

BTwholesale

Wholesale Hosted Communications: Hosted Centrex

All you need in a cloud telephony solution



Email clientreception@bt.com
or call **0800 671 045**

www.btwholesale.com/whc

Hosted Communications

Improve business efficiency and employee productivity with a complete cloud-based telephony solution that you can easily control.

Lower costs

with free on-net calls between users and sites, plus cheaper mobile and international rates.

Quick to deploy

as a remotely hosted service, you can relocate, plug in and go.

Your phone numbers

with geographic numbers not limited to your own local area and non-geographic options.

Protected from fraud

with network-based fraud management that monitors in real-time.

Cloud-hosted resilience

ensures no single point of failure and business continuity.

Custom-built

with options to tailor the service so it's right for you.

Flexible working

with softphones and one number per user, hot desking and remote working can be supported.

Easy management

controlled from anywhere with our real-time feature management Business Portal.

Wholesale Hosted Communications (WHC) offers two options for cloud telephony – Hosted Centrex and Hosted SIP Trunking.

Hosted Centrex is a cloud, IP-based, PBX telephony solution that replaces an onsite PBX, moving businesses from an onsite deployment to a cloud solution. This may suit businesses that are just starting out or are outgrowing their current onsite PBX. Hosted Centrex is a resilient solution that's easy to deploy and manage for your users.

Together in one solution. WHC lets you mix both within your business and gives you a seamless migration from PBX to SIP trunking. You can even deploy a mix across your sites.

Hosted SIP Trunking enables users to continue using their PBXs while replacing the ISDN connections with IP.

Benefits of WHC

Hosted SIP Trunking	Hosted Centrex
<ul style="list-style-type: none"> • Easy to deploy – and allows users to keep their PBX systems for longer if needed. • Flexibility – tailor channels to suit seasonal demands. • Cost-effective – saves money compared to traditional ISDN service as there are no minimum number of channels. • Value-adding – provides more features to users on top of existing PBX-based ones. • Future-proof – a hybrid deployment option allows users to plan their migration to the cloud. 	<ul style="list-style-type: none"> • Speedy rollout – allows users to be more productive sooner, as new users can be added straight away. • Value for money – only pay for the seats needed. • A modern solution – supports flexible and mobile working as users can make business calls from their mobile or laptop. • Easy to use – provides a common service capability across their business, especially if they're multi-sited. Users are familiar with how the service works.

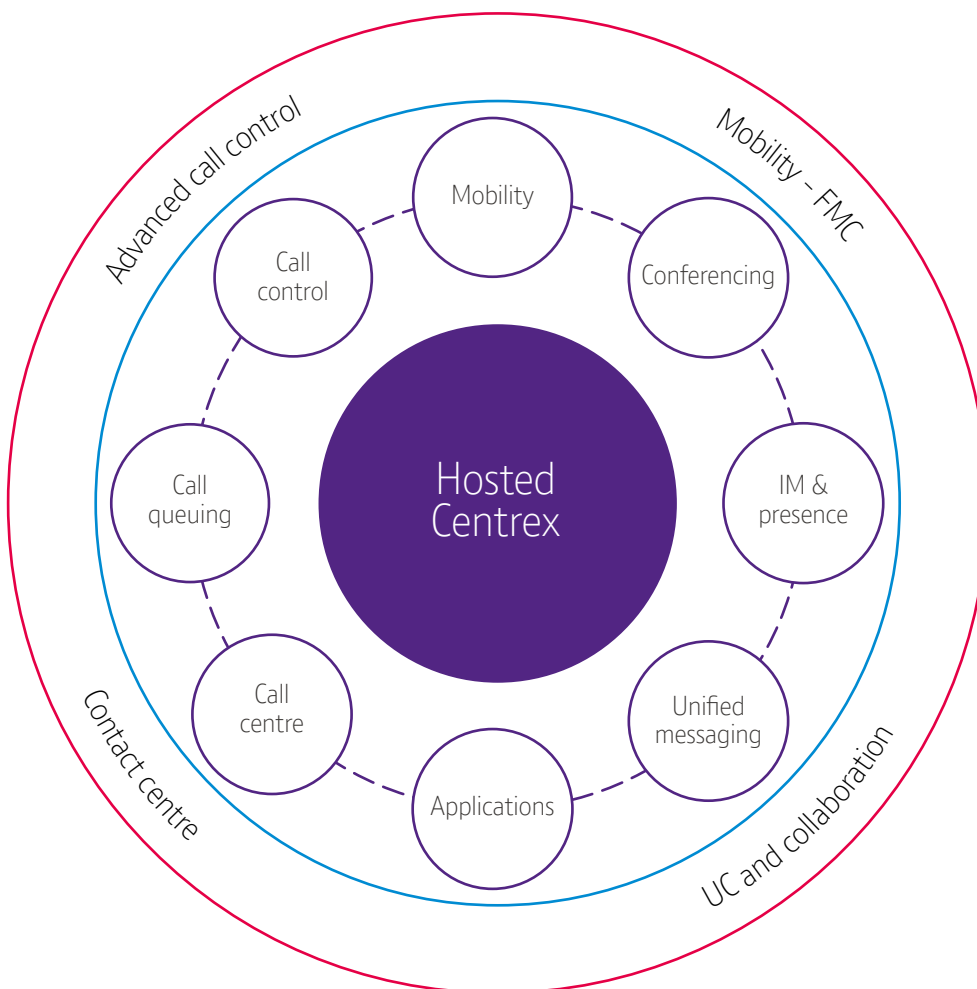


Hosted Centrex – UC and more

The way we are working and communicating is changing at pace. With such varied business needs, you can depend on Hosted Centrex to give you the tools you need to succeed.

Comprising of

- **Advanced call control** - enables your business to be more effective.
- **Simple contact centre** - working lets you service customers better.
- **Mobility** - our Office UC application brings the benefits of fixed communications wherever you are.
- **Unified communications (UC)** - services that improve team work.



Customer user profiles to suit

Small to large

Simple to advanced

In or out of the office

Advanced call control

Controlling the experience when customers call is key. That's why we offer a range of business call features that put you in control of the customer experience.

Advanced features to ensure that calls are never missed and are handled effectively.

Handle calls effectively with **auto attendants**, providing an automated receptionist to answer with a personalised message.

Play a **pre-announcement message** to callers before the call is picked up.

Choose how to deal with your calls with **pick up, park** and **forwarding options**. **Route desk calls to mobile** so you don't miss a call.

Find the person you need with the **company directory**.

Respond better to your customers using **hunt groups** that can be located across different sites.

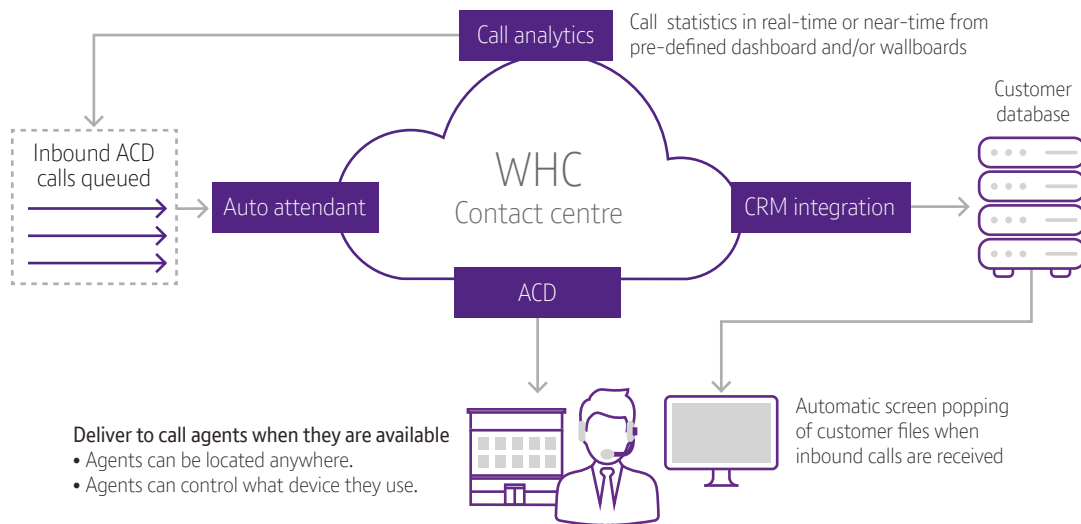
You'll never forget anything important with **call recording**.

See who's on the phone and who isn't with **busy lamp** and work better as a team.



Contact centre

WHC gives you contact centre capabilities so you can handle all your calls professionally and systematically.



Call analytics

Review all your call stats in real-time with pre-built or customisable reports, dashboards and wallboards so you can better manage your call queues and users. Additional functionality includes:

- real-time reporting, live calls waiting and call handling statistics by user and ACD call queue
- at-a-glance dashboards and wallboards display group performance on a live tile
- live call statistics for queues and users
- supervisor tools including user presence monitoring
- review performance and 'what if' calculations to forward plan contact centre user shifts
- reports on total calls, destination, talk time, ring time, grade of service, percentage of calls answered, number of calls in queue, calls abandoned, longest waiting and unreturned missed calls.

Call centre ACD

Incoming calls can be received on just a single phone number and then distributed among a team. The main benefits for users include:

- efficient call handling and a user-friendly web interface
- online directories with integrated click-to-dial capability
- queuing with options for comfort announcement, wait messages and time in queue
- overflow to alternative destinations and redirecting during out of hours
- on hold music and uniform call distribution
- supervisor call barging and escalation.

Supervisors can benefit too as the interface allows them to monitor local and remote activity, both historic and real-time. This lets them effectively manage their call centre and ensure high customer satisfaction.

Go Integrator (CRM connect)

Go Integrator allows your customers to integrate call control into a number of CRM systems. This includes:

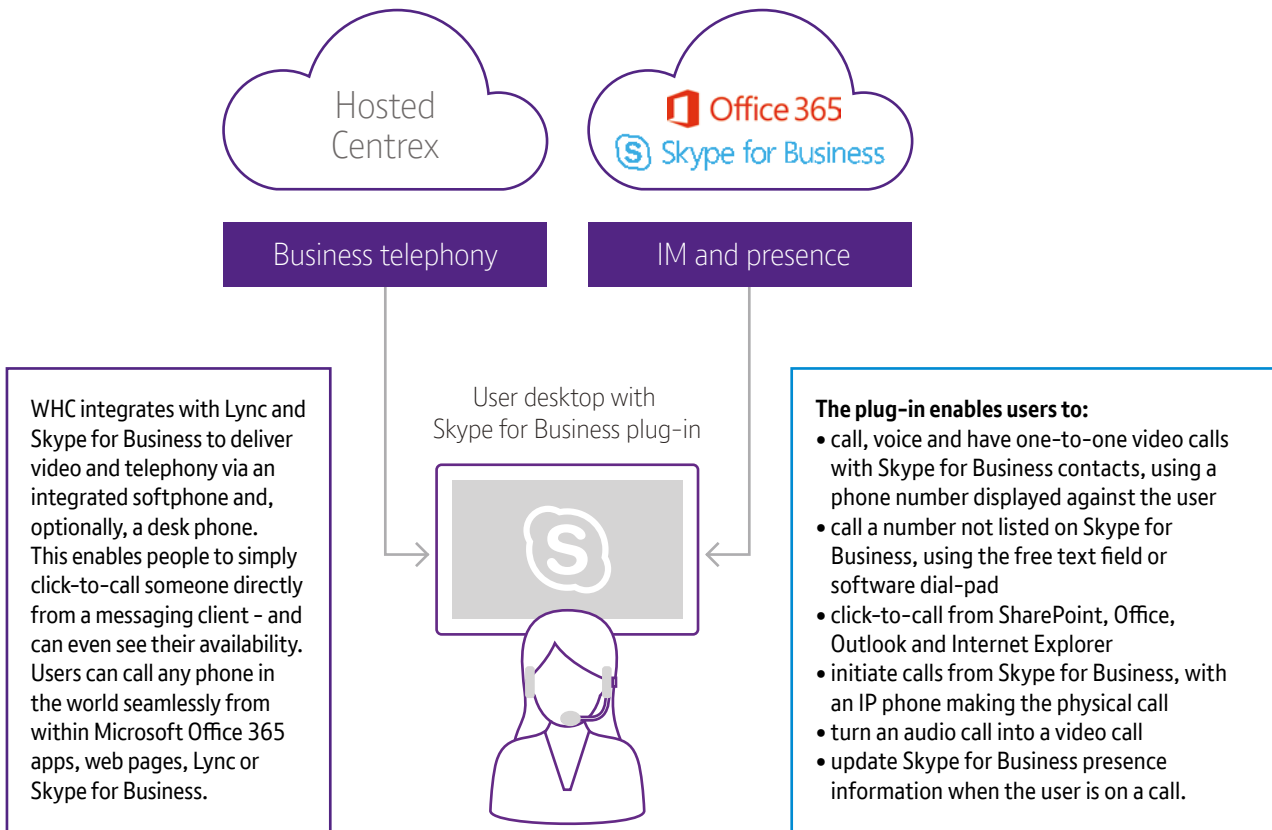
- Salesforce
- Microsoft Dynamics
- Oak Patient Connect
- Microsoft Outlook
- Lotus Notes.

Unified Communications (UC) and collaboration

Today, you need options to communicate when people aren't available to speak. Hosted Centrex provides instant messaging and presence directly, or can be integrated with Microsoft Skype for Business™ or Office 365™. You can also add conferencing to the system easily, enabling people to collaborate more effectively.

<p>Instant messaging and presence (IM & P) is available for all users.</p>	<p>Conferencing services provides one click access to a conference, the ability to invite attendees, manage conferences and includes screen sharing – from PC, mobile or tablet.</p>	<p>Microsoft Office 365 or Skype for Business can be integrated and used if they're already in use within a business.</p>
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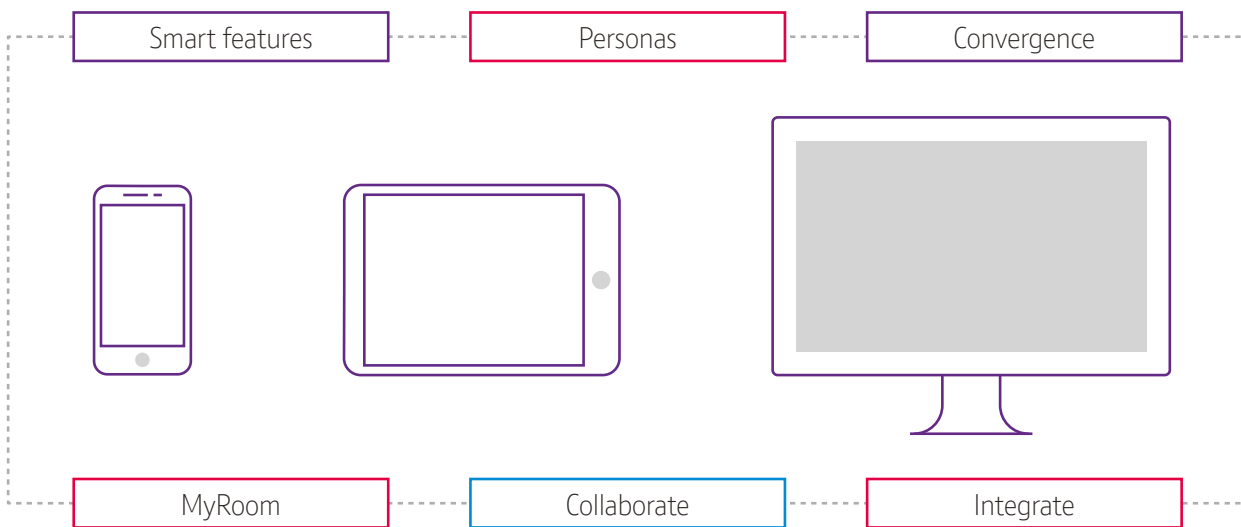
WHC lets you use instant messaging and presence from Office 365, Skype for Business whilst using WHC advanced telephony functions



Mobility & FMC

Take your office with you, wherever you're going.

Available on desktop and in app form for mobile and tablets, Office UC is an all-in-one UC solution. It enables users to stay in touch wherever they are, communicating via instant messaging, indicating their availability with presence status and allowing calls to be received on any device.



Enabling Centrex features and mobile to work together seamlessly provides an efficient way for a mobile business user to stay in touch with their office and have the office facilities extended to wherever they are, so that they get the benefits of being part of a community.

Benefits

- Business number rings on user's mobile, ensuring a call is never missed.
- Using a business number instead of a mobile is cheaper too.
- Business number identity can be presented when calling from mobile.
- Calls can be recorded using controls on a mobile device, so users won't need to struggle to take messages on-the-go.
- Presence availability shows who's online within business contacts.
- Chat with online contacts is secure.
- Office UC app works across all UK network mobile providers, so there is no need to change supplier or SIM cards.
- Conference room is always available and supports multi-party communication – chat, audio and video.
- A device agnostic solution means video works between desktop, Apple and Android devices.



Hosted Centrex user profiles

From ambitious start-ups to business heavyweights with hundreds of employees – Hosted Centrex has a number of different licences and user profiles to suit anyone. Whether it's our Foundation licence which offers a simple feature set, or our solution for mobile workers, you can have the exact solution you need to help you work better.

Our four core profiles

- **Foundation** – for users who need simple PSTN features.
- **Functional** – for general office users with some additional requirements.
- **Fixed** – for fixed office workers who need a more complex service.
- **Mobility** – for mobile workers who are based away from a single office.

Each of these licence options are flexible and can be customised with add-ons.



Product	Foundation	Functional	Fixed	Mobility
Target customer	One/two line users	Simple office - mainly outbound	Team office - fixed desk users	Fixed and mobile users
Core features	Basic call features	Standard call features	Advanced call features UC and Mobility	
Add-ons				
Call handling	0	✓	✓	✓
Voicemail	0	0	✓	✓
UC softclients	0	0	0	✓
Call recording	0	0	0	0
Contact centre	N/A	0	0	0
Handsets	See handset section for range of available CPE			

Key: ✓ = Inclusive 0 = Optional

Handsets

We offer a range of Polycom and Yealink CPE from simple to advanced, including conferencing and DECT phones. Phone expansion modules (sidecars) for receptionist working are also available.

Polycom range

	VVX 201	VVX 301	VVX 411	VVX 601
				
User type	Office workers	Office workers Warehouse Call centre	Receptionist Meeting rooms Call centre	Receptionist Meeting rooms Homeworker Executive office Call centre
Display	2.5" 132 x 64 pixel backlit graphical TFT LCD	3.2" 208 x 104 pixel backlit graphical LCD	320 x 240 pixel 3.5" in TFT LCD	480 x 272 pixel 4.3" in MVA LCD display
Line keys	2	6	12	16

Yealink range

	T40G	T42S	T46S	T48S	W52P	W60P
						
User type	Office workers Warehouse	Office Workers Warehouse Call centre	Receptionist Meeting rooms Call centre	Receptionist Meeting rooms Homeworker Executive office Call centre	Small business Small warehouse	Businesses that require greater capability to handle a heavy call load
Display	2.3" 132x64 pixel graphical LCD with backlight	2.7" 192x64 pixel graphical LCD with backlight	4.3" 480x272 pixel colour display with backlight	7" 800x480 pixel colour touch screen with backlight	1.8" 128x160 pixel colour display	2.4" 240x320 color display
Line keys	3	6	10	29	DECT	DECT





Conference phones

	Yealink CP860	Yealink CP920	Polycom IP5000	Polycom IP7000
				
User type	Ideal for huddle room meetings	Ideal for all sized meetings	Ideal for huddle room meetings	Ideal for all sized meetings
Voice pick up	10ft 360 degree voice pickup	20ft 360 degree voice pickup		20ft 360 degree voice pickup
HD Local conference	3 way audio conferencing	5 way audio conferencing	10	3 way audio conferencing

Headsets

Headsets can be essential to users, as 30% of UK workers use headsets and 100% of contact centre people require them. WHC offers the following Jabra headsets from its portfolio.

Model	Jabra Biz 2300 mono/duo inc. cable	Jabra Pro 920 mono/duo inc. cable	Jabra Motion UC+ MS	Jabra Speak 510+
				
User type	Functional user - corded	Functional user - wireless	Mobile & PC user	USB speakerphone
Features	<ul style="list-style-type: none"> • Lightweight for all day comfort. • Built to last with flexible boom-arm. • Better sound with HD voice and noise-cancellation. • Bundled packages include GN1200 Phone cable or Link 230 USB cable. 	<ul style="list-style-type: none"> • Long range – take calls up to 120m away from your desk. • World-class sound with HD voice & noise-cancellation. • Plug & play with up to 12 hour battery. • Compatible with Polycom and Yealink devices. • Bundled packages include Choice of Polycom and Yealink EHS (Electronic Hook Switch) cable. 	<ul style="list-style-type: none"> • Superior sound that adapts to your surroundings. • All-day comfort, fits either ear. • Smart Motion sensor so you can answer calls by picking up the headset. • Compatible with all Bluetooth devices. 	<ul style="list-style-type: none"> • Connect to PC, tablet or smartphone via Bluetooth or USB. • Up to 100m wireless range. • 15 hours talk-time with the rechargeable battery.

We're here to help

Whatever the size and shape of your business or your customers' businesses, we're here to give you expert support so you can take your customers to the next generation of communications. And they'll thank you for it.

Just know, we're here to help any time you need it.

Get in touch with your account manager to take the next step.

And don't forget you can always call us on **0800 671 045** or visit **btwholesale.com/whc** for more information.



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Offices worldwide

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