



## **latest innovation in voice communication**

Voip (Voice over internet Protocol) gives you the ability to make telephone calls using your current broadband connection.



## total call management solutions

The Vertical Group brings you the latest innovation in voice communication. Voip (Voice over internet Protocol) gives you the ability to make telephone calls using your current broadband connection.

With 3 million users and 130 network partners worldwide the benefits to your business are endless and here are just a few:

- Lower your business phone bill
- Multiple virtual telephone lines and numbers
- Free branch to branch calls
- Conference calling
- Call divert
- Call transfer
- Call waiting - optional
- Call recording - optional
- Voicemail - accessible from any phone
- Magic Numbers - multiple or single call distribution
- Call barring
- Soft and hard phone configurations, or use any ordinary telephone with our adaptor point

Also available as an optional extra is our specialised, skills based call routing software Vocall. Vocall gives you the ability to fully manage your incoming calls.

With a full administration suite caller groups can be created based on your staff's knowledge and skill levels ensuring your customers get the best service at all times. Reports can also be generated displaying call statistics and agent timesheets.

**The Vertical Group can provide you with the tools and expertise to realise your business ambitions. For more details and information please call 0800 983 0000.**

Other products available from the Vertical Group:



tarsc



athena



magic desktop



its