



HOSTED TELEPHONY

It's time to cut the line!



At CIT we have been researching and testing the best Hosted Telephony solutions on the Market. A simple licensing structure, features that would be great if they weren't all chargeable extras and an intuitive user interface that people actually want to use seemed impossible to find in one package. Following a lengthy process we have designed a communications platform for our clients that will alleviate the need for a complicated Telephony solution.

We are delighted to present to you Complete Hosted Telephony – fully featured, 100% cloud, simple to use and designed to enable your teams to work smarter and safer.

Through partnering with Complete I.T. to deliver your telephony, you will realise the following key benefits:

- A single point of contact and ownership for all your telephony and IT needs and issues.
- A fully unified communications solution for every team member - a desk phone they can easily personalise, a PC or Mac soft phone / companion app and a mobile app means your teams can keep in contact no matter where they are, or which of their devices they are working on.
- Totally cloud based (in the UK too, so no GDPR nasties), meaning no reliance on equipment in your building such as phone servers / PBX's.
- Always up-to-date, no hardware maintenance contracts or software update costs.
- We can make changes remotely, no need to program equipment. Have a new team member starting? No problem, we can deliver you a new phone to either your office or their home that will set itself up as soon as it's plugged in.

Key Features

Your CIT Team

One number to call, one team to help

Simple Licensing

Monthly cost for each user and call costs

Unified Communications

Make calls from a desk phone, your PC (inc Mac's) or mobile via the app.

Self Service

You are in control, no need to call us to reset your voicemail PIN number or add a new speed dial key (although you are more than welcome to).

CRM Integration

Full CRM integration at no extra cost. No need to update your CRM every time you call a contact or they call you.

*please let us know which CRM System you use to make sure we can integrate.

Conferencing

A simple drag and drop interface for easy conferencing both internally and externally, all included within the license cost.

Click to dial

Simply click on the number you want to call in Outlook and start talking from you desk phone, soft phone or mobile.

Call 01628 552 860

@CompleteITLtd

Email info@complete-it.co.uk

Visit www.complete-it.co.uk

Skype for Business Integration

If you are on the phone, Skype for Business will automatically change your status to 'In a Call' for the duration of the call.

Hot Desking

If your team work from different locations or do not have a static desk, you can now easily make and receive calls simply and easily from wherever you are.

Voicemail

With CIT Telephony, you can listen to your voicemails from your desk phone, PC / Mac soft phone or mobile app. We also send you an email with the voicemail message attached and transcribe the message into the body of the email, just in case you're somewhere you can't listen to the recording.

Call Recording

There are two types of call recording. Compliance based ensures any legal or regulatory requirements you may have are taken care of (and needs an additional license fee). If you don't require compliancy based call recording, you're good to go on our standard service, which is included in the standard license cost.

Key Features

- Auto-attendants (press 1, press 2)
- Hunt / Ring groups
- Call Pickup
- Queues
- Call parking
- Extension paging
- Direct dial
- Do not disturb
- Custom ringtones
- Conference phones
- Door entry phones
- Wireless handsets
- Call reporting / itemisation

Are all there and simple to use.

If you have specific needs or wants from your phone system or have any questions relating to anything covered here, please just let us know.

How it Works

Service Costs

- £15.00 monthly cost per license (every person with an extension and conference phone needs a license)
- 1 colour screen handset per license included
- 1000 free minutes per month, per license

Activation & Installation

- £100 per license one-off activation & setup fee
- Installation, training & number porting will be proposed separately depending on the needs of your organisation

Agreement

- 36-month agreement (60-month available)
- Licenses can flex if your needs change
- Licensing billed in advance, call costs in arrears
- Payment via Direct Debit

*Pricing excludes VAT

