxone. Reducing costs and providing flexibility to any deployment.

PBX PHONE SYSTEMS

Efficient call distribution.

Quickly route calls to the right person, increase productivity and deliver the best possible customer experience.



Smarter routing

Automatic Call Distribution (ACD), Interactive Voice Response (IVR), and skill-based routing intelligently pairs the customer with the right agent. Saving time, increasing customer satisfaction, and boosting productivity.

Advanced programmability

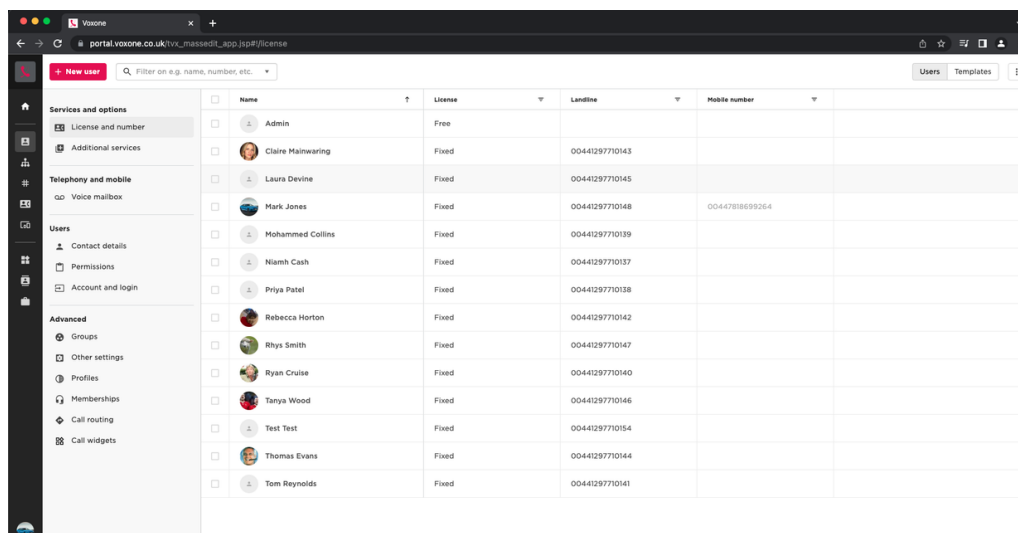
Use APIs to connect Voxtone to your existing CRM or ERP system and build automated flows with full customisation for call handling, such as: 1. Receive incoming call; 2. Make API call to CRM to check if caller's number belongs to a VIP customer; 3. If true, route call to dedicated account manager.

Fully featured

Callback/call waiting, hunt groups/call queues, sound management, unified mailboxes, blind and attended transfer, call parking, active directory sync, and more; all in one platform.

Flexible pricing and contract.

A system that grows with your business. Add, remove, or transfer licenses whenever you want. Simple admin. Low cost. No fuss.



| Name | License | Landline | Mobile number |
|------------------|---------|----------------|----------------|
| Admin | Free | | |
| Clare Mainwaring | Fixed | 00441297710143 | |
| Laura Devine | Fixed | 00441297710145 | |
| Mark Jones | Fixed | 00441297710148 | 00447818699264 |
| Mohammed Collins | Fixed | 00441297710139 | |
| Niamh Cash | Fixed | 00441297710137 | |
| Priya Patel | Fixed | 00441297710138 | |
| Rebecca Horton | Fixed | 00441297710142 | |
| Rhys Smith | Fixed | 00441297710147 | |
| Ryan Cruise | Fixed | 00441297710140 | |
| Tanya Wood | Fixed | 00441297710146 | |
| Test Test | Fixed | 00441297710154 | |
| Thomas Evans | Fixed | 00441297710144 | |
| Tom Reynolds | Fixed | 00441297710141 | |

Reassign licenses

Assign licenses to new colleagues. Remove them from those who've moved on. Quick. Simple.

Easy oversight

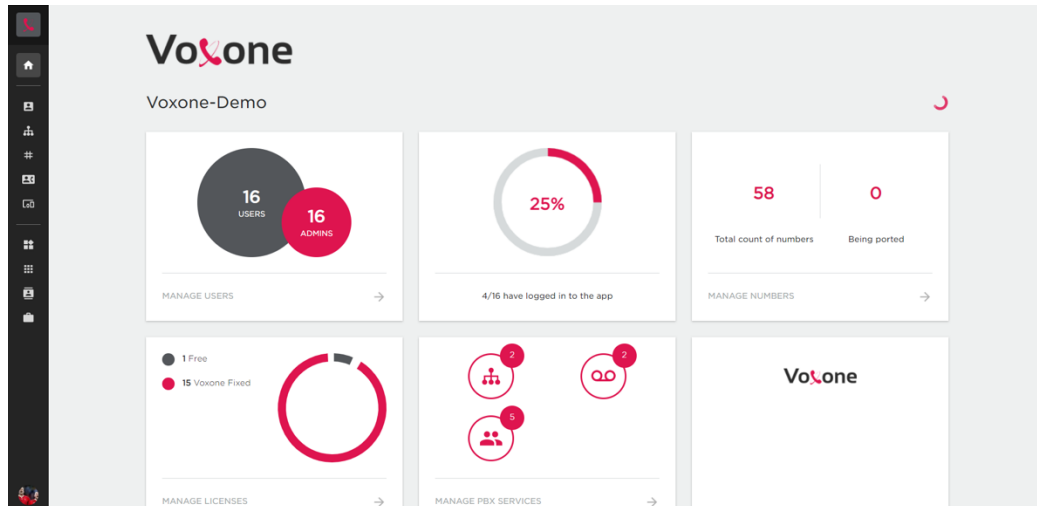
Keep track of unused licenses with automatic notifications. No waste. No problem.



PBX PHONE SYSTEMS

Self-service admin portal.

Manage users, licenses, cost centres and security through one simple interface. Our network integration allows the mobile terminal to behave like a tightly integrated PBX-attached phone.



Smarter invoicing

The ability to move individual users or worksites, services, or products between cost centres for clearer cost control. Easily view calls made, messages sent and cancel unused licenses.

Less admin

Build templates for standard user settings. Reset passwords and port numbers - all in just a few clicks.

Better control

Role-based access puts control in the hands of the right people. Limit mistakes by locking user settings. Reduce your burden by delegating responsibility of specific worksites to sub-admins.

Easier PBX

Setup a new PBX in minutes not hours. Modular building blocks make it easy for admins to create, change and delete PBX services themselves, reducing the need for costly experts.

THE APP

One app for employees to manage their telephony settings, collaborate with colleagues and serve customers.



CHAT

Group chat, public rooms or chat one to one.



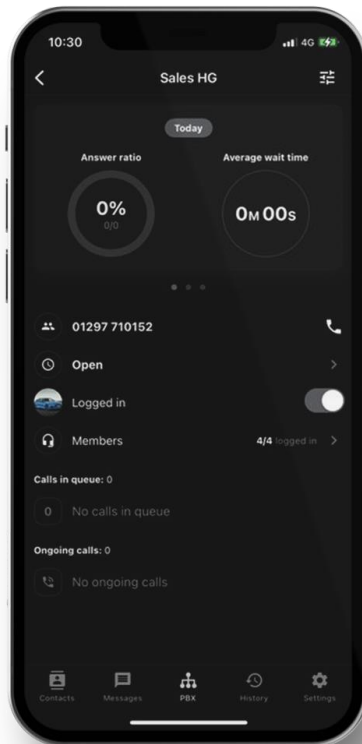
SIMPLE INTERFACE

With an easy-to-use app, staff can use Voxone to its potential.



QUEUES

Log yourself or your colleagues in and out of queues.



CONFERENCE CALLS

Access to audio & video conference call service. Totally free of charge.



STATISTICS

Real-time statistics enable you to track all your queues.



Open and close the PBX with a click or based on a schedule.

INTEGRATIONS

Voxone loves integrations.

Connect all your systems and streamline your workflows.



LICENSES

Licenses instead of contract.

Voxone should be easy. That's why we do not offer the typical industry contract with an array of add-on services that are complicated to estimate.

Instead, we offer flexible licenses that are not tied to phone numbers or people, but can be moved around among employees as needed.

| | |
|----------------------------------|--------------------------------|
| All-platform access | Statistics and Analytics |
| Internal & External Chat | Unlimited Voice mailboxes |
| Profile status / Presence | Multiple CRM Integrations |
| Conference calls, Video & Voice | Website chat widget |
| Company Lookup | Call waiting announcements |
| Calendar integration | Free calls to 01, 02, 03 & 07* |
| SIP compatible (door entry etc.) | Call recording* |

*see Terms and Conditions



PBX

Choose PBX services.

Voxone is completely unlimited; the flexibility of the solution can allow you to scale up as your business grows. You can administer your PBX services online 24/7.



IVR

Callers use the phone keypad to click their way to the right person or department. Customers receive an efficient response from the first ring.

Shared voice mailbox

A shared voice mailbox is available to several of your employees. Listen to messages via the app, by calling, or do it online.

Queuing system

Distributes incoming calls to several queue members. Unlimited members can be logged in to take incoming calls.

Fax mailbox

Voxone keeps your fax number and converts incoming faxes into PDF files that are emailed to an address of your choice.

Let's talk!

Get in touch with us.

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Voxone