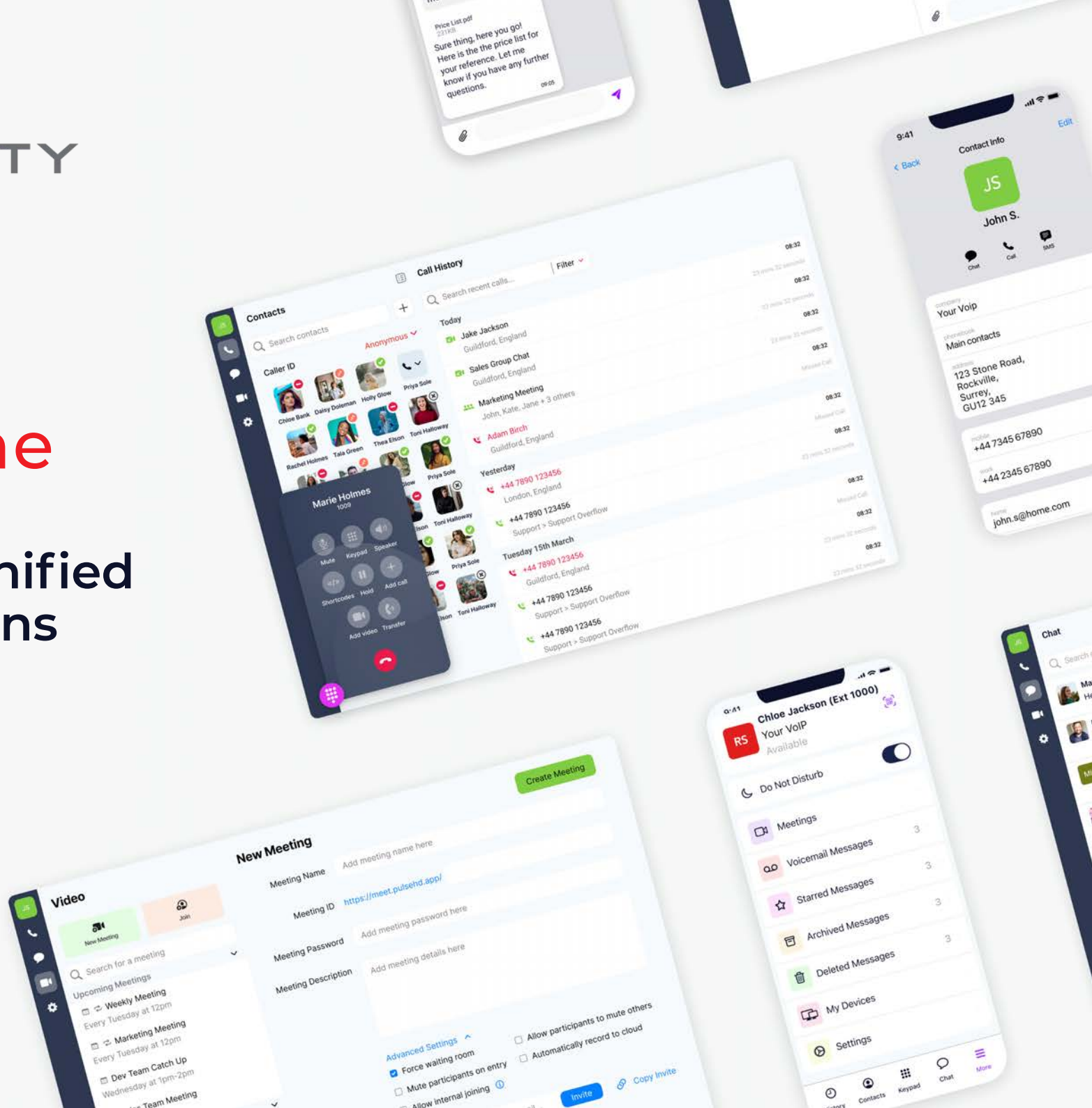




VoCALLOne

Feature-rich unified communications solutions



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Feature-rich unified
communications to meet
any business requirement

Introducing VoCALLOne

VoCALLOne is our industry leading unified communications platform and is underpinned by a powerful VoIP telephony system, including a range of advanced call handling and management features, alongside video meetings, chat, presence, document sharing and more.

All of this can be managed centrally through our secure administration dashboard, and deployed through proprietary mobile, desktop, and web applications.



Mobile & desktop applications



Directory services



Intelligent call routing



Call conferencing



Integrated video meetings



Instant messaging & presence



Voicemail & voice-to-email transcription



SMS with bulk-send availability



Screen & document sharing



Customisable IVR menus



Call queuing & parking



Call recording



CRM integration



MS Teams integration



Wallboards



Scheduled reporting



Whisper, listen and barge

VoCALLOne Applications

VoCALLOne applications, powered by CallSwitch One, allow employees to take their communications channels with them wherever they go, however they work, and on whatever device they choose.

We have applications available for desktop (Windows and Mac OS), and mobile (iOS and Android), with additional web applications supported by all major browsers, delivering a host of communication and collaboration features within a single, intuitive pane:

SOFTPHONE

DIRECTORY SERVICES

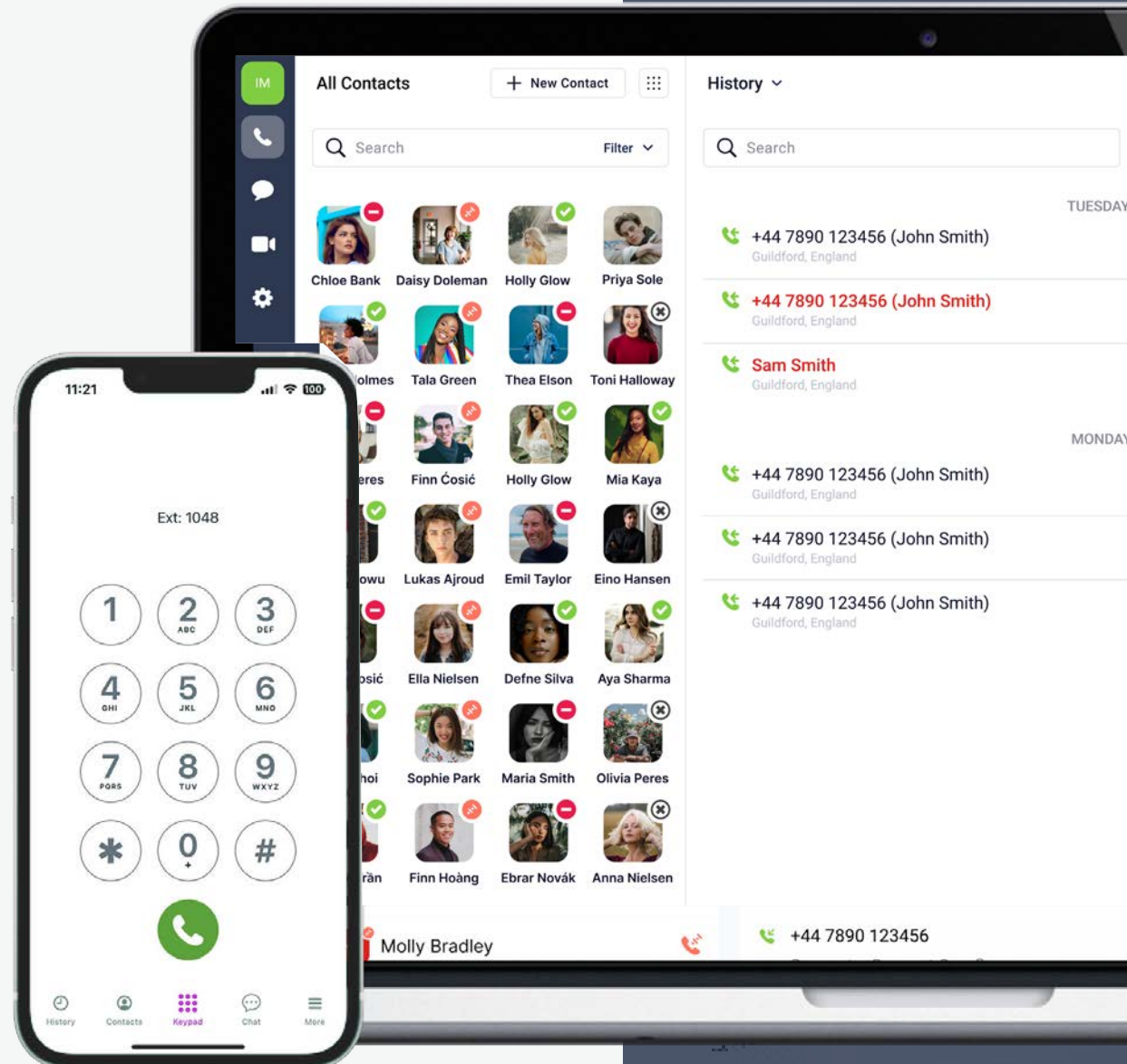
CALL CONFERENCING

VIDEO MEETINGS

SCREEN SHARING

DOCUMENT SHARING

CLICK-TO-DIAL EXTENSIONS



Secure administrative dashboard

Your secure administrative dashboard is your window into your account and user profiles, and where you will add users and extensions, manage your numbers, configure your call management tools, send bulk SMS messages,

and access both wallboards and scheduled reports. With multi-factor and single-sign-on security options, your information remains protected whilst being accessible from anywhere.

Account

Voice

Domains

Dashboard

Users

My Numbers

Call Routing

Calls

Audio

Config

SIP Trunks

Fax

Dashboard

An overview of your account

Agents Available

Today

0/0

Voicemails

Total

0

Transfers

In-Progress

0

Call History

Download Call Data

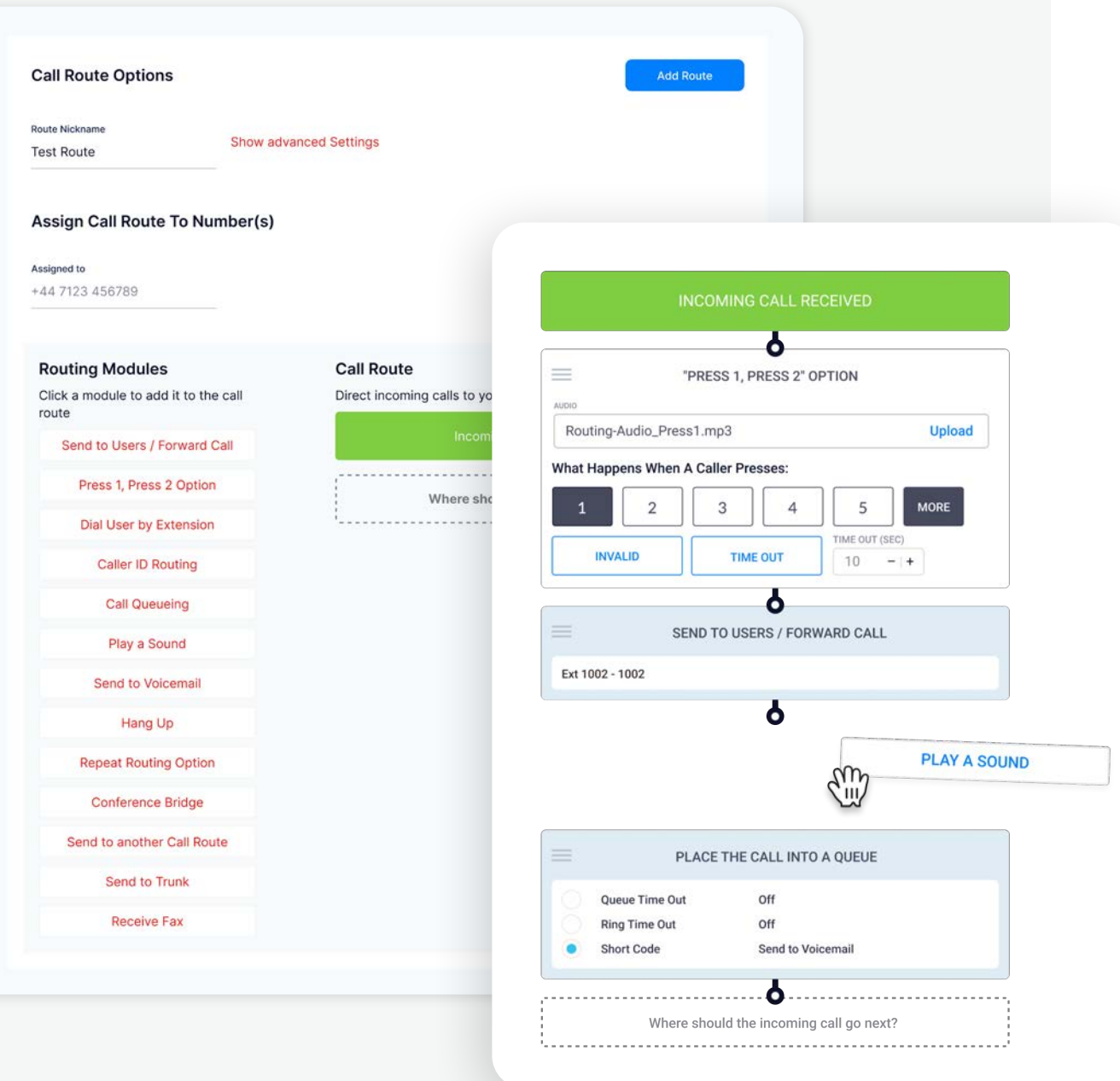
View Call History

	From	To	Duration	Cost	☒ Stereo
	+44 1234 567890	+44 1234 567890	4mins 29secs	Inclusive	 
	+44 1234 567890	+44 1234 567890	4mins 29secs	Inclusive	  
	+44 1234 567890	+44 1234 567890	4mins 29secs	Inclusive	  

Advanced call management

VoCALLOne offers a comprehensive suite of cloud-PBX tools to enable your business to provide a professional appearance while giving customers the best possible experience.

Our drag and drop call routing module offers an intuitive method to build call flows in minutes, leveraging features including IVR menus, on-hold music, call queues, hunt groups, call-forwarding, voicemail, time diaries, and more.



The interface displays a call flow diagram with the following steps:

- INCOMING CALL RECEIVED** (Green box)
- "PRESS 1, PRESS 2" OPTION** (White box with a menu icon):
 - AUDIO: Routing-Audio_Press1.mp3 (with an Upload button)
 - What Happens When A Caller Presses:
 - Buttons: 1, 2, 3, 4, 5, MORE
 - Actions: INVALID, TIME OUT
 - TIME OUT (SEC): 10 (with minus and plus buttons)
- SEND TO USERS / FORWARD CALL** (Blue box with a menu icon):
 - Ext 1002 - 1002
- PLAY A SOUND** (Callout box with a hand icon pointing to the next step)
- PLACE THE CALL INTO A QUEUE** (Blue box with a menu icon):
 - Queue Time Out: Off
 - Ring Time Out: Off
 - Short Code: Send to Voicemail
- Where should the incoming call go next?** (Dashed box for the next step)

Call Route Options (Top left panel):

- Route Nickname:
- Test Route:
-

Assign Call Route To Number(s) (Middle left panel):

- Assigned to: +44 7123 456789

Routing Modules (Bottom left panel):

Click a module to add it to the call route

- Send to Users / Forward Call
- Press 1, Press 2 Option
- Dial User by Extension
- Caller ID Routing
- Call Queueing
- Play a Sound
- Send to Voicemail
- Hang Up
- Repeat Routing Option
- Conference Bridge
- Send to another Call Route
- Send to Trunk
- Receive Fax

Call Route (Middle right panel):

- Direct incoming calls to you
- Where should the incoming call go next?

New SMS

Subject

Your VoIP SMS

Sender ID (from)

+44 7123 456789

Recipient

Sales Prospects

Message

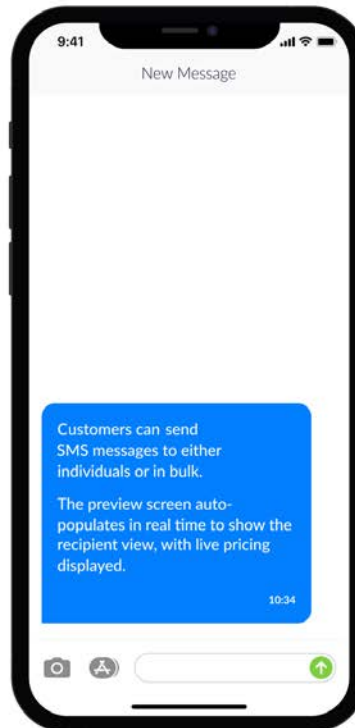
Customers can send SMS messages to either individuals or in bulk.

The preview screen auto-populates in real time to show the recipient view, with live pricing displayed.

183 CHARACTER | COST £0.10/RECIPIENT | TOTAL COST £10.00

Save as Draft

Send



SMS Messaging

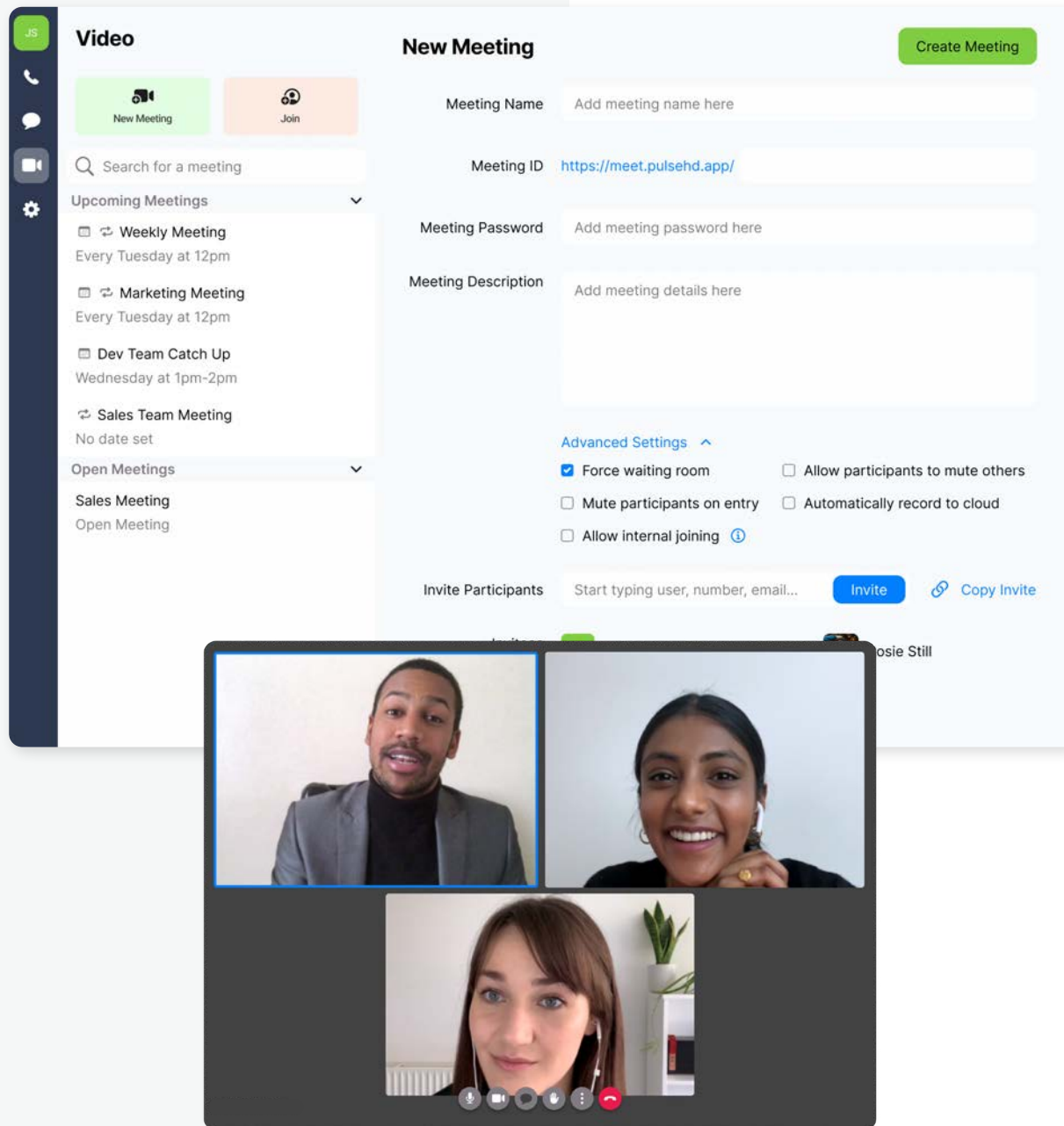
VoCALLOne includes a comprehensive business SMS feature that enables you to send SMS messages to either individuals or across entire phonebooks of up to 20,000 numbers, either sending them immediately or using a scheduling tool to build entire campaigns.

Compose messages and view real-time updates of how your message will appear to recipients, as well as viewing the price per recipient of any messages you send to ensure you stay within budget.

Integrated Video Meetings

The VoCALLOne solution allows for scheduled or instant video meetings between colleagues, all managed from within the same application screen, featuring screen-share functionality, in-meeting chat, hand-raising, and more.

Meetings can be given custom URLs to allow external individuals to access them, and admins can make meetings open, or close them to only employees, with options to create waiting rooms, to force participants to join on mute, and to add password-protection.





Desk Phone Compatibility

VoCALLOne is compatible with handsets and conference devices from all the leading manufacturers, catering for all budgets.

This enables us to help you match desk phone hardware to the requirements and specifications of different groups of users or departments.

Intelligent call-routing, greater resilience, inclusive call recording, generous call bundles, and more. A voice solution that makes Teams talk properly.



Give Microsoft Teams a voice

VoCALLOne allows you to provide an enhanced voice solution for your Microsoft Teams users. For businesses who use Microsoft 365 for productivity and collaboration, our solution enables your employees to use Teams desktop and mobile applications to make and receive

voice calls without clicking out to other consoles, while making use of our full range of features. Best of all, Teams users sit within your solution seamlessly alongside users who prefer to make use of our proprietary applications or desk phones – meaning genuine endpoint flexibility.

CRM Integration

Key to any unified communications solution is integration with other critical services, improving both productivity and accuracy.

VoCALLOne offers contact integration and call logging with the leading CRM platforms, delivering plug-and-play compatibility across Salesforce, Hubspot, Pipedrive, Zoho, Vtiger,

Capsule, and Copper, with more integrations coming online regularly.

Less common, web-based CRMs are also catered for, offering both 'click-to-dial' and 'screen pop' functionality, while our Open-API library enables bespoke integrations.



Cloud Storage Integrations

Back your VoCALLOne call recordings, video recordings, and CDR data through seamless integration with leading cloud storage solutions, Azure, Amazon S3, Dropbox, and Google Drive.

This means that should you require storage of recorded calls longer than our rolling 90-day inclusive storage, you have a broad choice of options without the need to store anything locally, with automatic cloud-sync that ensures your files are securely backed-up without added administrative tasks.

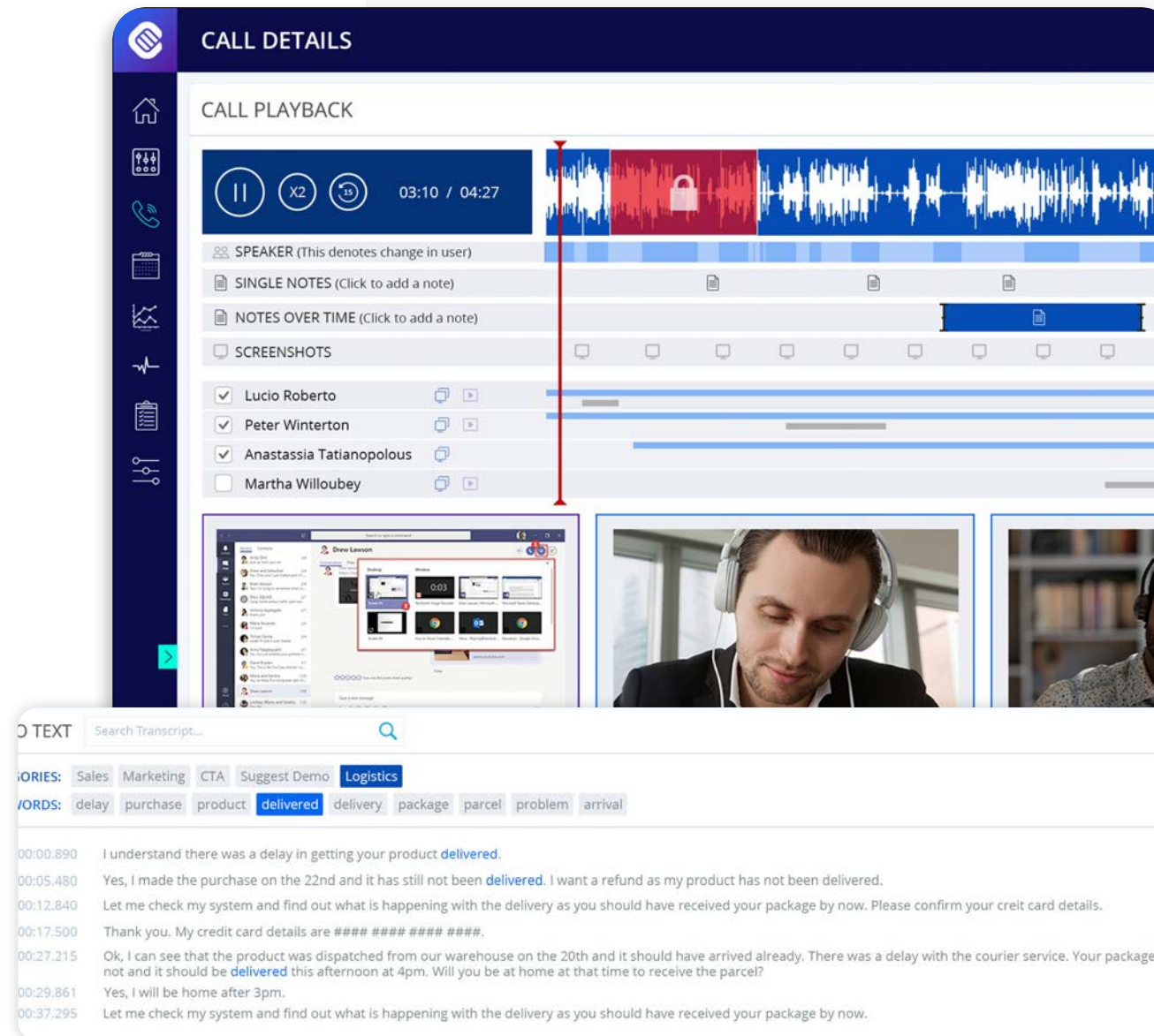


Call Recording

VoCALLOne includes native cloud-based call recording, offering a 90-day rolling archive of your calls, complete with secure data centre storage, as well as integration to leading cloud storage providers should you need to retain copies of your recordings.

If you're operating in a regulated industry and subject to compliance requirements, such as MiFID II or PCI, we also offer cloud-based compliance call recording and analytics platform – CallCabinet.

CallCabinet includes advanced search and retrieval, 256-bit encryption, long-term immutable storage, and payment platform integration, delivering the ultimate telephony compliance suite.

The screenshot displays the VoCALLOne interface, which is divided into several sections. At the top, the 'CALL DETAILS' header is visible. Below it, the 'CALL PLAYBACK' section features a large audio waveform and a timeline. A red vertical line indicates the current playback position. To the left of the waveform, there are controls for pausing, speed (X2), and a 15-second rewind button. The timeline shows a duration of 03:10 / 04:27. Below the waveform, there are sections for 'SPEAKER (This denotes change in user)', 'SINGLE NOTES (Click to add a note)', 'NOTES OVER TIME (Click to add a note)', and 'SCREENSHOTS'. A list of names is visible, including Lucio Roberto, Peter Winterton, Anastassia Tatianopolous, and Martha Willoubey. At the bottom, there is a 'TEXT' section with a search bar and a list of tags: Sales, Marketing, CTA, Suggest Demo, and Logistics. Below the tags, there is a list of words: delay, purchase, product, delivered, delivery, package, parcel, problem, arrival. The bottom section displays a transcript of the call, with timestamps and text. A red box highlights a specific part of the transcript, and a red arrow points from the waveform to this box.

CALL DETAILS

CALL PLAYBACK

03:10 / 04:27

SPEAKER (This denotes change in user)

SINGLE NOTES (Click to add a note)

NOTES OVER TIME (Click to add a note)

SCREENSHOTS

☒ Lucio Roberto

☒ Peter Winterton

☒ Anastassia Tatianopolous

☐ Martha Willoubey

TEXT Search Transcript...

ORIES: Sales Marketing CTA Suggest Demo **Logistics**

ORDS: delay purchase product **delivered** delivery package parcel problem arrival

00:00.890 I understand there was a delay in getting your product **delivered**.

00:05.480 Yes, I made the purchase on the 22nd and it has still not been **delivered**. I want a refund as my product has not been delivered.

00:12.840 Let me check my system and find out what is happening with the delivery as you should have received your package by now. Please confirm your credit card details.

00:17.500 Thank you. My credit card details are #####.

00:27.215 Ok, I can see that the product was dispatched from our warehouse on the 20th and it should have arrived already. There was a delay with the courier service. Your package not and it should be **delivered** this afternoon at 4pm. Will you be at home at that time to receive the parcel?

00:29.861 Yes, I will be home after 3pm.

00:37.295 Let me check my system and find out what is happening with the delivery as you should have received your package by now.

Reporting and Wallboards

Ensure you stay on top of your team's performance with easy to build wallboards and reporting that can be produced on-demand or scheduled to provide regular updates to management staff.

With a full range of statistics available including average wait times, number of calls answered and number of abandoned calls, keep key performance indicators at the tip of your fingers to help you produce a high quality service.

Edit Wallboard

[Save Changes](#)

Nickname

Enter Subject

URL

stats.yourvoip.com/wallboard/

Wallboard Type

Inbound

Show Stats

Hour

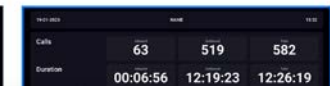
Queue Group

Sales Team

Public ☒

Dark Theme ☒

Select Wallboard Layout



19-01-2023

NAME

15:32

Calls

Inbound
63

Outbound
519

Total
582

Duration

Inbound
00:06:56

Outbound
12:19:23

Total
12:26:19

Inbound Wait Time

Average time to answer

63

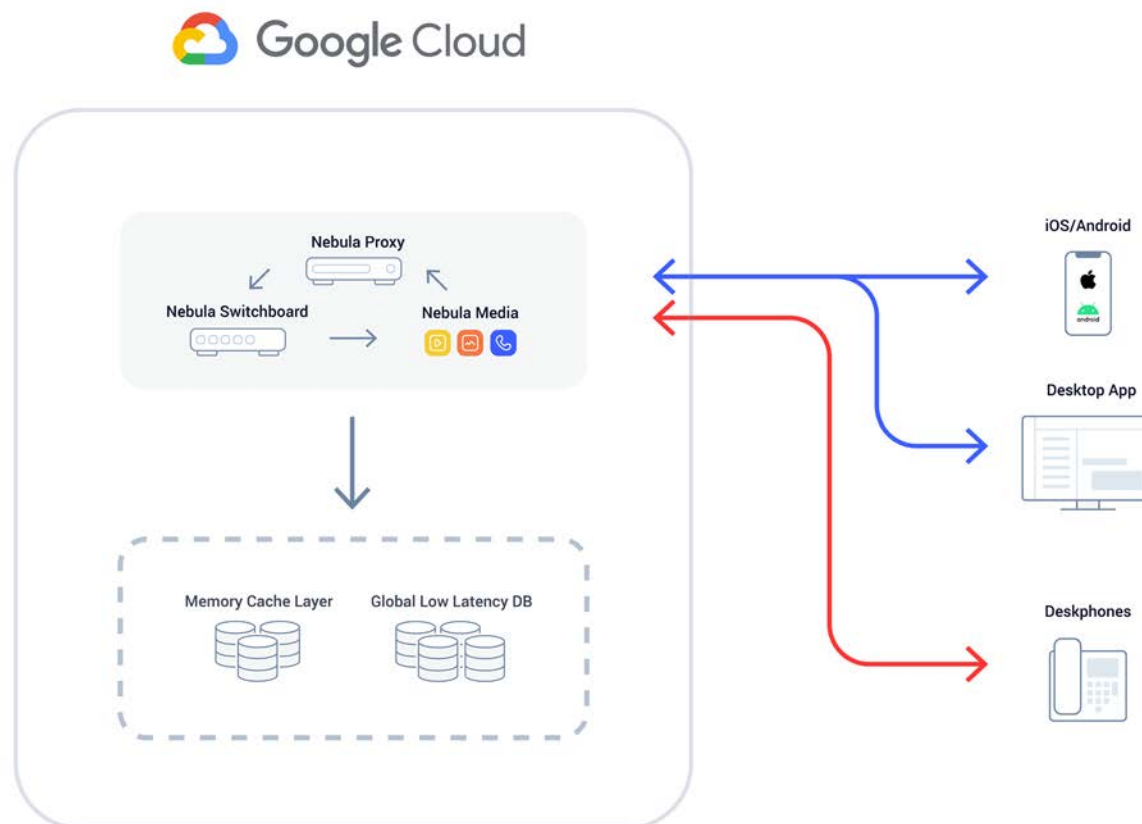
NAME	EXTENSION	INBOUND CALLS	OUTBOUND CALLS	TOTAL CALLS	INBOUND TIME	OUTBOUND TIME	TOTAL TIME
Name	150	1	7	1	00:00:00	00:00:00	00:08:45
Name	150	1	7	1	00:00:00	00:00:00	00:08:45
Name	150	3	3	1	00:00:00	00:00:00	00:08:45
Name	150	3	2	3	00:00:00	00:00:00	00:08:45

Network Infrastructure

VoCALLOne is powered by CallSwitchOne and is hosted in Google Cloud, benefitting from global availability, unlimited scalability, industry-leading resilience, and unrivalled DDoS prevention from a pioneering zero trust security model that serves more customers than any other cloud provider

By deploying in Google's public cloud infrastructure, servers can be brought online and offline automatically in response to demand, maximising both performance and network environmental efficiency.

VoCALLOne is powered by CallSwitch One's fully-owned proprietary code base and is managed by a dedicated team of UK-based, in-house developers, supporting an agile roadmap and allowing us to ship regular updates and improvements our customers.



Simplified Licencing

VoCALLOne offers two inclusive licence tiers, with distinct feature sets depending on your requirements.

VoCALLOne S

VoCALLOne S is our foundational business communications licence ideal for smaller businesses and any organisation with more basic VoIP requirements

- ✓ 500 minutes to UK landline numbers
- ✓ 500 minutes to UK mobile numbers
- ✓ Free mobile, desktop, and web applications
- ✓ 1 inclusive number per user
- ✓ Call forwarding
- ✓ Time of day routing
- ✓ On-hold music
- ✓ Text-to-speech
- ✓ Hunt groups
- ✓ Call conferencing
- ✓ Call parking
- ✓ Presence settings
- ✓ SMS to up to 25 recipients
- ✓ Multi-factor authentication
- ✓ A range of hardware options

VoCALLOne Pro

VoCALLOne Pro is our fully-featured UCaaS solution suitable for businesses of all sizes, and with a range of enterprise-grade tools for maximising employee efficiency and customer experience.

VoCALLOne Pro includes all of the features in VoCALLOne S plus:

- ✓ 2000 minutes to UK landline numbers
- ✓ 2000 minutes to UK mobile numbers
- ✓ Single Sign On support for Google and MS
- ✓ Microsoft Teams voice integration
- ✓ CRM Integrations
- ✓ Bulk SMS to up to 20,000 recipients
- ✓ Multi-level IVR menus for enhanced call routing
- ✓ Fully embedded video meetings
- ✓ Voicemail to email transcription
- ✓ Internal instant messaging
- ✓ File sharing
- ✓ Call recording with 90 days inclusive storage
- ✓ Cloud storage integration
- ✓ Call queues with live wallboard analytics
- ✓ Contact centre tools and reporting



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Find out more

