



# Hosted Voice

Now you can enjoy all the benefits of the latest technology without the big upfront investment. Hosted Voice is a scalable and flexible way to manage your communications more effectively. It gives you the same reliable functionality of a traditional PBX system with advanced features that will allow you to communicate on a whole new level.

## Ideal for:



Businesses with multiple sites looking to deploy uniform, integrated communications



Organisations with flexible working locations and mobile workers who need to 'hot desk'



Companies that need the flexibility to add users and plan for future growth



Organisations with limited resource, expertise or interest in running their own telecoms equipment



Businesses with existing IPVPN services from TalkTalk Business



Owners of legacy PBX systems that would need a step-change Capex investment to upgrade them



Businesses with lots of small sites where a PBX in every location is not cost-effective



Businesses with 5 or more phone users

[talktalkbusiness.co.uk](http://talktalkbusiness.co.uk)

0800 954 5707

Lines are open Mon-Fri 9am-5pm

# How will our Hosted Voice solution benefit you and your business?

## About TalkTalk Business

TalkTalk Business is one of the UK's fastest growing B2B telecoms providers, offering a full range of business-grade communications products and services, spanning internet access, data, voice and mobile. Our mission is to deliver what matters most to our 180,000+ business and public sector customers, and 800+ Partners, through consistently reliable, easy-to-use, innovative, great value solutions.

TalkTalk Business is truly innovative, looking for ways to disrupt the market and deliver value back to our customers. Following an investment of over £600m, we operate one of Britain's largest Next Generation Networks, with 95% coverage across the UK and more than 3,000 enabled exchanges for Ethernet, EFM and Business Broadband.

With over 20 years' experience providing support to customers - from national retailers to sole traders - and with future-proof, scalable technology, and standout service, TalkTalk Business aims to empower you to connect to the things that matter most: your customers, your employees and your suppliers.

## Consistent call quality

Operated over our robust network with built-in protection and resilience, our Hosted Voice service ensures consistent call quality for business-critical communications and comes with a full quality of service guarantee when taken with a TalkTalk business Managed Data service.

## Scalable, future-proof technology

Hosted Voice employs scalable technology that grows with you, supporting business expansion across multiple users and sites and a mobile workforce. Many new features and functionality are available on demand without forced or complicated upgrades.

## Integrated IP communications

Hosted Voice integrates voice and data to help businesses manage communications more effectively and benefit from shared communication costs. The hosted solution connects employees across multiple sites, from home or on the road with one intuitive platform, with advanced features that take communication to a new level. Features are shared enterprise wide for effortless collaboration and improved business productivity.

## Mitel expertise

We've chosen to partner with Mitel, a global leader in real-time business, cloud and mobile communications to create a feature-rich Hosted Voice solution that provides an attractive alternative to traditional on-site telephone systems.

## Advanced call functionality

Mitel's familiar handset features such as customisable hotkeys and huntgroups deliver flexible communications. Twinning between desk and mobile handsets ensures you never miss a call. Calls are routed to available staff via one number, irrespective of their handset or location, reducing the frequency of missed calls and improving customer service.

Staff can also control and manage their calls through a web portal to reset passwords and set hotkey and twinning preferences.

## Quick and easy to set up and manage

Hosted Voice requires no on-site servers or applications to accommodate or manage, eliminating capital expenditure and reducing costs. Included is a fully managed installation to ensure the solution starts delivering from day one the service comes with predictable and transparent per-user pricing to make budgeting simple.

## Automatic Scheduling

Allows you to automatically manage the scheduling of day and night service - giving greater control of traffic and meet the business demands.

Get in touch and see how we can transform your business

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**TalkTalk  
Business**