123 telecom

CONNECTING BUSINESS

CLOUD TELEPHONY

Cloud Telephony

Your Cloud Telephony phone system is built by plugging our telephone handsets into your existing computer network.

Using your Internet connection, each handset automatically connects to our Provisioning Server to collect its unique configuration.

Your handsets then connect to our Cloud Telephony Platform. They are now ready to use for both inbound and outbound calls.

It's that simple.

Our Platform

123Telecom use a carrier grade Cloud Platform developed by Broadsoft, part of the CISCO group.

Broadsoft is the most robust and widely used platform in the world with around 1000 installations with over 17 million handsets.

Our platform is duplicated across multiple UK data centres for resilience. Each data centre has multiple servers, power backup & connections with UK & Worldwide phone networks via BT-IPEX.

Flexible

Your Cloud Telephony system can be increased or decreased in size at any time, simply by adding or removing handsets.

Handsets can be connected in different locations, either in the UK or overseas. This makes our solution ideal for companies with multiple sites and/or homeworkers.

Smart Phone Integration

Apps are available for iPhone and Android smartphones to pair your mobile with your desk phone extension, or indeed make your mobile an extension in its own right.

Voice & Data Resilience

A major unique option with 123 Telecom Cloud Telephony is our SmartRouter technology, which separates Voice & Data to run over separate Internet connections.

Each SmartRouter monitors the other in real-time, taking over ALL traffic in the event of a Broadband failure or line fault.

Features

- Flexible Extension Numbering
- Direct Dial Numbers (DDI's)
- Internal & External Call Transfer
- Announced and Blind Call Transfer
- Diverts: Always, Busy, No Answer
- Flexible Ring Groups & Call Pick-Up
- Do Not Disturb
- Voice Mail (with optional message forward to email)
- Music On Hold (can be customised)
- Barred Destination/Number List
- Personal & Group Address Books
- Conferencing Calls
- Call Hold. Make 2nd Call. Then Transfer or Conference
- Single-Site or Multi-Site or International Sites
- UK Numbers Available from Any Exchange Area

Options

- CRM Integration with many contact database systems including: ACT; Connectwise; eGroupware; Goldmine; Maximiser; MS Dynamics; MS Outlook; NetSuite; Sage; Salesforce; SalesLogix; Sugar; SuperOffice; vTiger; Xing; Zoho plus any system with TAPI or ODBC.
- Smartphone Integration
- Extension Busy Lamps and One-Touch Fast Dials
- Multiple Inbound Company Numbers & Name Display
- Auto-Attendant/IVR menus
- Hot Desking
- Call Recording (PCI Compliant)
- Click-To-Dial (from your PC)
- PC Receptionist Software & Desk phone Busy Lamps
- Video Calls from Your Desk phone
- Real-time Call Statistics (PC or Wall Board)
- Virtual Dial-In Audio Conference Meeting Rooms
- Virtual Dial-In Video Conference Meeting Rooms
- Hybrid Solutions (integration with a legacy PBX elsewhere)
- Advanced Call Queueing
- Call Centre Solutions (With SMS, Chat, Email)
- International Number Available from 70 Countries
- Inbound Fax to Email

Handset Options

POLYCOM VVX411

POLYCOM VVX EXPANSION MODULE

Mono & Duo Headset Options

POLYCOM VVX311

123Telecom Basic Handset - 1

123Telecom Colour Handset - 1

Yealink DECT Starter Kit

Yealink DECT Additional Handset

DECT Signal Repeater

123Telecom VideoPhone - 1

123Telecom VideoPhone - 2

POLYCOM Conference Phones

Contact Us

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