

# Temovi

Real Time Communications



Cloud  
PBX



Cloud  
Mobile



Cloud Fax  
& Voicemail



Cloud  
Collaboration



Cloud Call  
Recording



Cloud  
Smart Office

## Introducing Temovi Business Cloud

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Organisations of all sizes are moving their business-critical services, such as email, storage and business process apps, to the cloud because it is more cost-effective and flexible. They are moving their phone systems to the cloud too – and they are choosing Temovi Cloud.

Temovi Cloud delivers carrier-class cloud PBX and hosted business phone services with all the features organisations expect from a traditional phone system - plus unified communications. Services such as instant messaging, mobile apps, video conferencing, smart office and much more.

Temovi Cloud takes all of the guesswork away by offering a cost effective, pay-as-you-grow service. It doesn't skimp on quality or features, it won't hurt the bottom line and it will continue to deliver innovative services year after year.

The appetite for embedded real-time communications is growing, fuelled by the Internet of Things (IoT), and the recognition that contextual, real-time communications is the best avenue towards value creation in today's digital world.

Temovi enables business customers to quickly capitalise on innovative, market leading solutions that allow businesses to reduce communications costs, increase operating efficiency and enhance the customer experience by providing the ability to communicate and collaborate more effectively in real time.

## The Value of Temovi Business Cloud

Traditional phone systems and PBXs are expensive to maintain and require a large capital investment to update or replace.

- Temovi removes capital expenditures and long-term operating costs for hardware.
- Temovi doesn't require organisations to pay for expensive maintenance contracts.
- Temovi has a pay-as-you-go pricing model that lets organisations pay for what they use and add more services when needed.
- Temovi Cloud Mobile provides free calls via Wi-Fi and Voice Over Mobile Data (VoMD) to and from the office anywhere in the UK or around the world.
- Temovi eliminates the cost of ongoing system programming charges.
- Temovi lets you see who's making what calls with extension billing reports.

So, whether your business needs 1 extension, 10 extensions or 10,000 extensions at one location or networked throughout the UK or around the world, Temovi Business Cloud is the right choice for your business.



## The Benefits of Temovi Cloud

The right cloud communications solution needs to be incredibly simple to use, and not require IT support. However, making Temovi Cloud easy to use doesn't mean limiting its capabilities. From sophisticated mobile services to multi-media contact centers, Temovi Business delivers tools that improve user productivity and customer engagement. It has the scale and administrative tools to support one location or one thousand; offering the same features worldwide. And Temovi Cloud is ready for the long haul, built with the same proven equipment that drives millions of lines for service providers across the globe. Temovi Cloud elements are anchored in geographically redundant data centers, offering piece of mind that Temovi Business is ready for almost anything.

### Flexibility

Time – it's you and your team's most important resource. Temovi Cloud is designed to make users more productive wherever they need to work. In the office, in a home office, a hotel room, an airport or a coffee shop, Temovi Cloud keeps users connected and makes them more responsive to co-workers and customers.

### Mobility

Imagine a real-time communications solution that allows one phone number to follow users wherever they go— accessible from their desk, their smartphone, their tablet, or on their laptop; from anywhere with an Internet connection. This is Temovi Cloud – your mobile office.

### Expandability

With traditional on-premises solutions, you often have to plan and pay for future growth long before you even need it. Temovi Cloud lets you pay for what you need; adding, changing, moving users as needed. Opening a new office or store? With Temovi Cloud, there are no hidden hardware costs and you can manage all locations from one account.



Users in branch offices or remote campuses connect to Temovi Business without the need for additional hardware or separate account management.

Teleworkers can be connected via telephones, mobile apps, or computer clients, becoming a seamless part of the communications network.

Branch Office



Remote Office



Enterprise



Mobile



From 1, 10 or 10,000 users Temovi Business scales to meet the needs of any size organisation.

Geo-redundant worldwide infrastructure makes Temovi Cloud a smart choice for small companies and multi-national organisations.

Users stay connected when they are on-the-go using their smartphones and tablets. The iOS and Android apps act as their business phone, using the same number and providing UC features such as presence, instant messaging, conferencing and more.

## Temovi Business Cloud

Looking for business class phone features without the cost and headaches of installing and maintaining an on-premises solution? Temovi Cloud provides the flexibility you need to jump right into cloud communications or slowly migrate away from your existing solution.

The best part is that Temovi Cloud does all of this without customers having to install or maintain special telephony equipment and infrastructure. A user-friendly web portal allows organisations to easily add, remove, and update users without special training or IT staff.

With just a phone and a network connection, users are ready for work. With the same phone number, Temovi Cloud extends the capabilities of the phone system to smartphones, tablets, Windows and Mac clients, or even a web browser. Users gain the flexibility to choose how they want to use Temovi Cloud regardless of whether they are in the office, on the road or working from home.

### Business Voice Services:

Temovi Cloud UC delivers hundreds of the business features that organizations would expect from a multi award winning cloud communications platform including:

- HD Voice Quality
- Advanced Call Screening
- Call Park & Pickup
- Hunt Groups
- Shared Line Appearance
- Extensive Call Routing
- Mobile Phone App
- Voicemail (with transcription option)
- Business Fax
- Multi-level Auto Attendant
- Call Recording
- Audio Conferencing Bridge
- Multi-site Directory
- Call Grabber
- Video Conference Bridge

### The Most Phone Choices

Leverage the power and flexibility of Temovi Cloud on a wide variety of industry standard, SIP-based business phones. Unlike some of our competitors, Temovi Cloud doesn't try to lock you in with proprietary hardware or costly licenses; simply choose a SIP based phone that meets the needs of each member of your team.

Select the right device for each work environment: a speakerphone in the conference room, an attendant console for the receptionist, or a video-enabled display phone for an executive. No matter which phone you choose, Temovi Cloud will make it a powerful communication and collaboration tool.



### VP-T49G Handset

- Gigabit Ethernet
- 8 inch colour touch screen
- 16 SIP Accounts
- 29 Touch screen BLFs (Busy Lamp Fields)



### VP-T48G Handset

- Gigabit Ethernet
- 7 inch colour screen
- 16 SIP Accounts
- 29 Touch screen BLFs



### VP-T46G Handset

- Gigabit Ethernet
- 4 x 3 inch TFT-LCD screen
- 16 SIP Accounts
- 27 LCD BLFs



### T42G Handset

Gigabit Ethernet  
2.7 inch greyscale screen  
Graphic backlit LCD  
6 SIP Accounts  
15 LCD BLFs



### T41P Handset

10/100Mb Ethernet  
2.7 inch greyscale screen  
Graphic backlit LCD  
6 SIP Accounts  
15 LCD BLFs



### T40P Handset

10/100Mb Ethernet  
132 x 64 pixel screen  
Graphic backlit LCD  
3 SIP Accounts  
3 LCD BLFs



### T19P Handset

10/100Mb Ethernet  
132 x 64 pixel screen  
Graphic LCD  
1 SIP Account



### W52P Handset and base station

Expandable to 5 W52P cordless handsets  
5 SIP Accounts  
4 Concurrent calls  
10 hours talk time  
Charger included



### EXP40 Expansion Module

Compatible with T46G and T48G  
38 BLFs



### RT10 Repeater

2 Concurrent calls  
Up to 6 RT10s per W52P base station  
Only requires power



### YHS32 Headset

Noise cancelling  
Compatible with T46G and T48G  
Bottom cord included



### CP860 HD IP Conference Phone

Full Duplex  
Optima HD voice  
3 meter range and 360 degree voice pickup  
5 way conferencing  
USB call recording



### CPE80 Microphone Expansion Kit

For CP860  
Fully duplex  
HD Optima voice



### BT40 Bluetooth dongle



### EHS36 Wireless Headset Adaptor



### Android Mobile App



### iPhone Mobile App



## Take the Office with You

Temovi Cloud Solutions not only delivers carrier-class telephony throughout the office and enterprise, it also enables employees on-the-go to stay connected. Feature-rich apps for both iOS and Android connects smartphones and tablets to Temovi's telephony, conferencing, and collaboration services providing an in-the-office experience from virtually anywhere.

### One Phone Number Simplicity

The demand for mobile enterprise communications is growing at record speeds as more of the workforce is working on-the-go or from remote offices. It's hard for organisations to keep users connected, to provide quality phone services and deliver advanced collaborative tools. Temovi Business Cloud solves this communication gap by giving organisations the ability to deliver feature-rich telephony and unified communications services directly to smartphones and tablets over Wi-Fi and 4G. With Temovi, users have just one phone number that can simultaneously be used by a desktop phone as well as clients for Windows, iOS, and Android – making it easy to work from anywhere.

### Easy Conference Calls

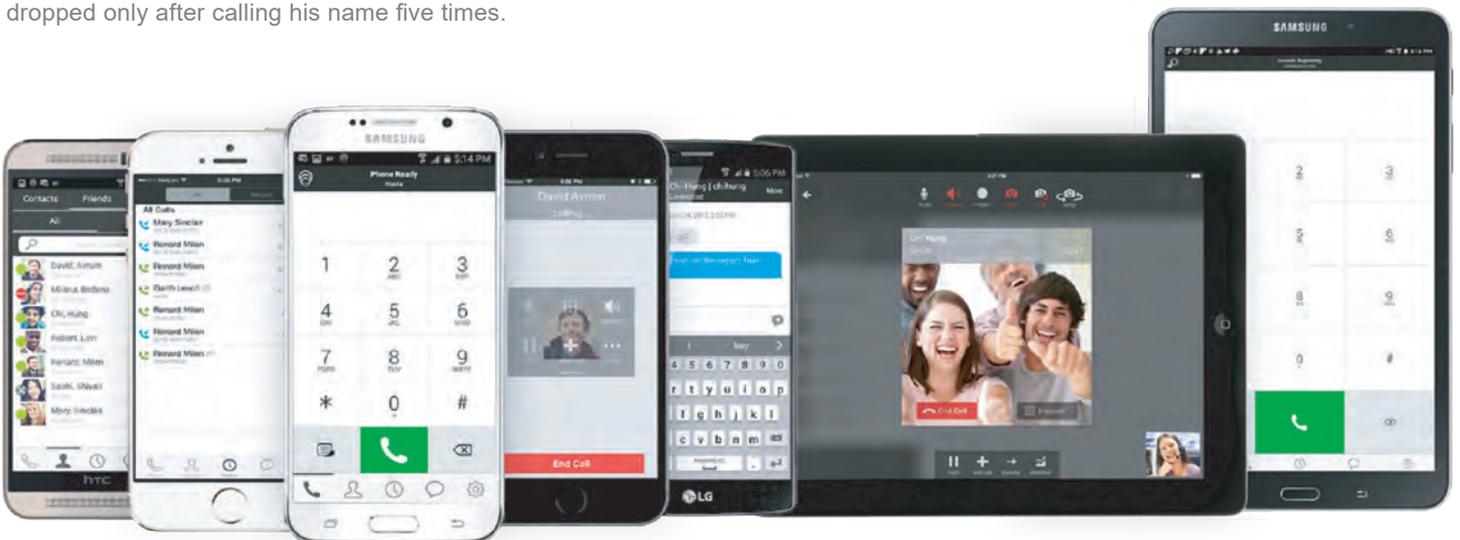
The iOS and Android apps are integrated with the MeetMe conferencing service. Any time you host a call you'll see the names or caller-ID of each participant that joins (or leaves) the conference. You'll never wonder if someone is quietly listening in or waste your time taking a roll call or find out that "Bob" has dropped only after calling his name five times.

### One Business Directory with Presence & IM

Temovi Cloud clients provides a single business directory that provides presence information and instant messaging. Easily see who is online, on the phone, away, or offline. Presence is built into every smartphone app, making it easy to see everyone's status and send them an instant message or make an audio or video call with just one touch.

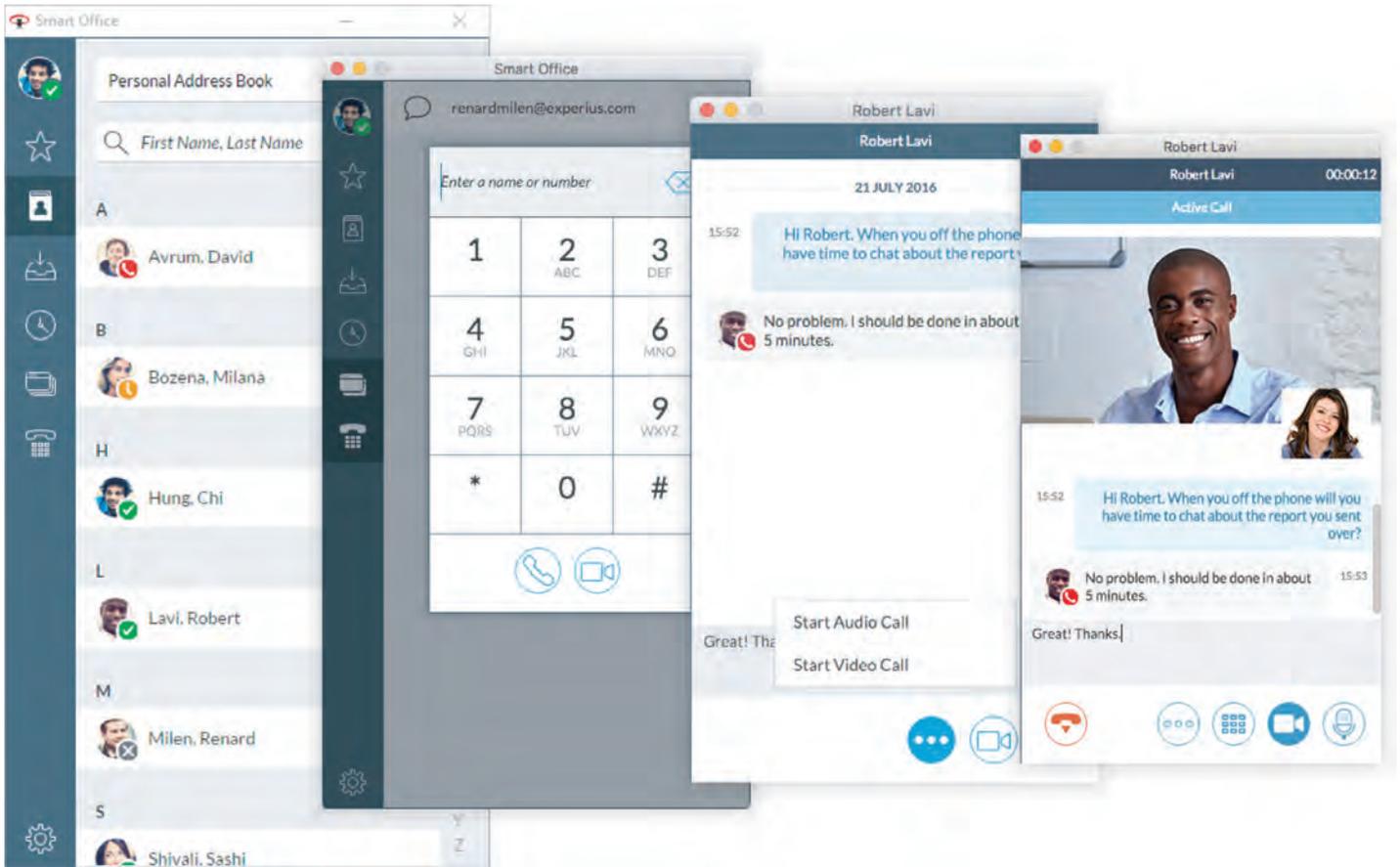
### Call Grabber - Take Your Call with You

We have all been in the situation where we are on a phone call at our desk but needed to leave and either had to leave the call, missing important information or had to be late for the next appointment. Call Grabber lets users take the call with them. One click and the call is grabbed from the desk phone and transferred to the Temovi mobile app, quickly and seamlessly. Easily grab the call again from your desk phone or other client



# Phone and UC Services Without the Desk Phone

PC and Mac clients can replace or complement a traditional business phone. Use them in the office, in a home office or on the road; anywhere you have your computer and Internet access you have a complete unified communications experience (an office VPN connection is not required). Find co-workers using the built-in corporate directory, see their presence status, send/receive instant messages and make/receive voice and video calls. The client shares your business phone number, even if you also have a desk phone and/or a mobile client.



## Business Value

- Extends UC functionality to virtually anywhere
- Replace or complement desktop phone
- Consistent experience across devices and operating systems



## Voice & Video

- Click to call
- Integrated dialer
- Multi-call handling
- Point-to-point video



## Instant Messaging & Presence

- Instant message contacts
- Presence including "On the phone"
- Integrated with Global Directory



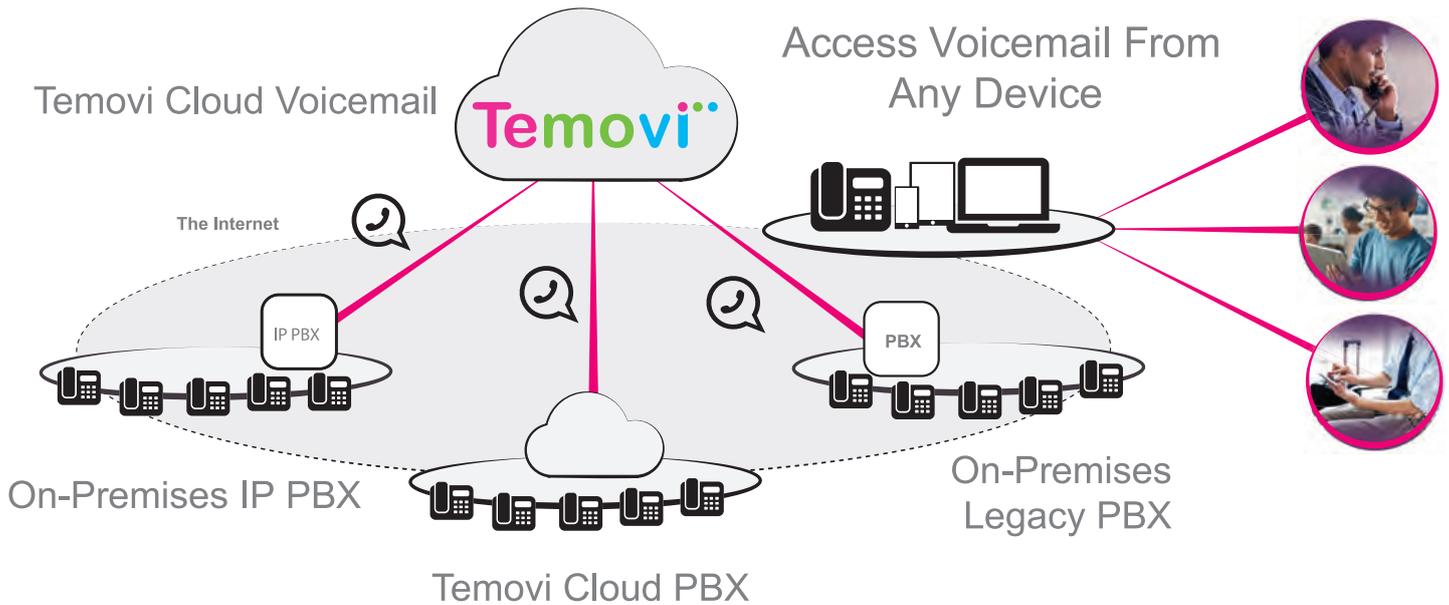
## Conferencing & Collaboration

- MeetMe Audio Conferencing
- Smart Office Screen Share
- Smart Office Collaboration

## Stay Focused - Temovi Cloud Will Take a Message

There is nothing revolutionary about voicemail, but that doesn't mean it can't be better than you expect. Temovi Cloud offers voicemail as well as fax messaging from one number; making it easy to stay focused on the task at hand. Temovi Cloud offers far more than just traditional touch-tone commands; a web portal, email and mobile access (optional) make it easy to re-connect. Optional transcription (voice to text) makes it easy to read and respond to messages without ever picking up the phone.

Temovi Cloud voicemail can also be purchased as a separate service, an ideal solution for large organisations that want to extend the life of their premises-based PBX and don't want to invest in a replacement for their end of life/support voicemail system. Temovi Cloud integrates with most PBXs and its cloud economics mean you'll typically pay less for Temovi Cloud mailboxes than maintenance costs for your outdated v-mail system. Pay less – get more, that's Temovi Cloud.



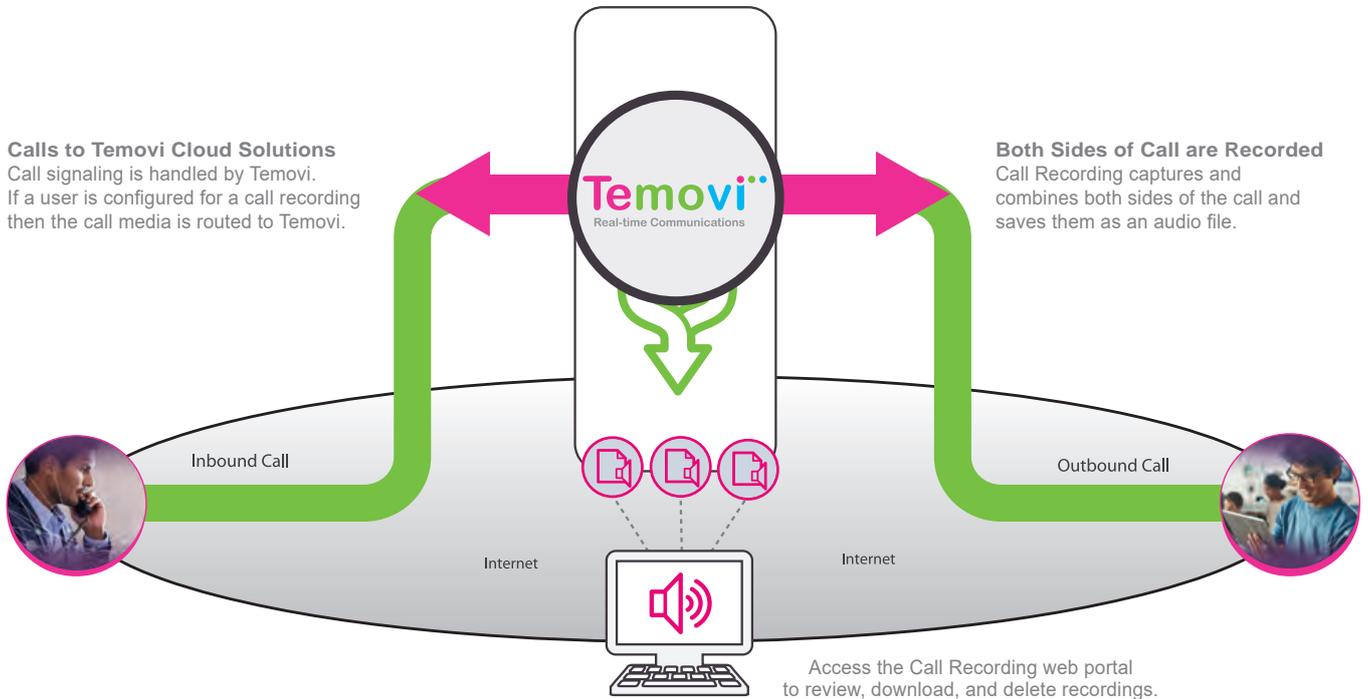
## Faxes Where You Need Them

Many organisations still heavily rely on faxing as a form of reliable and secure communications - Temovi Cloud takes the hassle out of sending and receiving faxes. Running in parallel with traditional stand-alone fax machines, Temovi Cloud eliminates the need to print every document manually to send or view it. It's easy to send and manage most content as electronic documents. Temovi Cloud allows users to send and receive faxes using a computer or mobile device; it's easy to send a fax from anywhere.

The image shows the NTERACT FAX web interface and mobile app. The web interface includes a navigation menu with "Home", "View Faxes", "Send Fax", "Contacts", and "Settings". Below the menu are buttons for "Select Cover Page", "Enter Details", "Attach Files", and "Preview Fax". The main content area is titled "Fax Recipients" and includes a form for "Recipient Number" and "Cover Page Information" with fields for "Recipient's Name", "From", "Your Fax Number", and "Your Phone Number". The mobile app interface shows a list of contacts with their names, phone numbers, and fax numbers, along with a "Send Fax" button. The app also shows a "Send Fax" button and a list of documents to be sent, including "Camera", "Photo Album", "Box (Not linked)", "Dropbox", "Google Drive (Not linked)", and "Skydrive (Not linked)".

# Call Recording - Don't Leave the Success of Your Business to Chance

Recording incoming and outgoing calls within your organisation helps measure the effectiveness of your sales, marketing, and customer service. It can also help comply with regulatory compliance and minimise risk. With Call Recording, recordings can be indexed by time, agent/employee, date, group, and a variety of other fields, making for hassle-free, instantaneous record retention, search, and retrieval. This makes reviewing calls simple, letting you easily gain customer insight, improve sales conversion, and increase customer retention.



## Features at a Glance:

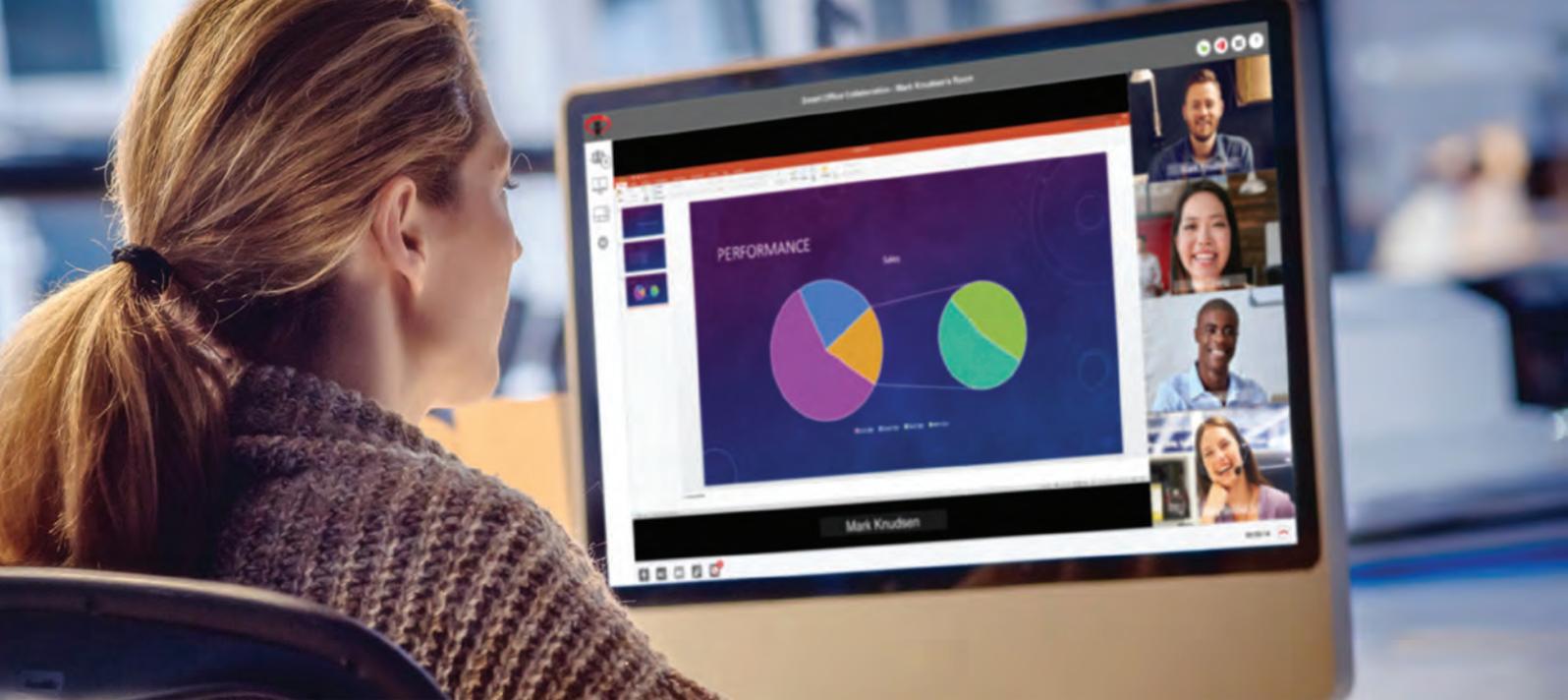
- PCI compliant
- Multi-tenancy for hosted
- Mobile Call Recording
- Multi-site call recording
- Mobility support
- Call tagging audit trail
- Multi-criteria searching
- Call exporting
- Auto-delete selective recording
- Look-back call recording
- Fine-grained privileged access
- File management/archiving
- Filtering (IP-DID Range)
- Extension-level call recording
- Automatic call recording
- On-demand recording
- Play, download, or delete recordings
- Create recording campaigns
- Schedule recording times
- Live Monitoring

## Call Recording Web Portal - Live Monitoring

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS
40	781	2015-04-18	11:33:30	4:18	stevemod@perband.com		gpoche@perband.com		
40	781	2015-04-18	10:49:18	33	stevemod@perband.com		+44742567816@perband.com	Steve Heston	
40	780	2015-04-18	10:49:03	35	178.17.84.58		174.95.12.99		
40	779	2015-04-18	10:47:47	46	158.17.84.58		174.95.12.99		
40	778	2015-04-18	10:44:02	27	stevemod@perband.com		stevemod@perband.com	Steve Heston	
40	762	2015-04-18	20:28:30	2:05	stevemod@perband.com		6239@perband.com		

## Call Recording Web Portal – Search

USER ID	USER NAME	LOCAL PARTY	DIRECTION	REMOTE PARTY	ELAPSED	KEEP	DISCARD	MONITOR	STATUS	TAG	LIVE TAGS
2	Ted Stuchberry	inactive		inactive	> 24h	🟡					
3	John Middleton	inactive		inactive	> 24h	🟡					
4	Phil Karam	inactive		inactive	03:18:59	🟡					



## Smart Office Collaboration & Screen Share

Organisations need more efficient communications to enable greater productivity. A voice-only conference call is not the best answer. Without the use of video conferencing and screen share participants are not as engaged, are more apt to multi-task, and are probably missing the point. Oversubscribed knowledge workers need a higher level of engagement so they stay focused and get more done, in less time. Smart Office Collaboration is the answer.

HD videoconferencing and screen share keep participants fully engaged. Anyone with a web browser can connect and participate; connect in the office or from the road. Meet with one person or use Outlook to invite dozens of participants. Choose full collaboration (video conference and screen share) or value-oriented screen share-only. Smart Office tools enable users to collaborate, make decisions and move on to the next task.



**Multi-party HD video conferencing**



**Dial-in for voice only participants**



**Multi-party Screen**



**Built-in Group Chat**



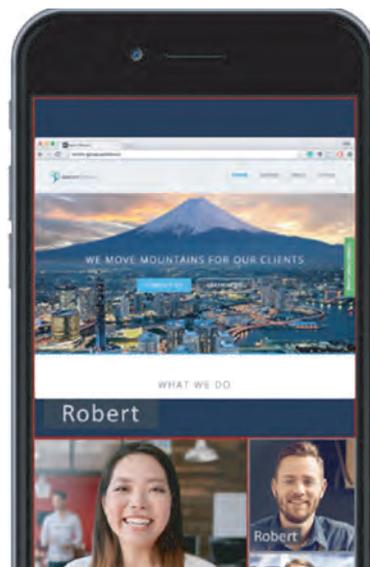
**Powerful Moderator Controls**



**High quality experiences  
across low bandwidth links**

## Collaborate On-the-Go

Temovi Cloud Solutions gives mobile users a virtual seat at the table with anywhere access to Smart Office's high-quality, multi-party video and screen share from smartphones and tablets. Don't settle for legacy solutions that leave mobile participants out of the picture, with only a voice connection. Get full mobile access to video and shared content for more engaging and productive meetings.



# Temovi Receptionist Console

Whether you are a receptionist looking to easily route calls or a call centre operator handling multiple queues, the Temovi Receptionist Console provides simple and efficient call management - and because the console is web-based you can use it from virtually anywhere and any device.

- Device choices (PC, MAC and tablets)
- Supports multiple simultaneous calls
- Web-based, no application installation required
- Works with softphone or desk phone

Receptionist (4302) 18:20 Login on all queues Settings Logout

Clear

Status	Number	Name	Conversation time	Type
1	(4302)	214	00:00:06	Incoming

example Anders D Tittoto Federica Add new History Memo

Name	Status	Extension	Business Mobile	Business Email
David Avrum			340110011000688	david.avrum@avrumgroup.com
Milana Bozena			340110011000689	milana.bozena@avrumgroup.com
Chi Hung			340110011000690	chi.hung@avrumgroup.com
Commercial Sales			340110011000691	sales@avrumgroup.com
Sashi Shivali			340110011000692	sashi.shivali@avrumgroup.com
Mary Sinclair			340110011000693	mary.sinclair@avrumgroup.com
Tech Support			340110011000694	support@avrumgroup.com
Renard Milen			340110011000695	renard.milen@avrumgroup.com

clear

Info Park Queues

**Sales** Waiting: 0 Agents: 1

**Support** Waiting: 0 Agents: 1

## Temovi Business the Way You Want It

Some collaboration tools appear to be designed only for employees that stare at a computer all day. Yet, manufacturing, retail, medical, service and many other kinds of organizations have employees that aren't tethered to a computer or even a smartphone. So, whether you're a busy executive or a teacher, or a busy nurse in a hospital you need to be connected to be effective. The right communication must address the needs of both knowledge workers and task workers. Temovi Cloud delivers the UC services knowledge workers expect along with the traditional telephony features task workers require.

### Realtime Connections Client for IBM

Bring together cloud PBX and video services with the power of IBM Connections™ and Sametime® – delivered from the Temovi business solutions Cloud.

Employees can access communication services from anywhere with a PC/Mac, mobile device or industry standard SIP phone.

### RTC Client for Skype for Business

Finally, a cost effective way to integrate Skype/ Lync's powerful directory and presence services with cloud based voice, video and collaboration. Temovi Cloud' Real Time Client (RTC) uses an advanced, HTML5-based interface that is less expensive to deploy than traditional Windows clients and delivers the same experience for Mac users or virtual desktops.

### RTC Client for Google Apps

Temovi Cloud offers your organisation the best of both worlds by seamlessly adding business communications into the Google Apps experience. The RTC Client for Google Apps allows users to make and receive calls from their business line so they can combine the traditional services (and business phones) they need with their favorite Google applications.

### RTC for Salesforce

Temovi Cloud delivers a Real Time Communications Client for Salesforce to make it easy for SFDC users to receive and make calls from inside their SFDC web application. Not only does it save time (no need to look up contacts and dial), it offers integrated activity tracking. Every conversation, outbound and inbound appears in the contact/account record.



## Visual Attendant

### *Get Your Customers to the right place from your website*

Today's customers are looking for instant satisfaction. Instead of directing your prospects and customers to dial your number, navigate through complex menu options and wait in long hold queues. Imagine a world where they can instantly call you right from your website. Since most calls are already preceded by a website visit, why take a chance of losing your prospects mindshare with busy signals, recordings, and endlessly complex multi-level menu choices?

### Visual Attendant puts your customers first

- Your Website: Visual Attendant resides on your website, right where your customers and prospects are!
- Self-Select Menus: Your customers call directly from their browser and select who they want to talk to.
- Instant Gratification: Click to Connect ensures your customers get what they want, when they want it so they will keep coming back!
- Be Prepared: Associate a different number with each page so that your team is prepared to assist customers quickly and efficiently!

#### Eliminate the need for:

Customer wait times  
 Lost sales opportunities  
 Long hold queues  
 Freephone 0800 charges  
 Complex navigation menus  
 Voice recognition frustration

### FEATURES

#### Menu Trees

Visual Attendant's context sensitive menus allow end users to select the right department via point and click options directly from your website – without rambling menu prompts.

#### Instant Connection

With Visual Attendant, customers will enjoy, simple, menu based, click-to-connect calling right from your website, without 0800/0500 number fees.

#### Fast Implementation Time

Configurable menu options available through an intuitive web portal allows you to set up, customise and implement your Visual Attendant by simply copying and pasting auto-generated HTML code into your website html.

#### Inbound Call Analytics

Admins are empowered with dashboards that provide metrics to measure your web site's effectiveness.

📞 Call Temovi
>

✉️ Contact Us
>

📅 Book Appointment
>

*Click to call from your website! Fast simple and Intuitive!*

## BENEFITS

### Grow

- Close more sales when your customers can connect instantly to your company free of charge
- Existing customers will spend more when they have a great experience the first time

### Manage Costs

- Eliminate costs associated with 800 number in-bound calls
- Self-service tools reduce the need for professional services or support team training
- No need to rebuild your website, just embed code in your existing HTML and get started instantly!

### Manage Time

- Allow your customers to choose who they talk to instead of tying up staff to route call
- Decrease your hold queues and lost calls. Free-up staff to respond faster by off-loading inbound calls via your web tool

### Reduce Risk

- Increase customer satisfaction and reduce churn risk. By ensuring your customer connects to the right department faster than ever
- Reduce call hold times and complaints by offering instant access to support teams
- Ensure you don't lose a prospect to the competition by keeping them in hold queues too long

Visual Attendant enables real time customer interactions directly through the browser initiated from any page on your website. The transition from a webpage visit to a real time communications experience is seamless, as instant connection is facilitated through self-selection of menu options from your website. No need for lengthy automated attendant greetings and a plethora of touch tone selections that could inevitably lead to a lost customer.

### Why Visual Attendant?

Create/Manage Visual Attendant yourself — simple and cost effective

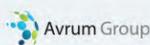
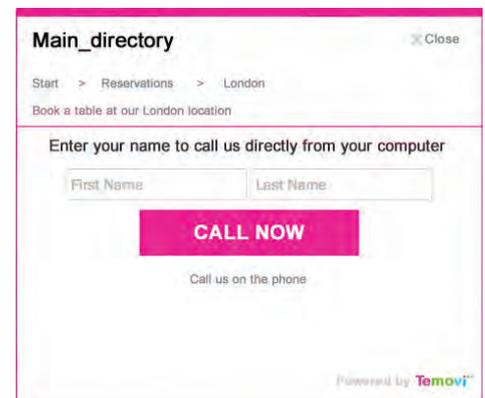
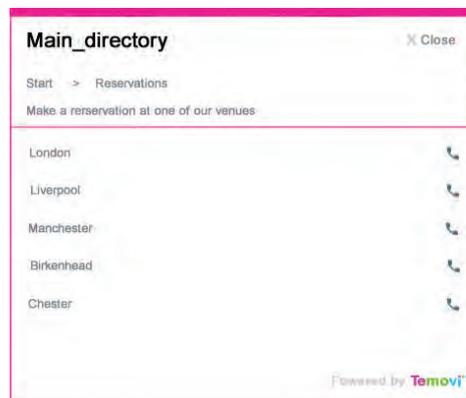
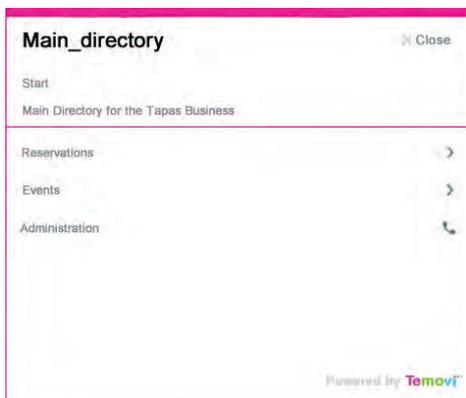
Improves your Customer's Experience — enables real time communications directly from a browser

State-of-the-Art Technology — adds voice calling to the modern web experience for a point and click or touch-screen world

70% of Internet searches are made from mobile phones

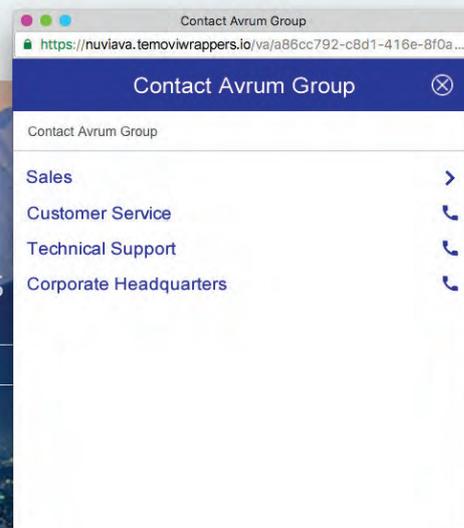
## A New Way to Connect

Delight your customers with Click to Connect options instead of frustrating them with a call, navigate and wait alternatives!



WE MOVE MOUNTAINS

CONTACT US



# Virtual Receptionist Web Portal



VirtualReceptionist

Home Directory Schedules **Menus**

In Hours **Out of Hours** Holiday Submenus

To set up the menu, first record the In Hours Greeting and then set up the extensions.

In Hours Greeting: **RECORD**

Ext.	Name	Action
1	Sales	Hunt circular among: 613-699-9727, 613-699-9726, 613-699-9725
2	Support	Hunt least called among: 613-699-9728, 613-699-9729, 613-699-9731
3	Billing	Dial Number: 613-699-9730 ▶ Ring: 30 secs ▶ No Answer: Go to Voicemail
4	Business Hours	Announce <b>RECORD</b>
5	Dial Extension	Dial by Extension ▶ Digits: 4
6	General VM	Go to Voicemail
7	Send a Fax	Go to Voicemail
8		None
9		None
0	Reception	Dial Number: 613-699-9732 ▶ Ring: 30 secs ▶ No Answer: Go to Voicemail

[Print this page for your records](#)

## Be sure every call to your business is answered and routed efficiently, day or night.

The Temovi Cloud Virtual Receptionist can be your organisation's primary answering point or supplement a live receptionist; ideal for high-volume call environments or after-hours and overflow call routing.

An intuitive web portal makes it easy to define menu structures and routing selections. Multiple schedule options simplify call management at different times of day, day of the week and during holidays.

The Virtual Receptionist can easily manage large volumes of incoming calls and provide multiple levels of call handling for any business environment. Close more sales when your customers can connect instantly to you.

### Features:

- Multi-Level Menus
- Schedule-Based Menus & Greetings
- General Voicemail & Fax Box
- User Directory
- User Definable Routing Selections:
  - Dial a Phone Number
  - Transfer to Voicemail
  - Transfer to Account
  - Dial User Extension
  - Go to Submenu
  - Transfer to a Hunt Group
  - Announcement
  - Route to an Operator
  - Dial by Name
- Call Announce
- E-mail, Text, or Phone Call Notifications



# Temovi Business Mobile Cloud

## *Communicate and conduct business with your clients on your personal mobile with a business number*

Not all business people have an office and not all business happens in an office. If you are constantly on the move without the bricks and mortar of a traditional office, but have the need to communicate anywhere, anytime, we have the right solution. Temovi Cloud Mobile provides you with the state of the art communications technology of an office phone without the additional cost.

- 2nd line for business to use on your smartphone.
- Virtual business line on your smartphone.
- Regular mobile calls with business-grade calling reliability, not a VoIP call.
- Temovi Mobile provides incoming business calls with a different look and sound, auto-attendant choice and and post-call notes for immediate context.
- Temovi Cloud Mobile App shows incoming/outgoing call activity.
- Outbound calls display Business Phone number
- Post-call pop-up lets you capture notes for later review/reminders.
- Professionally answers business calls 24/7 via auto-attendant and displays messages on mobile or email.
- Configurable business hours and out-of-hours call handling.
- Record mobile calls and access recordings from the Temovi cloud.



### Eliminate the need for:

- An office or office phone
- Managing two mobile phones
- After hours answering service

### Features

#### Virtual Receptionist

Emulate the appearance of a large business by leveraging the Virtual Receptionist to route calls or provide recorded instructions 24/7. (Business hours, directions, web site, after-hours emergency contact).

#### Voicemail / Unified Messaging

Never miss a call! Not only does your voicemail capture messages, but also access your voicemails via an app on your mobile phone or via email.

#### Notes

Post Call pop-up lets user capture notes for later review or set reminders. It's like your own personal CRM!

### Benefits

#### Manage Costs

- Consolidate your phones to one mobile device.
- Pay only for the features you need.
- Upgrade as your business grows.

#### Manage Time

- Return calls in between jobs – no need to return to the office – everything is with you on your mobile app.
- Automatically filter out-of-hours calls during evenings, weekends and holidays.

#### Reduce Risk

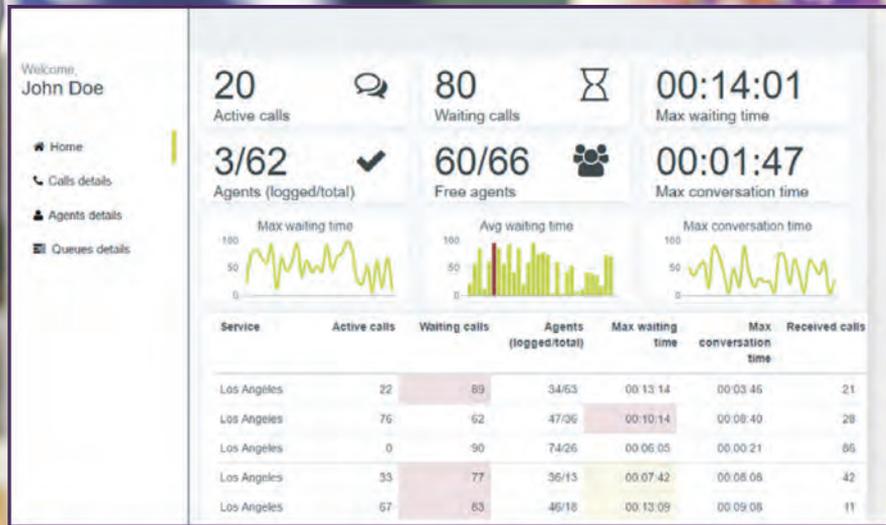
- Switch without a need to change devices.
- Runs from the Temovi cloud, always available using proven solutions on fixed, mobile and Wi-Fi networks.

**One Business number, One Mobile phone,  
One Communications service that follows you wherever you go!**

# Group Calling Services

Even the smallest team can have challenges managing incoming calls, especially when volumes climb during holidays, peak times of the day or one-time events. Temovi has group services that help employees work together to spread the load and assure calls are being answered in a timely manner. Temovi delivers several options for basic call handling and queuing:

- **Hunt Groups:** Designed to solve simple group calling needs for customers with low incoming call rates.
- **UCD Groups:** Queueing solution that addresses an organisations more formal needs including options to queue callers until someone frees up.
- **Advanced UCD Groups:** Provides an extra level of live reporting to UCD groups. A virtual wallboard (via web browser) allows team members and managers to track real-time call activity.



## Temovi Call Centre

Finally, a powerful but simple solution to manage more calls without a premium price tag. Cloud access assures that your organisation only pays for what it uses.

Temovi Call Centre is a cost-effective automatic call distribution (acd) solution that allows supervisors and agents to easily manage multiple queues without having to be together in a physical location; giving organisations the ability to route calls to the right resource regardless of where they are. The result? A better customer experience.



**Basic & Advanced Queues**



**Skills-based Routing & Hunt Groups**



**Wallboard & Dashboards**



**Interactive Voice Response (IVR)**



**Data-Rich Supervisor Console**



**Flexible Call Control & Park Options**



## Temovi Cloud Contact Centre

As staffing costs rise and competition for customer spending increases, organisations need cost-effective tools to proactively manage the customer engagement process; improving customer service and reducing staff costs. Traditional premises-based call centre solutions can be expensive to acquire, cumbersome to operate and often only manage phone calls. They don't offer an option to manage web inquiries, SMS, and other text-based interactions. Temovi Contact Centre centralizes its omni-channel capabilities in the cloud, letting agents focus on customers and supervisors manage people, not systems. With the Temovi Cloud, organisations don't have to invest thousands in complex infrastructure that quickly becomes obsolete. Always have the latest tools and pay only for what you use.

### Make Informed Decisions – Faster

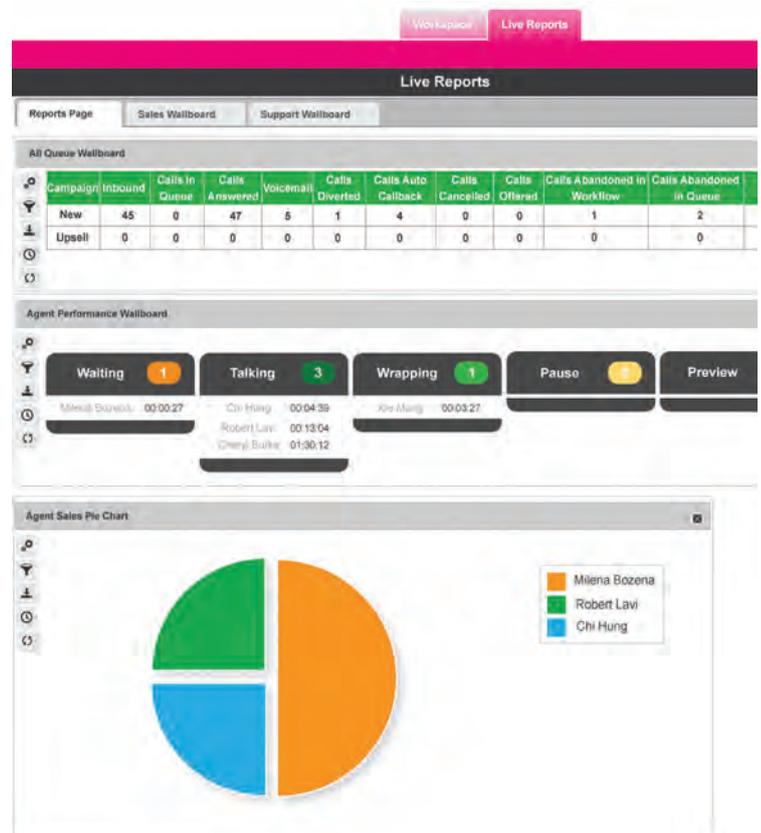
With more than thirty reports and alerts, Temovi Cloud Contact Centre delivers customer service directors real-time insight into performance and provides notification of major issues.

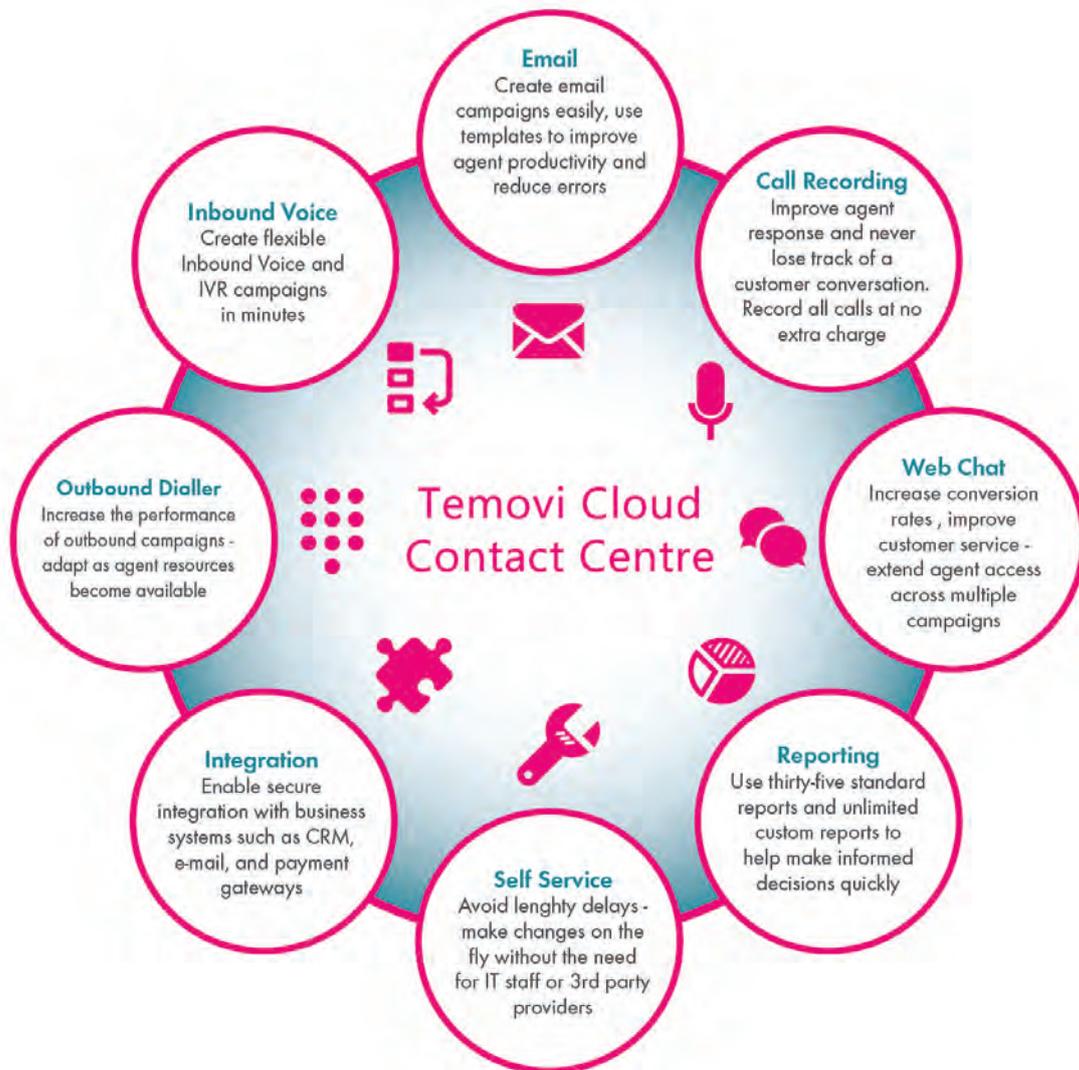
### Increase Control and Visibility

Temovi Cloud Contact Centre gives supervisors direct control over their agents, campaigns and contact centre operations. Supervisors can make changes in real-time, meaning that the Contact Centre's rules can be instantly updated to respond to dynamic business requirements.

### Reduce Agent Training Time

As the frontline customer interface in any contact centre, it's important that agents are supported by easy-to-use, reliable technology that makes their jobs easier and their time more productive. Temovi Cloud Contact Centre's intuitive user-interface is a single agent toolbar that integrates into other business critical applications, putting key functions at their fingertips. Training takes hours not weeks.





### Cloud Contact Center Features:

**Security Settings:** Control the access levels for all administrators and agents.

**Dialler Manager:** Create a customised dialler strategy for each campaign.

**Campaign Manager:** Create or clone campaigns and IVRs in minutes.

**Script Editor:** Create campaign or queue specific scripts.

**Notifications:** Set notifications for agents or groups of agents.

**Wrap Codes:** Customise wrap codes to meet individual campaign and business requirements.

**Lists and Lead Management:** Enable List and Lead Management through the effective management of your customer data.

**Agent Creation:** Agent profiles and campaign allocations can be created or amended in minutes.

**Call Recordings:** Search and listen to any call, seconds after the call is wrapped by the Agent.

**Queue Manager:** Allocate and move agents between campaigns or priorities dynamically.

### Benefits

**Take Control** - Temovi Cloud Contact Centre is easy to use and easy to control. Its self-service portal gives real-time control of the customer experience.

**Scale Inbound Capacity in Seconds** - When inbound call volumes spike, quickly allocate more agents or move to IVR self-service.

**Manage Results** - Real-time dashboards help track campaign performance by the minute; adapt as needed.

**All-inclusive Price** - A single price includes all voice, chat, and e-mail channels - no hidden fees or pricey add-ons.

**Access Remote Agents in Minutes** - When volumes spike or specialist skills are required, quickly access remote agents.

**Improve Service Levels** - Create a more consistent level of customer service through email and web chat templates, as well as leverage Temovi's advanced script engine.

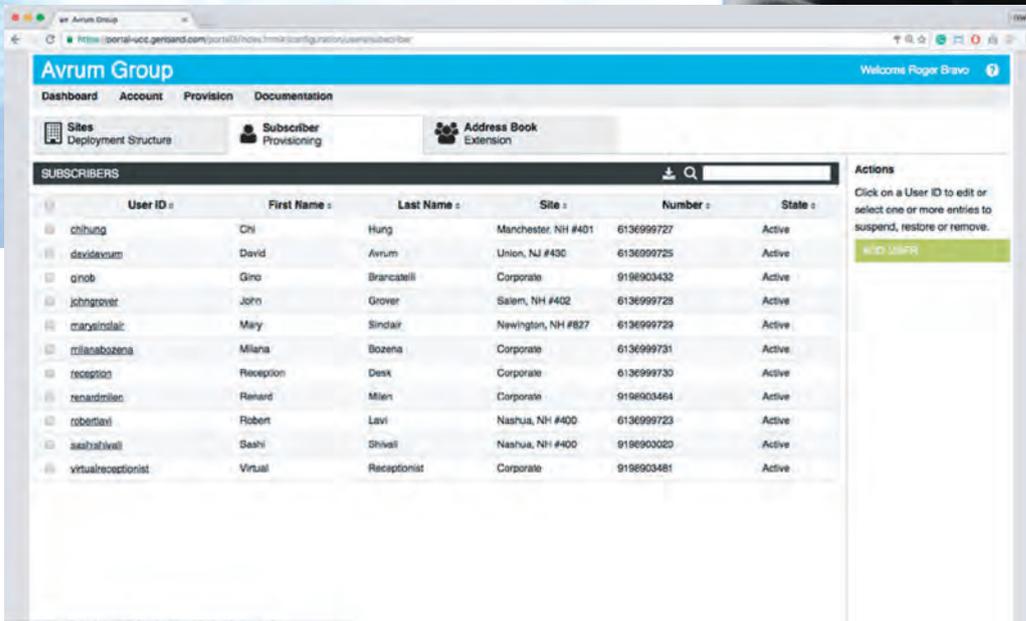
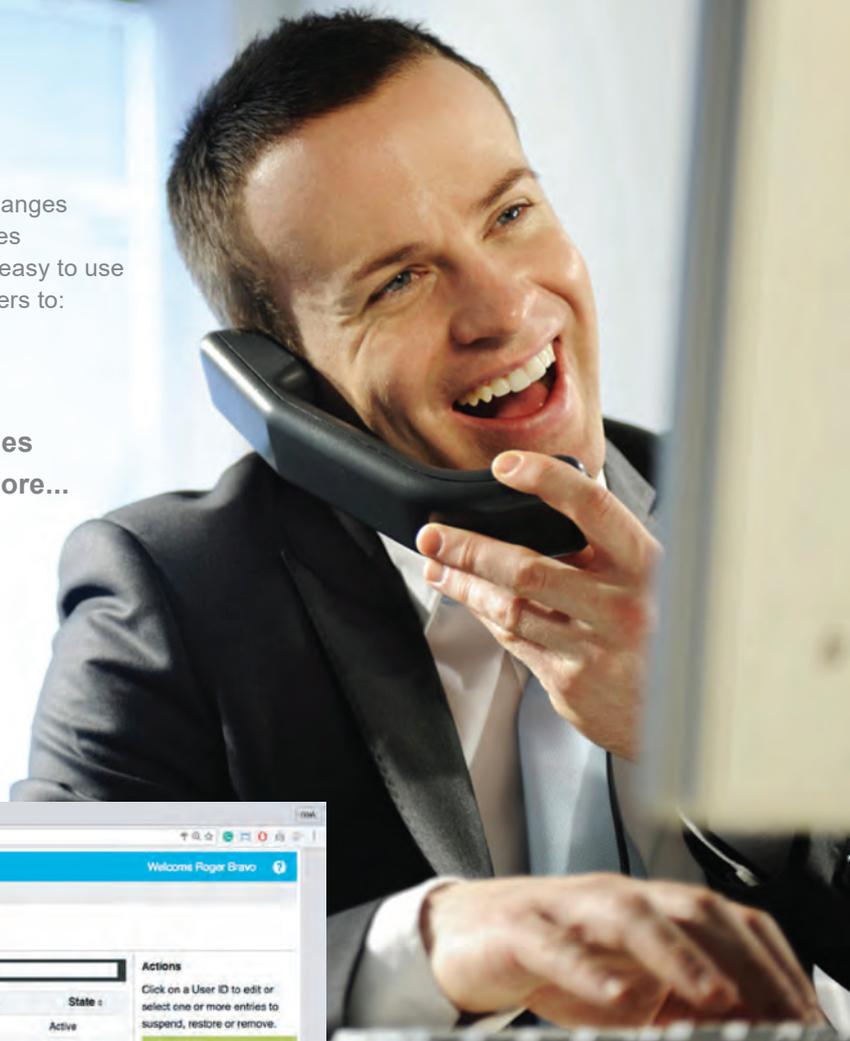
**Single Toolbar** - Agents manage all interactions, voice, chat, and e-mail, through a single toolbar, greatly increasing agent productivity.

**Low-risk Experimentation** - Add and test new channels without incurring any additional cost.

# Management & End-User Portal

Organisations want control over the management of their communications. To easily be able to do adds, moves, and changes without having to call their service provider. Temovi Cloud gives organisations the ability to self-manage their accounts via an easy to use web portal. The Temovi Cloud Solutions Portal allows customers to:

- Order products
- Provision Subscribers
- Manage Devices
- Define Hunt Groups
- Configure Sites
- Manage DiDs
- Create Directories
- And So Much More...

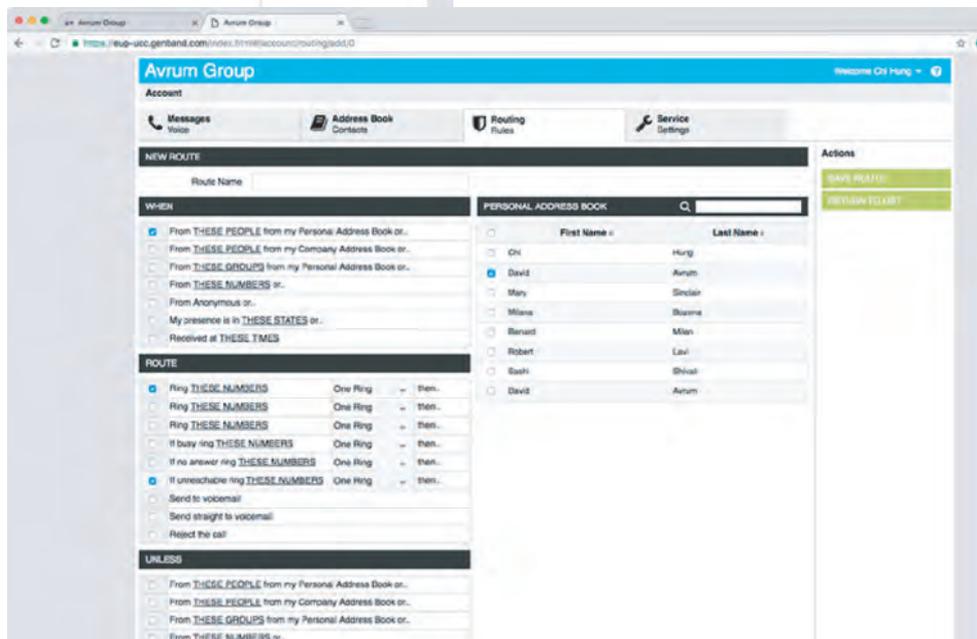


Temovi Cloud Provisioning Portal

## End-User Power

The Temovi Cloud Solution End-User portal give unprecedented access for the end-user to manage and configure their account. The easy to use web-portal allows them to:

- Manage Voicemails
- Create Personal Address Books
- Manage Call Routes
- Review Services



Temovi Cloud End-User Portal

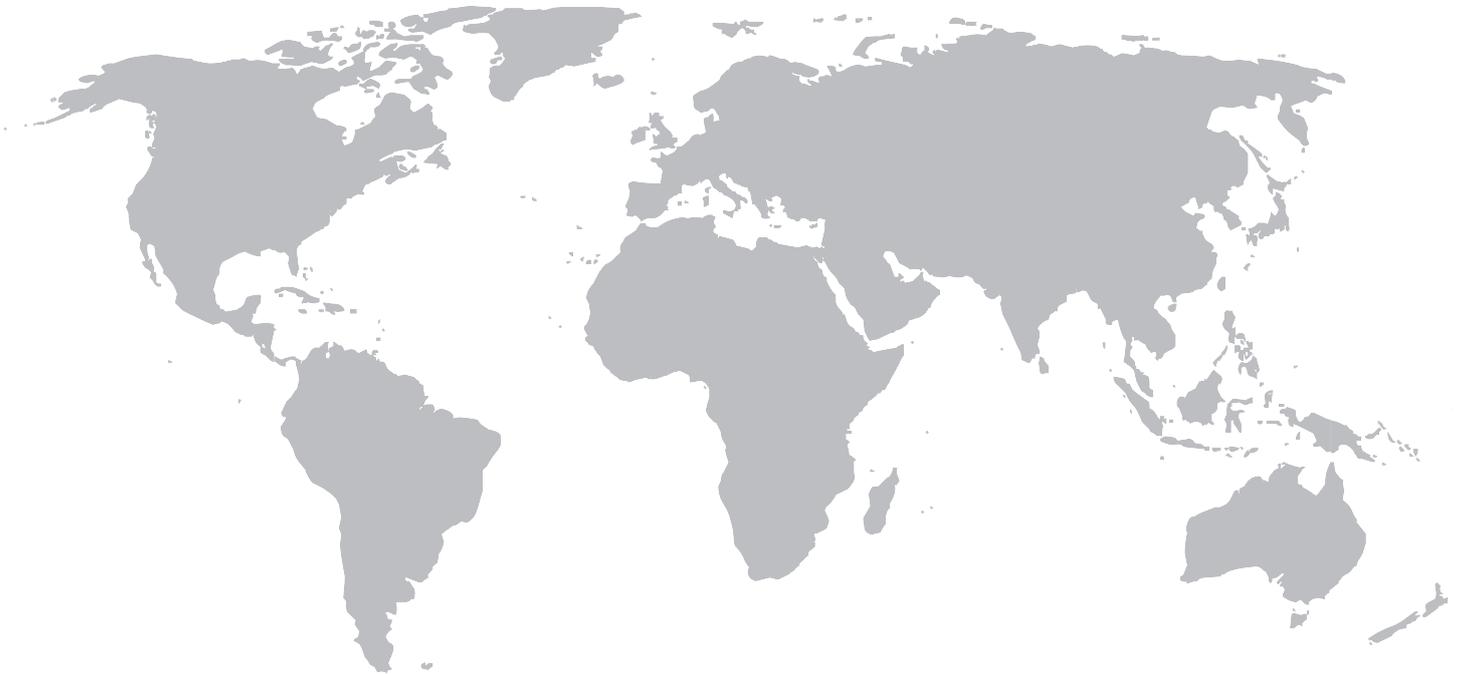
## The Temovi Difference

The Temovi Cloud is built on the same carrier-class elements that support millions of IP lines and billions of minutes of use by customers worldwide. Temovi Cloud infrastructure is designed for 99.999% uptime; all of the infrastructure is deployed in geographically redundant datacenters. Temovi Cloud is designed and built to support organisations of all sizes. It includes the management tools required to maintain both small companies and large, multi-site organisations.

Temovi Cloud leverages unified communications, mobility and embedded communications solutions that help its customers to communicate and collaborate more effectively and address the growing demands of today's businesses for real time communications, anywhere, anytime.

The Digitel group of companies has been delivering innovative communications solutions to businesses for 25 years. Our primary focus is to deliver solutions to our customers that reduce communications costs, increase operating efficiency and enhance the customer experience.

Today we deliver communications in context, so whether you communicate with your customers by telephone, mobile, website, instant messaging, Twitter, Facebook, Linked In, other social media or all of the above, our Temovi Cloud Platform provides the solution to help you grow your business in an ever changing and challenging world.



Every day Digitel's Temovi Cloud provides communications with over 190 countries around the world, through multiple servers deployed in geographically redundant datacentres. Temovi Cloud infrastructure is designed for 99.999% uptime.

**digitel**  
group

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Business Communications

**iNet**  
Intelligent Networks

**uniTEL**  
Network Services

**Temovi**  
Real-time Communications

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