



## Service Name

Hosted IP Telephony







## Description

At Flip Connect we are able to offer a market leading hosted VoIP system that will meet the needs of any modern business. The system is feature laden which means that any requirement can be met and the many of the features are built in and come as standard unlike many PBX systems.

## Features & Benefits

Flip Hosted is a VoIP solution which simply put; means using the internet to make telephone calls. Once you are set up on our system you can connect your phone to the internet and then start making calls. The system allows customers to benefit from not only the array of features but also a reduced calling cost. We can also offer a solution that will guarantee call quality end-to-end. We are able to do this by supplying a high quality business grade broadband which has bespoke routing within their network to ensure that call quality is of the highest standard.

## System Highlights

 <p><b>Hosted VoIP Seat</b> One of the best things about our business VoIP services is that you don't need to pay for a PBX and you never have to see another maintenance man again, while you can enjoy state-of-the-art features as standard.</p>	 <p><b>Call Recording</b> FSA compliant hosted call recording application that records all calls made from assigned numbers. A secure online interface is provided to view, manage and download recorded audio files.  Record conversations for compliance or legal Use call recording as a unique way of training staff</p>	 <p><b>Console Assistant</b> Flip Connect VoIP Console Assistant is an application that can be used to manage incoming calls to a main telephone number at a particular site. For example, a company receptionist can use Console Assistant to answer and transfer calls to the extensions listed in the directory.</p>
 <p><b>SME QoS Connectivity</b> iStream is a revolutionary broadband service designed specifically for the delivery of high quality voice data on an IP Telephony service. The service provides an assured, optimised access circuit solely used for the transmission of Flip Connect telephone communications and provides a Service Level agreement .</p>	 <p><b>Personal Phone Manager</b> The Personal Phone Manager (PPM) from Flip Connect is a web-browser application that allows you to manage and control calls easily via your PC at a click of a button.  The PPM Call Control window provides information about the line on your phone and calls in progress as well as providing a dial keypad, call control buttons and speed dial lists.</p>	 <p><b>Call Reporting</b> Flip Connect Call Reporting application provides business with a highly detailed Real-Time call reporting solution, delivered by a two tier MIS (Management Information Systems) service. The solutions offer Real-Time Agent List, Real-Time Hunt Groups, Agent Call Control and ACD Activity along with Archive and historical reporting on Calls.</p>

## Testimonial



“ Flip were courteous and professional, knowledgeable and allowed us to move to a completely new system effortlessly.

Neil Shah . Managing Director . Stress Management Society

