

Introduction to Hosted Voice



An effective communication system lies at the heart of every efficiently run organisation. Without one, managing incoming and outgoing calls can put considerable operational and financial strains on your organisation and worse, create a negative impression with those who contact you.

Class Hosted Voice is designed for organisations that need a flexible and scalable communications platform, without having to buy and maintain equipment or make a long-term commitment.

Hosted in our secure data centre, the Class platform provides all the technical functionality and features to manage your incoming and outgoing calls.

Handsets are connected at your premises via a dedicated Internet connection to the Class voice platform using Voice over Internet Protocol (VoIP) allowing multiple users to access the system simultaneously and enjoy all the benefits of our state of the art system.

Costs are kept to a minimum as you simply pay a low monthly rental for each user and multiple simultaneous calls can be made and received using just one broadband line.

- ✓ Pre-configured for quick & easy installation
- ✓ Full functionality without the need to buy a system
- ✓ No installation or annual maintenance charges
- ✓ Inclusive calls to UK landlines & mobiles
- ✓ Keep your existing phone numbers
- ✓ 24/7/365 support
- ✓ Connect homeworkers and other offices with free inter-site calling
- ✓ Users can be seamlessly added & removed as your organisation evolves
- ✓ Moving office: keep all your phone numbers and simply re-plug the service in at your new location

Call us on 0800 160 1920 to explore your options or email contact@classnetworks.com



Hosted Voice Features

Class Hosted Voice comes with a wide range of features to enable you to manage your calls more efficiently. You can control how you answer your calls whilst individual users can have direct access to their own special features. Furthermore, we can integrate your voice & data requirements into a seamless, secure, capex-free network.

COMPANY FEATURES Choose from any of the features below to manage calls at a company level

Auto-attendant	Greet callers with an automated welcome message and menu option to connect calls to relevant
Call Queuing	Integrate with Outlook or build your own company phone directory for automatic dialling.
Hunt Groups	Incoming calls can be routed to specific handsets and redirected to other handsets if no answer or busy
Company Directory	Integrate with Outlook or build your own company phone directory for automatic dialling.
Music on hold	Reassure callers that they haven't been disconnected.
Night Mode	Manage your out of hours calls using auto-attendant and call announcements
Hot Desking	Users are able to login to Hot Desk extensions using a PIN code, so handset and desk space can be shared across several employees

USER FEATURES These features can be managed by each user from their handset

Voicemail	Personal voicemail for each user with the ability to record and change their own greeting. The system can also be configured to forward voice messages to individual email addresses
Call Forward	Divert calls to voicemail, other extensions or other locations when busy, in meetings or no answer
Call Pick-up	Users can pick up calls ringing on other handsets
DDI	Each user will have their own personal telephone number so callers can connect directly
Withhold number	Withhold your number displaying when making external calls
Busy lamp	See when other colleagues are on the phone
3 Way Conferencing	Allows conference calls to be set up with multiple people
Call Park	Put callers on hold whilst transferring and speaking to colleagues
Speed Dial	Set up short codes to dial personal contacts
Roaming profile	Take your handset anywhere and plug into an internet connection to make & receive calls as though you were in your office
Softphone	Use your PC or laptop with our headset to make and receive calls from any location with Internet access.
Call recording	Record incoming and outgoing calls