

Full range of PBX Features you can control from your Computer



1300 110 330

PhonePresence Small Business Edition Features

The Small Business Edition of PhonePresence offers a comprehensive list of PBX style features with the additional flexibility of online administration. Where appropriate, more detailed descriptions are provided by clicking on the feature.

Feature Categories:

- Capacity
- Call Handling
- Voicemail
- User Control
- System Administrator Control

Capacity

Users	1 - 10
Groups (Departments)	1 - 8
VoIP Softphones	1 - 10
Inbound Main Numbers	1
Target Phone Numbers per User	4 + VoIP Number
Simultaneous Calls	30

Call Handling

Greeting Message	✓
Departmental Selection Menu	✓
Personnel Selection Menu	✓
Automated Attendant (Dial Extension Number)	✓
Call Transfer Advice	✓
Call Queuing to Departments	✓
Transfer to Landlines	✓
Transfer to Mobiles	✓
Transfer to VoIP Phones	✓
Hold Caller (Mute)	✓
Music on Hold	✓
Transfer Caller to Other User or Dept.	✓
Auto Timer for Night, Lunch, Weekend Modes	✓
Speech Recognition	✓

Voicemail

Departmental Mailboxes	1 - 8
Personal Mailboxes	1 - 10
Customized Greetings	✓
Automated Voicemail Transfer (Users)	✓
Automated Voicemail after Too Long in Queue (Depts)	✓
After Hours Voicemail	✓
SMS Paging of New Messages	✓
Email Forwarding of Messages as Attachments	✓
Dial in to Retrieve Messages	✓
New and Saved Messages	✓
Time and Date of Message Arrival	✓

User Control






	By Phone	By Web
Log in/out of Numbers	✓	✓
Log in/out of Groups	-	✓
Access Voicemail Messages	✓	✓
Record Voicemail Greeting and Name	✓	✓
Change Numbers (e.g. Mobile Number)	-	✓
Create Temporary Login Number	✓	✓
View Recent Missed and Received Calls	-	✓
Send SMS to Users and Groups	-	✓
Change Password	-	✓

System Administrator Control

	By Phone	By Web
Override Auto Timer	✓	✓
Change Timer Settings	-	✓
Record System Messages	✓	✓
Administer Groups and Members	-	✓
View Inbound Call Traffic Reports	-	✓
View Outbound Call Traffic Reports (from VoIP Phones)	-	✓
Change Control Panel Visual Settings	-	✓
Change User Details and Passwords	-	✓

PhonePresence Small Business Edition Features Details

The individual descriptions can be accessed directly from links in the previous summary tables.

Users		1 - 10
	<p>Each user of the PhonePresence system can be allocated a set of existing phone numbers which the system will try and contact them on - this could be their mobile number, home number etc.</p> <p>A user also gets a voicemail box, a unique logon to the web interface and they can also have their own VoIP phone. When someone calls your main number, the user can be selected from a menu, by name, for example or they may be called as a member of a group.</p>	
Groups (Departments)		1 - 8
	<p>When a caller rings your main PhonePresence number, they may choose to go through to a particular department, "Sales" for example. One or more of your users can be logged in to receive sales calls and PhonePresence will attempt to distribute calls to the users, either starting with the first person in group each time, or using an even distribution. Any user can be a member of any groups.</p> <p>PhonePresence SBE has four groups with predefined names - Sales, Support, Accounts and Operator, and four that you can create names for during the sign up process. If you do not want to use menus, you can simply have all your users in the Operator group, for example.</p>	
VoIP Accounts		1 - 10
	<p>VoIP, or Voice Over IP, is the new technology by which phone calls use the Internet for all or part of their route, thus reducing or eliminating call costs. Businesses are gradually becoming aware of the savings offered by VoIP, though some have reservations about the resilience and quality of connections that are dependant on the quality of Internet connections.</p> <p>PhonePresence is fully VoIP enabled and every user on the system has a VoIP account by default, regardless of whether or not you choose to use this. You may download the free X-on softphone which runs on your PC, or buy a VoIP handset.</p> <p>Because of the way in which PhonePresence works, calls can ring at both your VoIP handset and your normal phone so you can answer on either, giving you the resilience and cost saving. VoIP also gives you cost saving on outbound calls, typically a quarter of standard BT rates, and the ability to call other X-on VoIP users for no cost at all.</p>	
Inbound Main Number		1
	<p>PhonePresence gives your company a choice of inbound numbers depending on your policy, budget, and how you would like to present yourself to your callers. PhonePresence may be also used with existing inbound numbers, geographic or non-geographic:</p>	
Target PhoneNumbers per User		4 + VoIP Number
	<p>Each PhonePresence User can 'register' several contact numbers which the system will use when it tries to connect a call to them. By default, these are labeled a 'mobile', 'work', 'home' and 'temporary' number, though in practice you can put any phone number in these slots. Users can log-in to the number that they are nearby at any time. This will affect both direct and group calls.</p> <p>Logging in to a number can either be done using the secure area of the PhonePresence web site, for which each user has a unique account and password. Or, on the move, the current number can be quickly selected by calling in.</p>	

Simultaneous Callers
30


The PhonePresence servers have the capacity for thousands of simultaneous phone calls. When you set up a PhonePresence Small Business Edition account, this will be limited to 30 to enable us to plan capacity. If you expect peaks of call traffic to exceed this, advise our support team who will be able to adjust your account accordingly.

Greeting Message


When you set up your PhonePresence Small Business Edition account, you will be invited to record a greeting message that will be heard by all your callers, such as "Welcome to [your company name]". This gives a professional image to your company. We can also arrange for this, and other messages in the system to be recorded by a professional Voice Artist to further enhance your image. The Greeting Message can be changed at any time by calling into the system or using the web interface.

Departmental Selection Menu


Depending on how you want PhonePresence configured, you can then present the caller with a list of departments to choose from, such as Sales, Customer Support, etc. You can have up to 8 departments set up, with the default option to be transferred to 'the Operator'. Each department corresponds to a group of people who are logged on to PhonePresence - they will log on with the phone number they are currently using, such as their mobile. A department can have as few as one person logged in, or as many as 5, and each person can be a member of any department on the system. So if you want to be Sales, Support and Marketing that's no problem. Using departments, you can create 'skill based call routing' which transfers a caller to the person with the most likely skill to be able to deal with their enquiry - a feature usually only available on call centre systems costing hundreds of thousands of pounds!

Personnel Selection Menu


If you wish, you can also give callers the option to choose people by name, so they can reach the person they want to call directly, without having to know which phone number they are currently using. Individuals can choose whether or not to be included in this list of people to be accessed directly.

Automated Attendant


Another option is 'Automated Attendant' which invites the caller to enter the extension number of the person they wish to contact. Each user will be allocated a 2-digit extension number. This gives the impression of a larger organization and means you do not have to give out everyone's name.

Call Transfer Advice


When a user receives a call from the PhonePresence system, they will hear a brief introduction message, sometimes known as a 'whisper' message, before the caller is transferred. By default, this will be the name of the department that the caller has chosen (e.g. "sales call") or, if the caller has selected the user directly, "direct call". You can re-record the Call Transfer Advice messages. Where staff are taking business calls on phones that are also used for domestic purposes, this feature is very useful so that the correct response can be given to the caller. It also allows one person to be both the Sales and the Support department, for example!

Call Queuing to Departments


If all the people logged on to a department are busy on other calls when a call arrives, you can allow callers to be queued.

While they queue, they will hear music on hold and you can limit the maximum wait before the caller is sent to voicemail.

Hold Caller (Mute)


Whatever type of phone the caller has been taken on, the caller can be put on hold (and taken off hold) using the star key.

The caller will hear music on hold and not be able to hear you until retrieved.

Call Transfer


There will be times when a call is best handled by someone else. As you would expect with any phone system, you can transfer an incoming call. And, unlike most phone systems, you don't have to remember their extension or phone number.

When you press a key to make the transfer, you will get a list of personnel or departments just as the caller did originally - PhonePresence knows which phone they are logged in with. PhonePresence supports 'blind transfers' (when you make the transfer and hang up before waiting for the outcome) and 'supervised transfers' (when you speak to the person you are transferring the caller to first).

A list of valid transfer extensions is automatically created, which includes people (logged on at their current extension) and departments.

Unlike most systems, the transfer mechanism is exactly the same whether the call has been answered on a landline, mobile or VoIP phone.

Timers


PhonePresence can be programmed to switch into a night time mode automatically with a seven day auto timer. The options you give callers in this mode can be different from the day time, and may be just as simple as giving a "we're closed" message or taking a voicemail message.

You can also program holidays in advance, so the system doesn't automatically go in to day mode on Christmas Day, for example.

Speech Recognition


Callers can use voice commands to help move through your phone menu. This makes menu navigation even easier for your callers and enhances your business image with increasingly professional customer call handling.

Callers to PhonePresence Small Business Edition can use any of the following commands:

-
- "0-9"
 "Accounts"
 "Support"
 "Marketing"
- "Sales"
 "Service"
 "Operator"
 "Reception"

Departmental Mailboxes
1 - 8


Each department can have a voicemail box. Calls may be diverted to the box when it has not been possible to find someone to transfer them to, or outside hours, for example.

A group of people are responsible for listening to 'departmental' messages, which will appear as new messages in their personal voicemail boxes. Messages will be identified separately from personal messages, so a sales message will be prefixed 'sales message', for example. Once one person has heard the message, it will appear as 'saved' in the other mailboxes in the group.

All the features you would expect in a voicemail system are included, including the ability to save messages, hear when they arrived etc.

User Mailboxes
1 - 10


A personal voicemail box is available for each user on the system, for when they cannot be contacted. A personal mailbox can be used to replace the standard voicemail available on a mobile phone, for example, and work in the same way.

Users can record and change their personal mailbox greeting via the phone or via their personal web login.

SMS Paging of New Messages


Mobile users can receive a text message to alert them of a new voicemail (per message charges apply - see prices).

They can then dial in to retrieve them.

Email Paging of New Messages


Messages can be sent as email attachments to a predetermined email list for each departmental or personal voicemail box. They are .wav or .mp3 files which can be played on any PC with a sound system, through Windows Media Player for example.

Once you've listened to a message, you can click on a link within to accept that you've heard it, which will flag it as saved - particularly important for Departmental Messages which may be sent to a number of people.

Login and out of Numbers


By phone, users can quickly log in to or out of a previously assigned number, such as a mobile. If the calling number is available, the user does not have to enter it and can just opt to 'use the current number'. A temporary number can also be entered.



The same can be done by logging in to the web site. All changes have effect in real time:

Phone Login/out
Allows change of the phone numbers PhonePresence will contact you on.

Type	Number	Logged In	
Work	07012000000	YES	<input type="button" value="Login"/>
Home	07012800000	NO	<input type="button" value="Login"/>
Mobile	07968000000	NO	<input type="button" value="Login"/>
Temporary		NO	<input type="button" value="Login"/>

Login and out of Groups

Each use has the option to make themselves a member of the groups on the system:



Group Login/out

Log in and out of user groups

Group	Logged In
 Sales	<input type="checkbox"/>
 Accounts Group	<input type="checkbox"/>
 Out Of Hours Voicemail	<input type="checkbox"/>
 Support	<input type="checkbox"/>
 Operator	<input type="checkbox"/>

< Back

Save

Cancel

Access Voicemail Messages



You can dial it to check voicemail messages and change your greeting at any time through the special PhonePresence access number.



Messages can also be played directly from your PC after logging in:

























Messages

Your voicemails and recorded conversations

Show messages for user: ▼

Number of messages to display: ▼

Include deleted messages

Type	Date/Time	Message From	Status	Play	Delete	Save
 VOICEMAIL	17/03/2006 10:44:49	02073000000	NEW			
 VOICEMAIL	15/03/2006 09:52:54	01728000000	NEW			
 VOICEMAIL	06/03/2006 15:00:14	01728000000	NEW			
 VOICEMAIL	06/03/2006 09:46:25	02076800000	NEW			
 VOICEMAIL	03/03/2006 10:10:00	01934000000	NEW			
 GROUP VOICEMAIL	02/03/2006 16:23:53	02076000000	NEW			

< Back

Delete All

View Recent and Missed Calls


All PhonePresence reports can be downloaded to a variety of formats including PDF's and exported to Word and Excel compatible formats.

A recent call report is available to each user:


Last 10 Calls

Ans	Time	Ring Duration	Call Duration	Calling Number	Group Name
✓	06 Mar 2006 15:41:10	9	126	07012901234	
✓	06 Mar 2006 15:27:07	3	285	07012901234	
✓	06 Mar 2006 12:18:32	10	54	01455501234	
✗	06 Mar 2006 09:45:47	16		02076801234	
✓	03 Mar 2006 12:25:52	7	647	02071601234	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 20:17:55	3	15	07968901234	
✓	02 Mar 2006 19:02:28	3	160	01455501234	

Send SMS to Users and Groups

This is a useful feature whereby a quick text message can be sent by logging on to the PhonePresence web site.

The same message can be sent to a group of users:

Quick SMS

Send a text message to PhonePresence Users

Message:

Signature:

Free chars:

Recipients:

-  Group: Sales
-  Group: Support
-  Group: Out Of Hours Voicemail
-  Group: Accounts Group
-  User: Karen (01728700000)
-  User: Steven (07780600000)
-  User: Will (07880700000)

UK Mobile No.

Auto Timer Settings



The administrator can set the auto timer which controls how calls are processed:

Timer Schedule

Timer Name:

	A.M.											P.M.												
	12:00am - 1:00am	1:00am - 2:00am	2:00am - 3:00am	3:00am - 4:00am	4:00am - 5:00am	5:00am - 6:00am	6:00am - 7:00am	7:00am - 8:00am	8:00am - 9:00am	9:00am - 10:00am	10:00am - 11:00am	11:00am - 12:00pm	12:00pm - 1:00pm	1:00pm - 2:00pm	2:00pm - 3:00pm	3:00pm - 4:00pm	4:00pm - 5:00pm	5:00pm - 6:00pm	6:00pm - 7:00pm	7:00pm - 8:00pm	8:00pm - 9:00pm	9:00pm - 10:00pm	10:00pm - 11:00pm	11:00pm - 12:00pm
SUN																								
MON																								
TUE																								
WED																								
THU																								
FRI																								
SAT																								

Select a mode here by clicking on it, then click a grid cell to set it to that mode.

- Day
 - Night
 - Lunch
 - Weekend
 - Day/Night
 - Night/Day
 - Holiday
- SELECTED**

If you need more information or clarification then please call our **Sales Team** on **1300 110 330**.