



hostTALK
HOSTED | ip telephony

IP Telephony in a box

hostTALK

hostTALK, as the name suggests, is a hosted IP telephony solution. The main components are located in hostTALK's state of the art data centre and the customers' phones link into the system across a secure, voice-enabled broadband network.

hostTALK enables businesses to concentrate on their core operations by reducing the time and resource spent on their telephony requirements.

Business benefits:

Business Efficiency

- Rent what you need when you want it
- Scale users and applications rapidly
- Make changes in real time using a web browser
- Use a single network for voice and data
- Unify your communications system across all sites.

Financial Sense

- Monthly rental model
- Minimal capital outlay
- Use of operational not capital expenditure
- Lowered support and maintenance costs for telephony and data systems
- Free calls between sites.

Features

- Access to features such as voice recording and call centre functionality on a per user, per month basis
- System is always upgraded and remains state of the art at no extra cost.

hostTALK includes a unique Web Provisioning System which has been designed to maximise the customer experience.

It provides businesses with the tools that can enable them to:

- View call logs and billing information
- Add and remove extensions
- Assign DDI's
- Configure hunt groups, pick up groups and auto attendants
- Configure call forwarding and voicemail options
- Order and cancel services
- Edit company and personal directories
- Access voicemails.

The ability to manage their own phone system quickly and easily means companies benefit from:

- Increased efficiency of telephone administration
- Fewer missed calls resulting in lost revenue
- Less phone tag and the associated lost time
- The ability to rapidly adapt to changes in call volumes or business practices
- Greater visibility and monitoring of calls
- Increased efficiency through better call distribution, meaning callers find the correct department first time on more occasions.

Other features of hostTALK include:

- Conference Forwarding
- Auto Attendant
- Music on Hold
- Voice Mail
- Extension Mobility
- Video Conferencing
- Caller Line ID.

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