

Computeam Connect - Cloud VoIP Overview Documentation

Overview

Computeams cloud VoIP telephony offering has been designed around a feature rich cloud platform, which is both simple to operate and manage, but at much lower cost than traditional telephony solutions. The solution is based on a market leading 3CX platform that is fully hosted in the cloud and unlike many other cloud telephony solutions removes the complexity of additional licencing and software costs.

Our solution has been designed to fit and scale to your organisation's needs, no matter the size and number of users, helping to improve collaboration, boost productivity, increase mobility and enhance user experience. Modern and intuitive softphone and smartphone apps are included as standard and allow users instant access to a range of communication tools such as status, instant messaging, web conferencing, click to talk, call recording, voicemail to email and much more. Our solution also integrates with Microsoft Teams bringing everything together in a shared workspace where users can make and receive calls, chat, meet and share files.



The solution supports a wide range of handsets from leading vendors such as Fanvil and Yealink, and these can be tailored to your individual business and organisations exact requirements, with options from wireless DECT handsets, touchscreen handsets, right through to full conferencing facilities. There is also the ability to re-use your existing (compatible) handsets if preferred.



Key Benefits

- Simplified deployment and management with future proof scalability.
- Reduced call costs with bundled inclusive national & UK mobile calling plans.
- Increased mobility with inclusive soft-phone and mobile apps.
- Unified communication features with conferencing, video conferencing, instant messaging and chat.
- Flexible working, use your extension number from any location with an internet connection - hot-desking and working from home and abroad made easy.
- Efficient working with Office 365 integration.
- Remove the need for ongoing support and maintenance issues with a cloud hosted solution.

Key Features

- Hunt Groups and Call Routing
- Auto-attendant / Digital Receptionist
- Call Logging and Recording
- Call Queuing with Position Announcements
- Host-Desking
- Mobile Client for Android, iOS, Windows and Mac
- Advanced Call Reporting
- Voicemail to Email
- Attended and Blind Call Transfers
- Phone Extension and Mobiles Simultaneously
- Application integration into Office 365 and Google

Phone & Call Options

Our VoIP solution offers a wide range of phone options to meet various scenarios and requirements and handsets can be either purchased upfront or paid for on a monthly basis as part of the service contract. Existing numbers can be retained and ported across to new platform and all of our offerings come with inclusive national UK landline and mobile minutes as part of the service.

Please contact us for a free system demonstration or to obtain pricing : info@computeam.co.uk

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