

CORETX Hosted Telephony

A complete business communications service that provides an extensive range of fixed and mobile capabilities. Easily manage your environment while maximising employee productivity.

Your Challenge

Providing the latest communication tools to staff is essential to success. Organisations need a communication system that's easy to deploy, keeps pace with advances in technology, makes the most of investment in other systems and keeps running costs manageable.

What We Do

CORETX Hosted Telephony is a complete VoIP service that enables dynamic and efficient modern business operations.

Through a simple online interface, administrators gain complete control of telephony, without the need for expensive equipment or expertise. The service is hosted centrally so there's no need for a system on each site. By directly connecting branch offices, calls are free between locations and everyone shares the same dial plans and directories.

Employees have the best in modern telephony at their fingertips. They can pick up calls wherever they are, on the road, at their desk or a hot-desk and while home working. They can move ongoing calls seamlessly from one device to another, without hanging up and a single voicemail box can be accessed from any device.

As the service is hosted on your behalf, there are no expensive maintenance or running costs and you only pay for what you use. The cost benefits of IP telephony are also gained, including free site-to-site calls and cheaper call rates.



**REACH
HIGHER**

Continuously
updated to latest
features

Simple to install

Opex financed

Simple ongoing
administration

CORETX.COM



How it Works

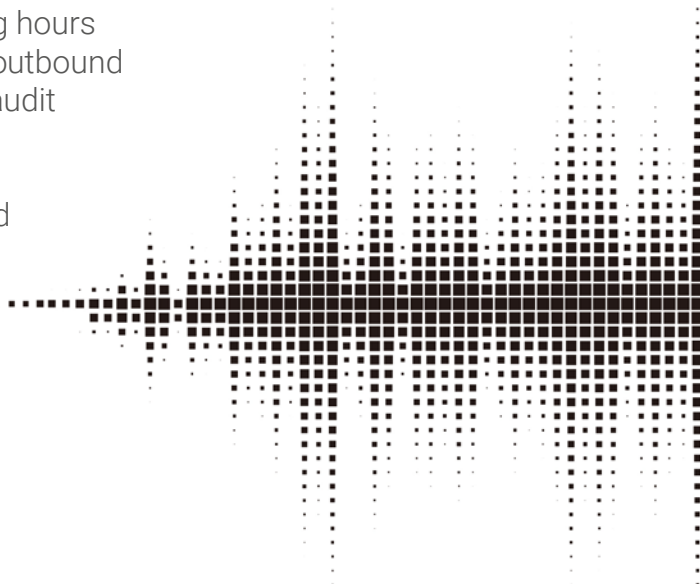
CORETX Hosted Telephony provides businesses with everything they need to communicate better. It can serve hundreds of employees and is highly-effective in organisations with more than one site. It puts businesses in complete control of their phone system and comes with an extensive range of call handling and management features, all operated through an easy-to-use web interface.

The service provides employees with a broad range of call handling features that are accessed via the web. A dashboard provides convenient access to information such as call history, voicemail and recorded calls. Personalised settings are quick and easy to set, ensuring calls are handled effectively.

Auto Attendant provides call routing options for different areas of the business or create announcements to inform callers of details such as opening hours and website address when the office is closed. Inbound or outbound calls can be recorded for compliance, customer service or audit purposes.

In the event of a disaster, the service can be instantly moved across to a backup plan that can include diverting calls to different locations without loss of functionality, allowing a business to carry on making and taking calls, whatever the circumstances.

To find out more about
CORETX Hosted Telephony call **0844 874 2020**
or visit **CORETX.com**



Features

Work collaboratively:

- **N-Way Call** for convenient conferencing
- **Hunt Groups** for distributing and allocating calls
- **Call Transfer** to reach any internal or external number
- **Common** or **customisable settings** for sites, groups and departments
- **Call Pick Up** to answer a group member's phone
- **Call Park** to hold a call and pick it up on another phone

Work efficiently:

- **Last Number Redial** for convenient repeat dialling
- **Account Codes** to assign calls to cost centres
- **Presence** and **pre-set availability profiles** to manage incoming calls
- **Anonymous Call Rejection** or **Selective Call Rejection** to block unwanted calls
- **Automatic Callback** to maximise productivity
- **Busy Lamp Keys** to call colleagues only when they're free
- **Do Not Disturb** to show you're unavailable
- **One company directory** for the right contact information
- **Call Recording** for audit trails, compliance or training

Ensure security and prevent fraud:

- **Call History** to view all calls made, received and missed
- **Call Barring** to bar unapproved call types
- **Authorisation Codes** to allow access to phones

Improve your company image:

- **Call Waiting** ensures you're ready to take your next call
- **Diversion Inhibitor** to avoid calls being passed on and on
- **Menu options** for effective call routing
- **Enhance your brand** by uploading company specific adverts
- **Present any number** you have permission to call on behalf of

Work flexibly:

- **Call Forwarding** to manage incoming calls effectively
- **Home Worker** to take profiles and settings to the home office
- **Voicemail** messages played from a desktop, or forwarded to a team
- **One Number Anywhere** and **Sequential Ringing** to never miss a call
- **Call Notify by Email** to keep track of important calls
- **Hot-Desking** with your number and preferences on any enabled phone
- **Remote Office** so employees can use their number and profile on any phone, anywhere

CORETX Hosted Telephony is used with a wide range of handset models from leading manufacturers, including Polycom and Cisco.



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Options

Soft Client

Extend the power of CORETX Hosted Telephony beyond your desk phone to your Windows PC's, laptops, and Android or iOS device using our software client. Use presence and instant messaging to communicate with colleagues, as well as to gain immediate responses when it's not convenient to speak on the telephone.

Integrator

Integrator software gives control of your CORETX Hosted Telephony service from your desktop without having to log in to your CORETX Hosted Telephony Portal. It also provides interaction with key programmes such as Microsoft Outlook® and Skype for Business®.

CRM Integrator

Compatible with over 20 of the top CRM packages, including Salesforce and Microsoft Dynamics, CRM Integrator provides quick access to contacts and the ability to dial directly from your CRM system.

Receptionist Console

Receptionist Console adds a low-cost way of managing your key call routing and monitor multiple contacts or sites.

Call Centre

Call Centre is a cloud-based service with an extensive range of inbound call centre capabilities. It enables businesses to boost productivity of agents and the overall efficiency of their call centre.

Management Reporting

Through management reporting, you'll be able to monitor time to answer, analyse internal call patterns, see how many calls are being abandoned, and optimise resources by ensuring the right number of operators are in place at all times.

REACH HIGHER

CORETX offers a large portfolio of cloud and IT managed services, all expertly delivered by highly skilled staff, and backed up with strong data centre capabilities and our own data network.

To help your business step up and reach higher, we often recommend combining CORETX Hosted Telephony with CORETX Connectivity services to deliver an 'always on' dynamic work environment and a fully connected mobile workforce. Everything affecting the communications infrastructure that supports users within a business is factored into our strategy – and your success.

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REACH HIGHER



Software client
for use with
any devices



Integrate with
Skype for
Business and
CRM packages



Enhanced
call centre
capabilities

**Combine
CORETX Hosted
Telephony
with CORETX
Connectivity
Services**



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