

BT Cloud Voice

Work how and when you want, securely



Keep people talking whilst delivering a better return on your IT.

Cloud based call communications

Gives people the tools to talk, in and out of the office

Easy to add and remove users

Helps reduce costs and free up IT resource

BT Cloud Voice offers the features of a traditional on-premise communications system but is hosted in the cloud – off site in data centres. So instead of a physical system at your sites, you connect your phones to the cloud voice service via your IP network. This makes it easier to manage for your IT team, as there's no longer a need for separate voice and data networks.

More and more of us are working “on the move” and technology helps us do all the things we need to, whether we're at HQ or working from home. With BT Cloud Voice it's easy to link satellite sites and homeworkers as though they were all in the same office. This is done through an IP connection, using an IP phone or softphone on a PC. There's greater flexibility, so you pay for the features and user licences that you require, helping demonstrate the value that IT is delivering

The benefits of Call Recording

Simple to deploy and manage

- Only pay for the services you use.
- Easily add users and features as your business needs change.
- Choose the contract term that suits your business.

Control costs

- Reduce CAPEX spend, freeing up budget that can be used elsewhere.
- You only need one network for your voice and data.
- Internal calls between different sites and homeworkers are at no extra cost using BT Cloud Voice.

Improve customer service

- Make it easier for your customers to get through to the right person.
- Use call recording to help with training/coaching, dispute resolution, and to meet industry regulations.
- Add contact centre features for easier management of customer enquiries, whether they're contacting you by phone, email, web or social media.

Simple to deploy and manage – freeing up your IT resource

- Easy to set-up without the need for major hardware installation.
- Quickly add new sites and remote workers through your BT Cloud Voice web portal.

Support flexible working

- Enable homeworkers to be connected as though they were in the office.
- Mobile workers can use their PCs as their phone enabling them to connect wherever they can get online.

Key Features of BT Cloud Voice

BT Cloud Voice includes advanced features to help your business run efficiently. It can route calls to the correct department or person, day and night. The range of features includes many that you'd expect to see on a traditional communications system, all of which help you stay in touch with colleagues, customers and suppliers. There are also a number of optional features that can enhance the way you do business.

Dual Ringing

Have both a desk phone and a mobile ring at the same time when there is an incoming call, ensuring that no important calls are missed whether you are in or out of the office.

Voicemail to email

Have voicemail delivered to your email inbox so they can both be checked from the same place. You could also have faxes delivered to your email inbox.



Offices worldwide

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Call recording

Record calls to help with training and coaching and provide evidence of discussions in customer disputes. It can also help some businesses meet specific industry requirements.

Unified communications

Take control from the convenience of a PC. Numbers can be dialled at the click of a mouse, employees can communicate online and know exactly who's available to talk, and when someone calls in, their details can appear on screen, to help with a more personal response.

Contact centre

Customer service is key and effectively managing different communications – voice, email and web – can help keep you one step ahead of the competition. And because it's in the cloud it is easy to run over multiple sites and homeworkers, so people have the tools to look after customers, no matter where they are.

Why BT?

- **With BT Cloud Voice you can enjoy cost savings** and flexibility together with the reassurance of working with BT.
- **A successful transition to the cloud is dependent on having the right network in place.** To deliver the performance and reliability they need, we've got a range of internet and WAN access solutions, including our market-leading IP Connect Ireland service.
- **The fact we're Ireland's leading communications provider** is proof that you'll get the performance you need to stay connected to your services in the cloud.
- **We have decades of experience** in cloud solutions and on-site communications systems. That's experience we can share with you to help meet your own business challenges.
- **We work with partners for both cloud voice and on-site communications systems**, so our recommendation is based on the solution that's right for your business. Once we do recommend something, you'll know it's based on the very best solutions in the market.

Find out more about BT Ireland

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