

Hosted PBX

In today's ever-changing work environment it's critical that business users can easily communicate with customers, suppliers and colleagues wherever they are.

EXPO.e's Hosted PBX service provides advanced call features that can quickly scale across multiple sites, enabling employees to communicate from any office or if they're on the road.

EXPO.e's Hosted PBX service removes the need for companies to operate and maintain PBXs, freeing up time and resources.



WHY USE HOSTED PBX INSTEAD OF ON-SITE PBXS?

Traditional PBXs have a number of problems meeting the needs of today's work environment:

- **CAPEX impact** of upfront PBX investment and then later replacement.
- **Inflexibility should new PBX** users/features require hardware or software upgrades.
- **Inaccessibility of PBX** call features to remote users limiting their productivity.
- **Business continuity risk** of flood, fire or fault affects the PBX.

EXPO.e's Hosted PBX service avoids these problems by operating from our resilient Voice Services Platform, removing the need for on-site PBXs, reducing CAPEX and providing business continuity in case of on-site flood or fire.

New Hosted PBX users and features can be added quickly as required. Users can then access the Hosted PBX service regardless of their location.

WHY CHOOSE HOSTED PBX FROM EXPO.E?

- EXPO.e's Hosted PBX service is delivered from our carrier grade Voice Services Platform and resilient core Network, which together eliminate the effects of jitter, latency and packet loss to provide high quality voice calls.
- EXPO.e also provides a wide range of voice features (see overleaf) plus additional options that can be quickly added.

KEY BENEFITS

- High quality voice calls with advanced, flexible call features that can scale as required.
- Reduced CAPEX with fully managed solution - no need to purchase and maintain costly hardware.
- Resilience - Voice communications unaffected in case of flood or fire at Head office or branch offices.
- Improved remote worker productivity through easier and more effective communication.



HOSTED PBX FEATURES

- The Hosted PBX service is available through the Office and UC-One seats.
- The Office seat is a fully functional PBX seat that provides all the features necessary for effective Voice communications.
- The UC-One seat provides multi-channel, multi-device communications that enables users to easily and conveniently work and share ideas regardless of location, thereby boosting productivity.

OFFICE SEAT FEATURES

- **Essential call features** - make / receive calls, call forward, hold, transfer and voicemail.
- **Hunt group** - incoming calls delivered to specified destinations according to a specified policy.
- **Hot Desking** - provides the same user experience at different desk phones, enabling flexible seating without affecting productivity.
- **Call Parking** - allows a call to be suspended by one user and then picked up by another user.
- **Do Not Disturb** - user appears busy to incoming calls.
- **Anonymous Call Rejection** - rejects calls from anonymous parties who have restricted their caller ID.
- **Three-way calling** - allows a call to be setup between 3 users speed dial single digit dialling for favourite or difficult to remember numbers.
- **Call Reporting** - call information, visual wallboards, dashboards and reports.

UC-ONE SEAT FEATURES

Ubiquitous service

- Single identity across desk phone, PC/Mac, smartphone & tablet.
- One identity across all services; voice, video, instant messaging (chat) & presence.

Advanced PBX services

- All features of the Office seat (see left).
- **Find-me / Follow-me** - defines a set of destinations incoming calls are routed to based on specified criteria.
- **Selective Call Control** - enables incoming calls to be accepted or rejected based on specified criteria.
- **Multiple Call Appearance** - Enables incoming calls to appear on multiple handsets simultaneously.

Collaboration services

- **Instant message (chat)** and share information with multiple colleagues using file transfer and desktop sharing.
- **Virtual meeting room** - drag and drop colleagues into your personalised meeting room for n-way chat, voice and video.
- **Conference moderator** - view and manage audio conference attendees.

Simple, intuitive tools to increase personal productivity

- **Point and click control** - of your audio calls, video calls, chat and desktop sharing.
- **Find and view colleagues' presence** - (with calendar integration) and chat with them.
- **Access your contacts** - from one contact list synchronised across all devices.
- **Seamless transition** - users can start a call on their desk and seamlessly move to their mobile device.

OPTIONAL FEATURES

- **Auto Attendant** - an automated receptionist that answers incoming calls and provides in-call routing options.
- **Software Attendant Console** - enables receptionists to ensure incoming calls are routed to the correct destination
- **Fax Messaging** - extends voice mailbox to allow incoming faxes to be forwarded to a nominated email address or to a fax machine.
- **Go Integrator Client** - provides caller contact information popups from Outlook or CRM applications. Also enables users to 'Click to Call' from web sites and Outlook contacts.
- **Audio Conferencing** - enables users to initiate and moderate their own audio conferences, enabling efficient and effective group communication.
- **Call Recording** - FCA and PCI DSS compliant call recording.

