

Revolutionise the way you Communicate

VoIPOffice Hosted Edition

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

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

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



VoIPOffice Hosted Edition provides advanced features such as Unified Messaging, Automatic Call Distribution,

Flexible and Superior Solutions



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 VoIPOffice 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. VoIPOffice 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 VoIPOffice™ Hosted Edition. A low monthly fee takes care of all costs and includes a generous call allowance.

Free Telephone Calls

With VoIPOffice™ 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 VoIPtalk™ network are at extremely competitive rates. UK and Europe rates start at just 1p per minute.

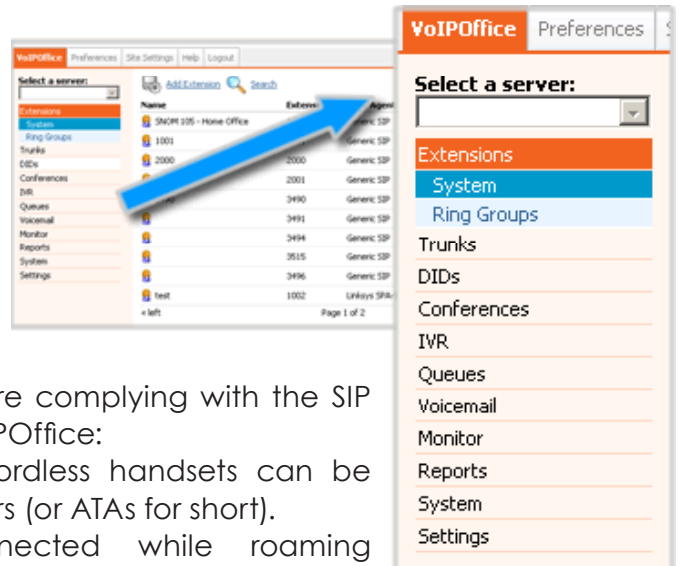
Integrate with Your Existing Applications

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

VoIPOffice configuration is performed through the powerful web interface. You can define multi-level administrator access, enabling responsibilities ranging from adding extensions, to modifying queue strategies, to be managed by various staff. VoIPOffice users have access to enhanced services via the online self care displays.



Extension Types

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

- 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 VoIPOffice softphone enables you to make video calls and send messages and check the availability of your colleagues.

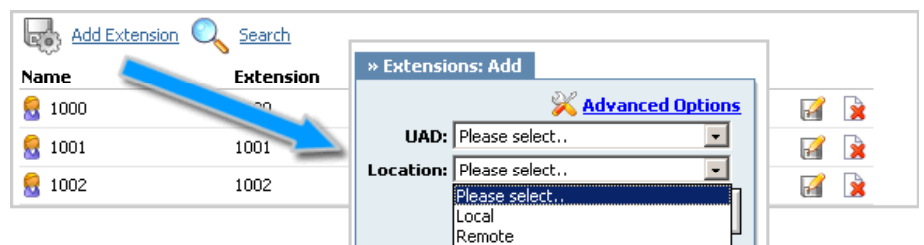


“VoIPOffice provides you with a comprehensive web management interface for straightforward configuration of your call management platform.”

Features

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

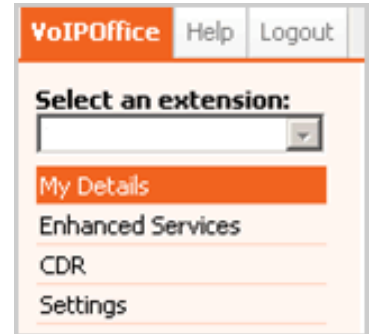


Online Self Care

Online Self Care (OSC) allows VoIPOffice users to have independent, effortless access to essential services assigned to them.

Users can:

- Edit personal details
- Check / forward/ delete / move voicemail messages
- View / download call records
- Listen / download recorded calls
- Administer all vertical services: (call forward, do not disturb, caller ID etc.)



Remote Access:

Users can access voicemail and configuration options via an external access number. 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.



Features

Unified Messaging

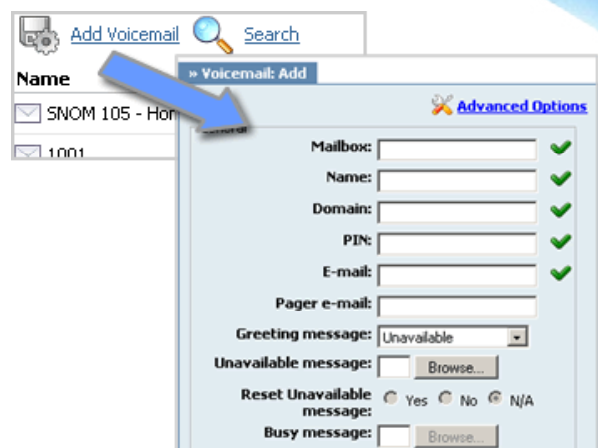
VoIPOffice provides advanced voicemail capabilities:

- 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

Online Self Care (OSC) allows users to have independent, effortless access to enhanced services assigned to them

Faxes Delivered to Your Desktop

VoIPOffice 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.

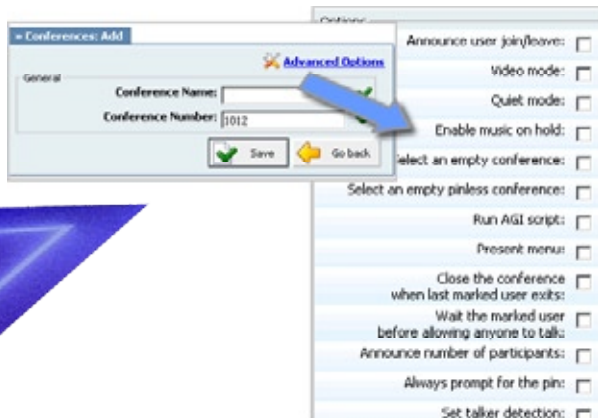


Conferences

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. VoIPOffice 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 as shown opposite.



Features

“VoIPOffice users simply dial into the conference room via a local extension.”

Call Routing Options

VoIPOffice Hosted Edition allows you to route calls via a number of different VoIP trunks. This means that you can take advantage of different tariffs and call plans when configuring your outbound call routing.



Each VoIP trunk can be configured to allow up to 250 concurrent calls. For example, one trunk may be configured on an unlimited national call plan whereas a second trunk would be used for taking advantage of lower international call rates.

Call Detail Records

VoIPOffice logs details of all inbound and outbound calls. Details of these are available for viewing via the web display. Extensive filtering allows call records to be collated with various criteria. Call records can also be downloaded in CSV format for use in third party applications. Current available fields are:

- Origination (Calling party)
- Destination (Called party)
- Date/ Time
- Duration Call Status

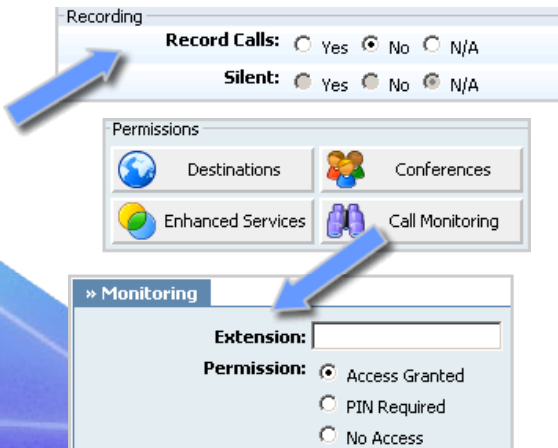
From	Destination	Date/Time	Duration	Status
3491	*123	08 Aug 2006 17:55:12	00:00:18	Answered
3494	83492	08 Aug 2006 17:50:13	00:00:04	Not Answered



Call Monitoring & Recording

VoIPOffice 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.



Features

“Call monitoring allows authorised users to listen to calls in real time.”

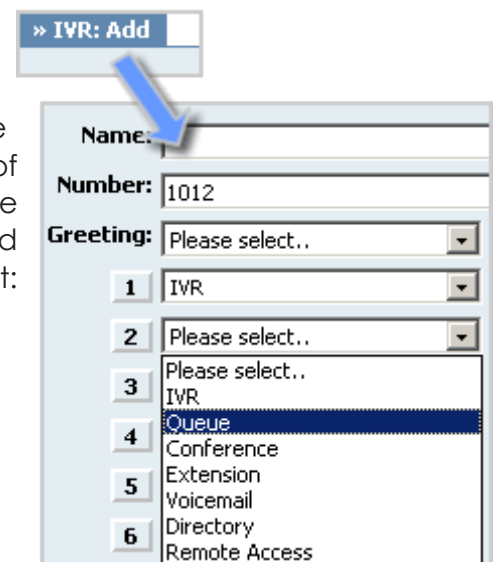
Virtual Receptionist

Also known as IVR, callers are greeted with a choice of options from a list of spoken announcements. To configure VoIPOffice 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

Role-based Administration

VoIPOffice provides multi-level administrative rights, so that responsibility for various tasks can be delegated to different individuals within an organisation. An admin user might be responsible for adding and modifying telephone extensions, whereas another would be responsible for making changes to the IVR options. In each case VoIPOffice would be configured to provide menu access to each additional administrator.



Support Services	Standard Plus	Silver	Gold
Email Support	✓	✓	✓
Telephone Support	✓	✓	✓
Business Hours Support	✓	✓	✓
Weekend Support	✗	✓	✓
24x7 Fault Reporting	✗	✗	✓
Remote System Diagnosis & Repair	✓	✓	✓
Advanced Product Replacement	✗	✓	✓
Hardware Warranty	1 year	1 year	1 year
Extended Warranty	✗	✗	✓



VoIPOffice Support Packages



Business Hours Support

Technical support is provided during the hours of 9.00AM- 5.30PM, Monday to Friday.

Technical Support

All customers are provided with a dedicated support access number and PIN. Each support call is logged and assigned a case number, which can then be tracked via the online trouble ticketing system. Non service-affecting issues can also be logged directly via the ticketing system.

Out-Of-Office Hours Support

Customers with enhanced support contracts are assigned additional emergency telephone numbers for logging service-affecting issues occurring out of business hours. Terms and conditions available upon request.

Hardware Warranty

All supplied hardware products are provided with a standard manufacturer's warranty. Gold support customers are provided with extended hardware warranty for the term of their support contract.

VoIPOffice Pricing Guide

Product Code	VoIPOffice Hosted Edition Configurations	Price GB£
	<p>VoIPOffice Hosted Edition - 4 voice over IP Trunks, Unified Messaging, 1 IVR Tree, 1 ACD Queue, 1 Conference Bridge, Administration Interface, User Online Self Care, Standard Plus Support</p> <p>Included VoIPtalk Services - Main Telephone Number, Fax2Email Number, Monthly Outgoing Call Credit Allowance, Competitive Call Rates</p>	
VOIPOF-H5U	5 users (£20 Monthly Call Allowance)	£100/month
VOIPOF-H10U	10 users (£30 Monthly Call Allowance) / 2 x ACD	£150/month
VOIPOF-H20U	20 users (£40 Monthly Call Allowance) / 2 x IVR / 3 x ACD	£200/month
VOIPOF-H50U	50 users (£90 Monthly Call Allowance) / 2 x IVR / 4 x ACD	£450/month
VOIPOF-H100U	100 users (£200 Monthly Call Allowance) / 3 x IVR / 6 x ACD	£800/month
VOIPOF-HSET	VoIPOffice Setup Fee	from £99
PS-PCONF	Handset Configuration Fee (optional)	from £20

Product Code	VoIPtalk Services	Price GB£
TA-GEONUM	UK DDI Number (available from 600 UK regions)	£2/month
TA-VT-FAX2E	Single UK Geographic Fax2Email Number	£2/month
TA-NONGEONUM	UK Non-geographic Numbers (0845, 0871, 0870)	FREE
TA-INTNUM	International Incoming Geographic Number (over 40 countries)	from £7/month
TA-GEONUM10	10 x UK DDI Numbers (provided as consecutive range)	£15/month
TA-GEONUM50	50 x UK DDI Numbers (provided as consecutive range)	£50 / month

Product Code	Support Services	Price GB£
VO-SUPP-SILV	Silver Support Package (see matrix) - Monthly Fee	£5 / user
VO-SUPP-GOL	Gold Support Package (see matrix) - Monthly Fee	£10 / user

All charges are exclusive of VAT and delivery.
 Prices are subject to change without prior notice.
 Please check www.voiptalk.org for guidance pricing.

VoIP Office Hosted Edition a Telappliant Product Want to Know More?

About Telappliant

Telappliant is the leading UK-based Internet telephony solution provider, specialising in end-to-end solution delivery for the enterprise market. Telappliant owns and operates the VoIPtalk™ Internet telephony network and offers a diverse range of solutions including VoIP Office™ Enterprise and Hosted IP PBX.

Our solutions utilise Voice over IP (VoIP) technology to deliver technologically advanced telephony solutions. Telappliant VoIP Office gives a new lease of life to your enterprise environment by seamlessly integrating remote workers with your office, and providing leading edge functionality. As an owner of one of the largest Internet telephony networks in the UK, Telappliant is also able to deliver VoIP trunking services for making dramatic savings in telecommunications expenditure.

Speak to one of our sales representatives today to see how we can revolutionise the way you communicate.

www.telappliant.com

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