

Small Business Virtual PBX Big Phone System Features

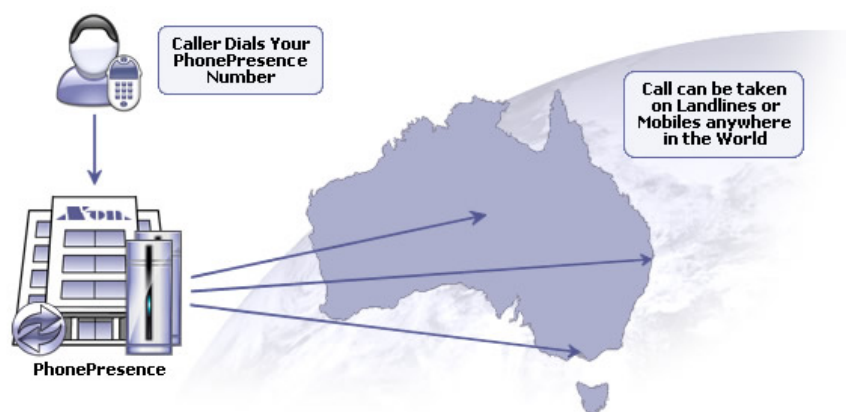
1300 110 330

PhonePresence Small Business Edition Comprehensive Virtual Phone System

Virtual Switchboard

A Virtual Switchboard turns any landline, mobile or PC Phone into an extension of a powerful telephone system. The costs of running and maintaining a phone system disappear and you can present to your callers the image of a large company or call centre.

The system can be set up in minutes on the web and maintained by an intuitive web interface. PhonePresence has the flexibility to grow with your company and adapt to your requirements.



Wherever you are...

Your personnel can 'log in' to PhonePresence on any phone. Each person can receive calls directly to their extension, or as part of a department such as Sales.

PhonePresence can pre-announce a call before the caller is connected, so personal and company calls can be distinguished.

A Professional Image

Whether you just want the phone answered in the company name, or would like to direct callers to the most suitable person to deal with their enquiry, PhonePresence can be set up with a menu system making your company indistinguishable from your larger competitors. The messages callers hear can be recorded by yourself as part of the set-up process, or for a little extra, we will arrange to have them recorded by a professional voiceover artist.

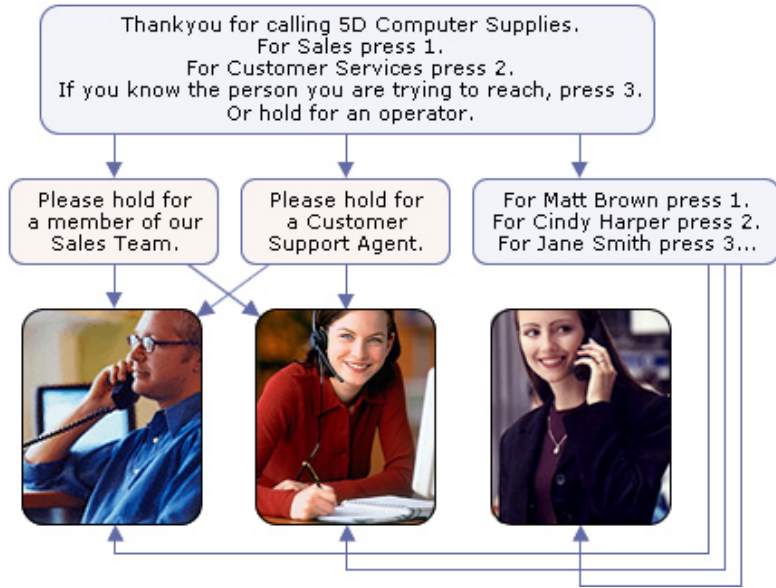
Grows with your company

The Small Business Edition is part of a suite of PhonePresence products from X-on. Having an outsourced system means no hardware or line rentals to contend with, so you can add users and always have the capacity you need. X-on's track record includes handling the phone traffic of some of the UK's largest companies as well as many thousands of startup businesses.

PhonePresence is VoIP ready, which means you can take advantage of the cost benefits of making your outgoing calls over the Internet, either immediately or when you are ready.

Why PhonePresence?

- ✓ A professional image to every caller
- ✓ No capital outlay on equipment and lines
- ✓ 24/7 operation, support and maintenance
- ✓ No busy tones to callers
- ✓ Takes business calls on any phone, anywhere
- ✓ Low monthly costs
- ✓ Grows with your company
- ✓ Backed by a company with years of experience and thousands of clients



PhonePresence Setup

PhonePresence can be set-up to work in the way that most suits your business. This is just a small example.

Hosts of Features

PhonePresence is designed to be put to work quickly with no specialist knowledge. In a few minutes your number can be connected and configured to meet typical requirements.

The Virtual Switchboard also boasts the features of a powerful phone system - all included in the cost. For example, you can let users be members of a number of different groups, such as sales and support and log in and out of each individually.

Calls can be queued when a group is busy and diverted to voicemail or an overflow group if they have waited too long.

And out of hours, you can automatically switch the way calls are handled, or put them to voicemail, with messages automatically forwarded to you as email attachments.

All configuration is managed from a straightforward web control panel and our support team are on hand to help with small changes.

The **PhonePresence Small Business Edition Feature Guide** summarizes the features that are available when you sign up.

Per Second Pricing

Unless you require professional prompts there is no set-up fee for PhonePresence SBE and with our Per Second Pricing you will be charged for the exact time on the phone, with no rounding up to the nearest minute.

Pricing consists of three main elements:

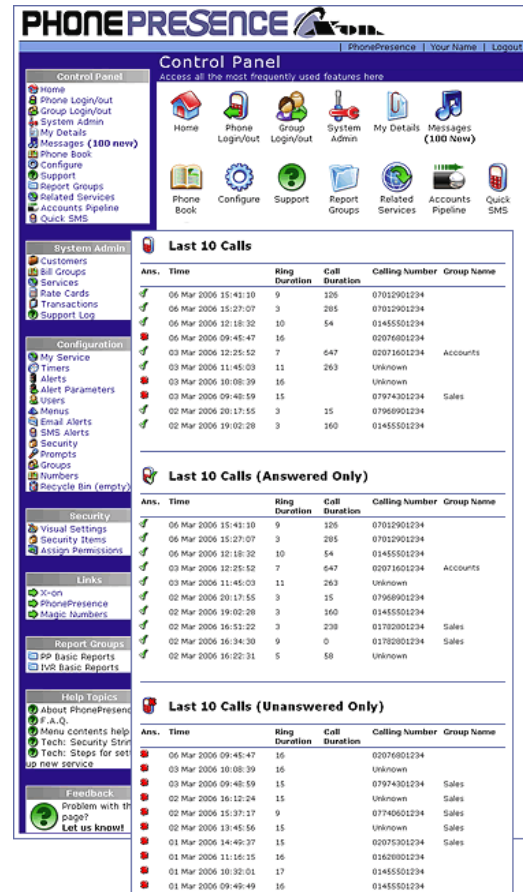
- ✓ A low monthly rental and maintenance charge.
- ✓ A charge for calls that you make or calls that are transferred to mobiles or landlines.
- ✓ A charge for inbound calls, depending on the type of number you've chosen.

Peace of Mind

PhonePresence is a wholly owned product of Storacall Technology Ltd T/A X-on, incorporated in 1979 and since wholly involved in the development and sales of voice telecommunication products and has a client base ranging from small enterprises to public sector organizations. X-on has interconnects with the Australian and UK Telephone Networks and the Internet at multiple data centres.

Contact Sales

Call Sales on **1300 110 330** for more information on subscribing and improving your customer relations. Or if you need more users or functionality, call Sales to discuss the Corporate version of PhonePresence.



PHONE PRESENCE Control Panel

Access all the most frequently used features here

Control Panel

- Home
- Phone Login/out
- Group Login/out
- System Admin
- My Details
- Messages (100 new)
- Phone Book
- Support
- Report Groups
- Related Services
- Accounts Pipeline
- Quick SMS

System Admin

- Customers
- Bill Groups
- Services
- Rate Cards
- Transactions
- Support Log

Configuration

- My Service
- Timers
- Alerts
- Alert Parameters
- Users
- Menus
- Email Alerts
- SMS Alerts
- Security
- Prontops
- Groups
- Numbers
- Recycle Bin (empty)

Security

- Visual Settings
- Security Items
- Assign Permissions

Links

- X-on
- PhonePresence
- Magic Numbers

Report Groups

- PP Basic Reports
- ivr Basic Reports

Help Topics

- About PhonePresence
- F.A.Q.
- Menu contents help
- Tech: Security Stri
- Tech: Steps for set
- up new service

Feedback

- Problem with th
- page?
- Let us know!

Last 10 Calls

Ans.	Time	Ring Duration	Call Duration	Calling Number	Group Name
✓	06 Mar 2006 15:43:10	9	326	0702901234	
✓	06 Mar 2006 15:27:07	3	285	0702901234	
✓	06 Mar 2006 12:18:32	10	54	0145501234	
✓	06 Mar 2006 09:45:47	16		0207601234	
✓	03 Mar 2006 12:25:52	7	647	0207601234	Accounts
✓	03 Mar 2006 11:45:03	11	263	Unknown	
✓	03 Mar 2006 10:08:39	16		Unknown	
✓	03 Mar 2006 09:48:59	15		07974301234	Sales
✓	02 Mar 2006 10:17:55	3	15	0796901234	
✓	02 Mar 2006 19:02:28	3	160	0145501234	
✓	02 Mar 2006 16:34:30	9	0	01782001234	Sales
✓	02 Mar 2006 16:02:31	5	58	Unknown	

Last 10 Calls (Answered Only)

Ans.	Time	Ring Duration	Call Duration	Calling Number	Group Name
✓	06 Mar 2006 15:43:10	9	326	0702901234	
✓	06 Mar 2006 15:27:07	3	285	0702901234	
✓	06 Mar 2006 12:18:32	10	54	0145501234	
✓	03 Mar 2006 12:25:52	7	647	0207601234	Accounts
✓	03 Mar 2006 11:45:03	11	263	Unknown	
✓	03 Mar 2006 10:08:39	16		Unknown	
✓	02 Mar 2006 20:17:55	3	15	0796901234	
✓	02 Mar 2006 19:02:28	3	160	0145501234	
✓	02 Mar 2006 16:51:22	3	238	01782001234	Sales
✓	02 Mar 2006 16:34:30	9	0	01782001234	Sales
✓	02 Mar 2006 16:02:31	5	58	Unknown	

Last 10 Calls (Unanswered Only)

Ans.	Time	Ring Duration	Call Duration	Calling Number	Group Name
✗	06 Mar 2006 09:45:47	16		0207601234	
✗	03 Mar 2006 10:08:39	16		Unknown	
✗	03 Mar 2006 09:48:59	15		07974301234	Sales
✗	02 Mar 2006 16:12:24	15		Unknown	Sales
✗	02 Mar 2006 15:39:27	9		0794901234	Sales
✗	02 Mar 2006 13:45:56	15		Unknown	Sales
✗	01 Mar 2006 14:49:27	15		02075301234	Sales
✗	01 Mar 2006 11:16:15	16		01628001234	
✗	01 Mar 2006 10:30:01	17		0145501234	
✗	01 Mar 2006 09:49:49	16		0145501234	