Hosted Voice

- Cloud based voice

- No hidden costs

- Choice of handsets

- Feature rich telephony platform

Commsworld's Fluency Hosted Voice solution offers small and medium sized businesses with an alternative to traditional telephony systems.

In a traditional approach, a business would typically have a centralised PBX controller at each of their sites, with a number of handsets directly connected. There will be incoming lines usually in the form of ISDN – which prove cumbersome and expensive in many environments. With Hosted Voice, a customer only needs to purchase the handsets and all central functions are handled by Commsworld's Fluency Network for a simple and affordable monthly subscription.

Our Hosted Voice product is structured very simply. We don't have complex packages or hidden fees, we simply charge a per unit rental for the number of extensions, hunt groups and IVR menus you require. Calls on-net within the Commsworld's Fluency Network are completely free, and any external calls to landlines, mobiles or international destinations charged at a very competitive rate.
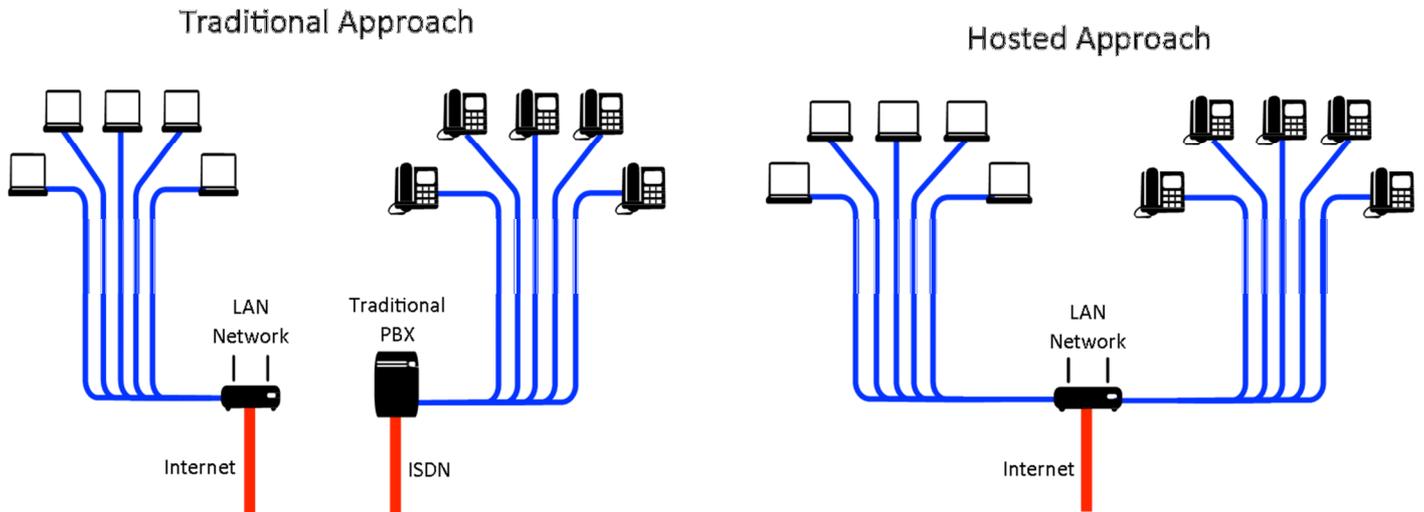
Key Considerations

- Connectivity – Commsworld would strongly recommend that you use our comprehensive range of Ethernet based circuit options.

- SIP –with a number of benefits for business users.

- Cloud – an ever accelerating number of business organisations are moving their applications into the Cloud, thereby ensuring reliable, resilient, and always-on services. Our combination of Circuits and Hosted Voice gives you all that functionality.

Call Handling

- Call Hold – with customizable Music on Hold

- Call Transfer – to any internal or external number

- Call Pick Up – answer a group member's phone

- Conferencing Facility – bring a 3rd party into an existing call

- Voicemail to Email – with text notification and with .wav file attached to your email for convenient message pick up

Hosted PBX "Extensions"

- Each extension comes with its own DDI, for any UK area code

- Voicemail to email as standard

- Free 'Shadow Extension' for your mobile or PC soft-phones if required

- Programmable BLF and shortcut-keys

- Fully automatic provisioning of Snom handsets (no technical knowledge required)

- Web portal to remotely switch between voicemail/call forwarding

- Web portal to manage company-wide directory

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Traditional Approach

Hosted Approach

Traditional Approach
- LAN Network — Internet
- Traditional PBX — ISDN

Hosted Approach
- LAN Network — Internet

Hosted Voice relies on high quality IP/Ethernet connectivity to connect the handsets to Commsworld's Fluency VoIP (Voice over IP) Network. This means that handsets can be sited anywhere with a good Internet connection – providing a great level of flexibility without high cost or complexity.

Commsworld Fluency's Hosted Voice product is fully managed by our trained and experienced support staff. No conflicted portals to be interrogated.

VoIP Benefits:

- Number portability – Keep your current phone numbers even if you move office and add further UK numbers at any time

- Scalability – Introduce new users and services to suit the dynamics of your business

- Low upfront costs – A simple per user, per feature, pricing structure puts you in control delivering a clear return on expenditure

- Resilience – Re-route calls in the event of an emergency or disaster, providing complete business continuity

- Unrivalled features - Experience the productivity benefits of high quality voice and industry-leading functionality

- Call & line costs – Free on-net calls between users and sites dramatically reduce call costs and savings can be made on line rental costs

Call Routing

- Call Forwarding - route calls to groups of users

- Shadow Extension – allows your desk phone and mobile to ring at the same time

- Call Divert – when busy, unanswered calls

- Reject call to Voicemail – choose which calls you answer

- Do Not Disturb – send all calls to voicemail from handset

Hosted PBX "Hunt Groups"

- Each hunt group has its own DDI

- Configurable to ring any number of extensions simultaneously, or in sequence

- Queue service for high-volume hunt-groups keep callers on-hold until agents are available

- Scheduled routing to have different behavior during open/closed hours

- Voicemail to email as standard

- Call forwarding to external numbers

Admin and Management Tools

Fully managed by Fluency – Our Network Operations Centre monitors the system 24/7/365 and provides full maintenance support, so you don't have to.

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