
TSS VOFFICE SERVICE SUMMARY

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Information Worker Solutions
Advanced Infrastructure Solutions
Networking Infrastructure Solutions



VERSION HISTORY

The change history of this document is as follows:

Version	Status	Date	By	Summary of Changes
0.1	Draft	21 Jun 2007	RR	Initial draft
1.0	Released	22 Jun 2007	RR	Final Release

DISTRIBUTION LIST

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VOFFICE SUMMARY

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

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

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

VOIP PBX SOFTSWITCH

VOffice 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.

Access through Broadband

Access VOffice 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. VOffice 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 VOffice™ Hosted Edition. A low monthly fee takes care of all costs.

Free Telephone Calls

With VOffice™ calls to other extensions are free of charge, irrespective of geographical location, resulting in immediate cost savings.

Great Rates to Existing Destinations

Calls to conventional landline and mobile destinations via the network are at extremely competitive rates.

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 screen popping applications.

Easy System Administration

VOffice users have access to enhanced services by calling the TSS helpdesk. One call, followed by an email confirmation, does it all.

EXTENSION TYPES

VOffice is compatible with telephony hardware complying with the SIP standard. You can connect various devices to VOffice:

Analogue telephones, fax machines and cordless handsets can be connected using analogue telephone adapters (or ATAs for short).

WiFi phones enable you to be connected while roaming across wireless networks.

Softphones provide you with the flexibility to make calls using your laptop. The VOffice softphone enables you to make video calls and send messages and check the availability of your colleagues.

Users can be allocated Enhanced Services including:

- Caller ID display
- Dialling permissions
- Call recording
- Real time call monitoring
- Voicemail boxes
- Group answer / dial
- Email notifications
- Conferencing
- Channels Limitation
- Security settings

Remote Access

Users can access voicemail and via an external access number or have the message delivered as an email attachment. For employees on the move this feature enables them to check for messages and set out of office announcements for users travelling frequently or working remotely.

UNIFIED MESSAGING

VOffice 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

Faxes Delivered to Your Desktop

VOffice allows you to receive inbound faxes directly to your email inbox. You are allocated a fax number which receives faxes and then sends to you via email in TIF graphics format.

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. VOffice users simply dial into the conference room via a local extension.

Access to conference rooms can be restricted by extension. So for example a director's conference room can be configured so that only senior managers' extensions can dial into the conference.

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

CALL MONITORING & RECORDING

VOffice 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.

VIRTUAL RECEPTIONIST

Also known as IVR, callers are greeted with a choice of options from a list of spoken announcements. To configure VOffice IVR you simply select the option that you wish to modify and then assign an action from the comprehensive dropdown list:

Branch to another IVR tree

Go to a Queue, Extension or Voice Mailbox

Join an Audio Conference

Name Directory Dialling

PRICING

VOffice Hosted Edition - Unified Messaging, 1 IVR Tree, 1 ACD Queue, 1 Conference Bridge, Standard Plus Support - £20 per extension per month.

VOffice Setup Fee and on-site training – One day £450

Handset Setup Fee - £20 per handset

Optional Extras

Linksys SPA941 Handset Rental - £5 per handset per month (most SIP handsets will work)

UK or Non-Geographic DDI Number - £2 per month

INTERNET AND LAN REQUIREMENTS

Subject to site survey you may need an additional ADSL Broadband connection, a Broadband Router and a LAN switch.

All charges are exclusive of VAT and delivery.

Prices are subject to change without prior notice.