As standard you would benefit from the following phone system functionality, I have attached the full list of features and benefits in the PDF for you to review

- Hunt Groups – allows multiple phones to ring when a number is called
- Call Logs/historic reports – see a detailed view of all call activity
- Single and multi-level Auto Attendant – a frontline, auto-receptionist that can answer calls with a default or custom greeting. With multi-level, customers can do even more with their call handling and routing rules
- Voicemail, music on hold and fax – voicemails can go to email, the app or portal for easy access
- Call queues – share incoming calls with a specific group of users
- Call recording on-demand – record calls as and when you need to
- Call flip – transfer conversations from one device to another
- Desktop and mobile apps (Android and iOS) – use and manage the phone system from a smartphone
- Audio conferencing – set up and join any calls at anytime from anywhere
- Intercom – allows hands-free, peer to peer conversations between users on desk phones
- Business app integration – with Microsoft 365, Google and Skype for Business
- 500 UK minutes/user/month per user – 6000 shared minutes in your case!

Poly VVX450:

will replace your phone system with brand new phones free of charge, the main office phone would be the PolyVVX 450 and any portable phones would be the Yealink W60 – all devices will be provided and installed free of charge

Cloud and Portal Set Up:

We can help you get your account up and running with up to three 'welcome to your service' calls. We'll walk you through Cloud Work and help you configure the settings for each of your employees, as detailed below.

Scheduling your Set-Up Call:

We'll send you a welcome email with a log-in link – you'll get this on the date you agreed to start your Cloud Work service. Click on this link, then follow the set-up wizard. You'll get through to an Express Set-up, where you activate your service and set up security passwords and pins.

Network Design

Computer

Computer

Computer

Printer

Softphone
enabled laptop

WiFi enabled
mobile devices

IP Phones

WiFi
Access Point

Switch

BT Business Hub
Modem Router

Internet
Connection