

## VoIP Enrich

**What is VoIP Enrich?** VoIP Enrich is a hosted Voice over IP service designed to provide telephony services to small and medium sized businesses with multiple users and even multiple sites, with key business functionality. Each VoIP Enrich account can accommodate multiple UK geographical or non geographical numbers and allows many users to share the same account features.

**What features are included?** VoIP Enrich includes one of each of the following features. If you require additional hunt groups or call queues these are available for an additional monthly charge. For more information and pricing please contact us.

- > **Auto Attendant** This is an automated answering system that routes calls to the appropriate extension or group based on the caller's responses to the voice prompts defined by your customers. Auto Attendant replaces the human operator and therefore is considered to be a key telephone system feature that helps reduce operational costs and increase efficiency (can be disabled if not required).
- > **Hunt Group** Allows you to pre-define a group of users/ extensions and enable incoming calls to be routed within this group until they are answered. This is a very simple way of ensuring that the incoming call is retained. There are two routing strategies that you can select, 'Ring All' (to ring all users in the group at the same time) or 'Consecutively' (to ring users in the group one after the other in an order). Callers hear a ringing tone when the call is being routed to the hunt group.
- > **Call Queue** Call Queue serves the same functionality as a Hunt Group but boasts more advanced features. Firstly, it has more routing strategy options. In addition to 'Ring All' and 'Round Robin', you can choose 'Least Recent' (to always ring the user who has gone the longest time without receiving a call), 'Fewest Call' (receives the fewest incoming calls) and 'Random' (to ring randomly between users). Secondly, the Call Queue also offers a 'Music on Hold' option in addition to the traditional ringing tone to present a more professional image to callers. Time-based routing can also be setup for a Call Queue which offers the second level auto attendant feature when suitable.
- > **Web-based VoIP Enrich User Portal** This simple to use yet comprehensive portal enables customers to manage their VoIP Enrich account online. All call features can be edited via the portal and all changes made to the system updated immediately. The User Portal incorporates comprehensive help guides and a User Portal Handbook is available.

The administrator can set individual user permissions by extension, enabling users to control specified features including configuring their own voicemail, follow me and call forwarding settings and overriding the auto attendant settings. To do this the user is given access to an end user portal by the administrator.

- > **UK geographical (01/02 number) or a non geographical (03) Number** Each VoIP Enrich account includes one UK geographical (01/02) or non geographical (03) number. Each account can accommodate more users by adding additional user licences.
- > **Extension number** Each user licence is allocated with an extension number. This allows your customers to make internal calls by dialling just the extension number
- > **Extension-level outgoing call permission** In addition to setting permissions for configuring specific call features (e.g. voicemail) at extension level, the administrator can also set outgoing call permissions. The administrator can bar all outgoing calls from an extension or bar certain types of outgoing calls (such as premium rate calls or mobile calls).
- > **Extension-level codec setting** To optimise system efficiency the administrator can apply a different codec by extension (e.g. lower call quality codec for extension that is located in a site with limited bandwidth).
- > **Voicemail** One voicemail is included in the user license. Customers can retrieve voicemail from their phone or by email (voicemail will be delivered to a designated email address as a WAV file).
- > **Follow Me** Extension users can forward incoming calls to up to 5 different telephone numbers (which can be either internal or external numbers) via the User Portal.
- > **Real-time call data** All call information is available within the Reports section of the User Portal in real-time for information and monitoring purposes.
- > **Customisable prompts** Customers can record their own prompts for use on their auto attendant menus and upload them to the system via the User Portal. The system supports WAV and MP3 format.
- > **Call recording** For complete security and peace of mind call recording is available at extension, call queue and hunt group level. The administrator can set all incoming calls to a specified extension, hunt group or call queue to be recorded via the User Portal. The call recordings can be retrieved via the reports section of the User Portal. An additional charge applies for call recording please contact us for more information and pricing.