NGPLUS
Next Generation Cloud Telephony

123 telecom
CONNECTING BUSINESS

Introduction

NGPLUS is the latest Unified Cloud Telephony solution from 123Telecom in their Next Generation range, available in four variants to meet the exact requirements of your business. All variants (except SOLO) can have ANY NUMBER of extensions, with MULTIPLE DEVICES for a full UC experience, distributed over ANY NUMBER of SITES including remote workers, hybrid workers and workers on the move.

NGPLUS SOLO

JUST YOU?

Get 2025 ready with a **SINGLE USER** digital phone account for Deskphone, Walkabout, iPhone or Andorid App.

With Unlimited UK Calls

NGPLUS BUSINESS

Futureproof & flexible phone solution. Optional Call Recording and CRM Integration.

Unlimited UK Calls.

NGPLUS BUSINESS SMART

Save upto 30% with our unique Calls & Extensions model for larger organisations.

Unlimited UK Calls.

NGPLUS CCENTRE

Wallboards, Call Queue Positions, Queue Callback, Agent Sign in/out, Wrap-up time.

Unlimited UK Calls.

Unlimited UK Calls

NGPLUS licences include UNLIMITED UK Calls to numbers beginning with 01, 02, 03 and 07 (O2, Vodafone, BT, Three & EE numbers). This can be used from ANY device on the system, even if the device is outside the UK.

NGPLUS SOLO – A Single User Cloud Telephone Account

NGPLUS SOLO is a single user account ideal for homes, shops or other small businesses who need just ONE phone, making it perfect to convert your analogue line to become 2025 Ready ready. Analogue phone lines are being discontinued in the UK from December 2025 by Openreach and ALL UK lines need to become VoIP ASAP.

SOLO includes unlimited UK calls to numbers beginning 01, 02, 03 and 07 (mobiles).

Your **SOLO** account can be used on your iPhone or Android phone with a free 123Telecom App which can be downloaded from the Apple Store or Google Play Store.

Alternatively, **SOLO** can be used on a deskphone or walkabout phone purchased from 123Telecom.

SOLO Duo is a convenience upgrade to allows Both a deskphone/walkabout and the Smartphone App to be used.

SOLO users who grow to need more extensions in the future can simply upgrade their account to a standard NGPLUS BUSINESS account.

NGPLUS BUSINESS - Next Generation Cloud Telephony

NGPLUS Business is designed to meet the requirements of the majority of business and charity customers.

Fully featured business phone system including Extension Numbers; Call Transfers; Diverts; Busy Lamps; Ring Groups; Pickup Groups; Directories; Conference Calls; Call Park and much much more.

NGPLUS Business offers an advance web portal for Windows and iMac users who would like to use the platform using a SoftPhone. Managers can be authorised to have additional functionality such as Call Logs, Call Analytics, Call Recordings, Video Call Meetings, along with power to make configuration changes to Directories, Diverts, Speed Dials and Busy Lamps.

Fully featured with unlimited calls to UK Numbers beginning 01, 02, 03 and 07 (Mobiles with numbers from O2/BT/EE/THREE/VODAFONE/T-MOBILE).

NGPLUS Business includes:
- Full Business Phone System Features: **Extension Numbers**, **Phone Book**, **Ring Groups**, **Call Queues**, **IVR Menus**, **Voice Mail**, **Music-on-Hold**, **Busy Lamps**, **Call Pickup**, **Internal Transfer**, **External Transfer**, **Conference/Three-Way Calls**, **Do-Not-Disturb** and **Call-Forwarding**
- **Any number of Extensions**
- **Any number of Sites**
- **Multiple devices on extensions** (Eg Deskphone, iPhone & Windows Softphone)
- Phone manufactures Supported: **Yealink**, **Polycom**, **SNOM**, **Fanvil**, **CISCO SPAxxx** & **Others**
- **Softphones** for: **Windows**, **iMac**, **iPhone** & **Android**
- **Call Recording**: **90 Days**, **5 years** or **7 years –** With Stop/Start recording
- **Click-to-Dial** plug in for Chrome under MS Windows
- **CRM Add-on**: Integration with over 100 CRM and database systems on MS Windows (iMac coming soon)
- **Video meetings up to 25 people** with screen sharing, invitations and recording
  Video Webinar Rooms up to 200 people with screen sharing, invitations and recording

NGPLUS BUSINESS SMART - Next Generation Cloud Telephony for big business

NGPLUS Business Smart offers identical functionality as **NGPLUS Business**, but is offered with a different pricing model for those customers with a large number of extensions.

It is a fact that larger businesses will only have 5-30% of extensions in use at same instant, so why pay for connectivity you will never use? This model has been at the heart of business phone systems for the last 70 years!

NGPLUS Business Smart has a price for Extensions and a price for Simultaneous Calls. To ensure your business runs smoothly, the ratio between Extensions and Calls cannot exceed 3:1.

NGPLUS Business Smart saves up to 30%, compared with most other cloud telephony solutions.

NGPLUS CCENTRE - Next Generation Cloud Telephony for Call Centres

NGPLUS CCENTRE is the jewel in the crown of the **NGPLUS** product range. It offers all the features found in **NGPLUS Business** plus lots more.

Additional features include:

- Wallboards
- Call Queues with Position Announcement
- Call Queues with Estimated Wait Times
- Call Queues with place holding and automatic call back (if you do not wish to hold)
- Agent Sign In / Sign Out
- Multiple Queues
- Wrap Up Time
- Unlimited UK Calls (01, 02, 03, 07 (UK Mobiles to all major networks)
- Queue Analytics
- Agent Analytics

NGPLUS Video Meeting Rooms

The NGPLUS desktop portal includes a full video meeting room functionality at no extra charge, enabling you to create multiple meeting rooms, schedule meetings with invitations, and then hold your video meetings, whilst the handy *Start Meeting* feature enables you instantly start an "Ad-Hoc" meeting which you then message others to join.
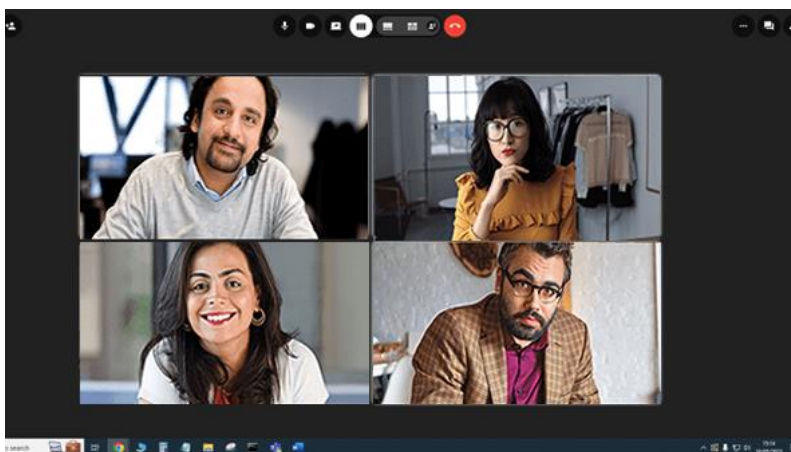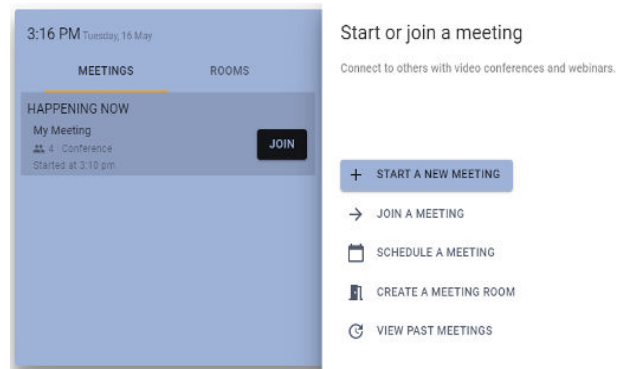
Conference Meetings permit up to 25 participants, whilst *Webinar Meetings* permit up to 200 attendees.

NGPLUS Video Meetings includes a *Private Chat* messaging system and participants can *Screen Share* their PC screen during the meeting and they can also *File Share* documents to other attendees.

The meeting organiser can also use *Record Meeting* feature if required.

The system also maintains a *Meeting Log* of meetings and attendees, which can be downloaded if required.

NGPLUS CRM Integration

NGPLUS Business, *NGPLUS Business Smart* and *NGPLUS CCENTRE* include the ability to integrate with CRM systems and the ability to *Click-to-Dial* in Chrome under MS Windows.

Standard integrations included are Outlook, Outlook Web Access, Google Contacts, IBM/Lotus Notes.

Optional integrations are available for over 100 CRM integrations including, Hubspot, ZoHo, Salesforce, Dynamics, Sugar, ACT, Zendesk, Vtiger, Goldmine, Oracle, SAGE, PerfectView, Metier Call Connect GP (Patient Connect), Maximizer Maximizer LIVE, JobDiva, in2CRM, Envoy Envoy Taxi dispatch system, Estates IT Ltd PCHomes, Dezrez, Halo Service Solutions HaloITSM, Halo Service Desk and HaloPSA.

NGPLUS also includes a TAPI integration option, and bespoke integrations can often be developed if required. Please ask for details.

The main CRM integration features are listed below, although these may vary based on the specific CRM being used.

Caller Preview: Displays the caller's name in the Preview or Phone window when a match against it is found in the integrated business application(s). In addition, the CRM's Notes field is displayed, where available.

Contact Popping: Click the business application's icon in the Phone or Preview window and the caller's contact record is opened directly in the integrated business application.

Contact Searching: Concurrently searches the integrated business applications and enables Contact Popping or Click to Dial from the results.

Activity Logging: Manually or automatically creates an activity record of a call received within the integrated business application and allows addition of notes.

Click to Dial: Makes it possible to dial directly from the business application via your Softphone.

Hot Desking

NGPLUS is full hot desking solution*,* which can be used in one of two ways.

SCENARIO 1
Where a PC is being used as a softphone, the agent simply logs using their browser using their user ID. That PC softphone instantly becomes their extension. In this instance - the customer would need the number of extensions equal to the total number of users. Therefore, in this example using HOT DESKING incurs no additional costs.

SCENARIO 2
Where a desk phone is being used, Hot Desking is controlled via the agent's adjacent PC as described above, however, an additional step is required. After the agent has logged into their extension on the PC, a command is issued by the agent using their NGPLUS portal to Pair with the adjacent desk phone. At this instant, the desk phone will ring, the agent must answer and then key in a PIN number to confirm the pairing.

The desk phone now has TWO extension numbers; the main original fixed extension and the extension of the agent who just paired.

Note that Both extension numbers can be used to call the phone when it is in Hot Desking mode. Whilst there are no specific costs for the Hot Desking feature, licences are required for both the desk phone and agent.
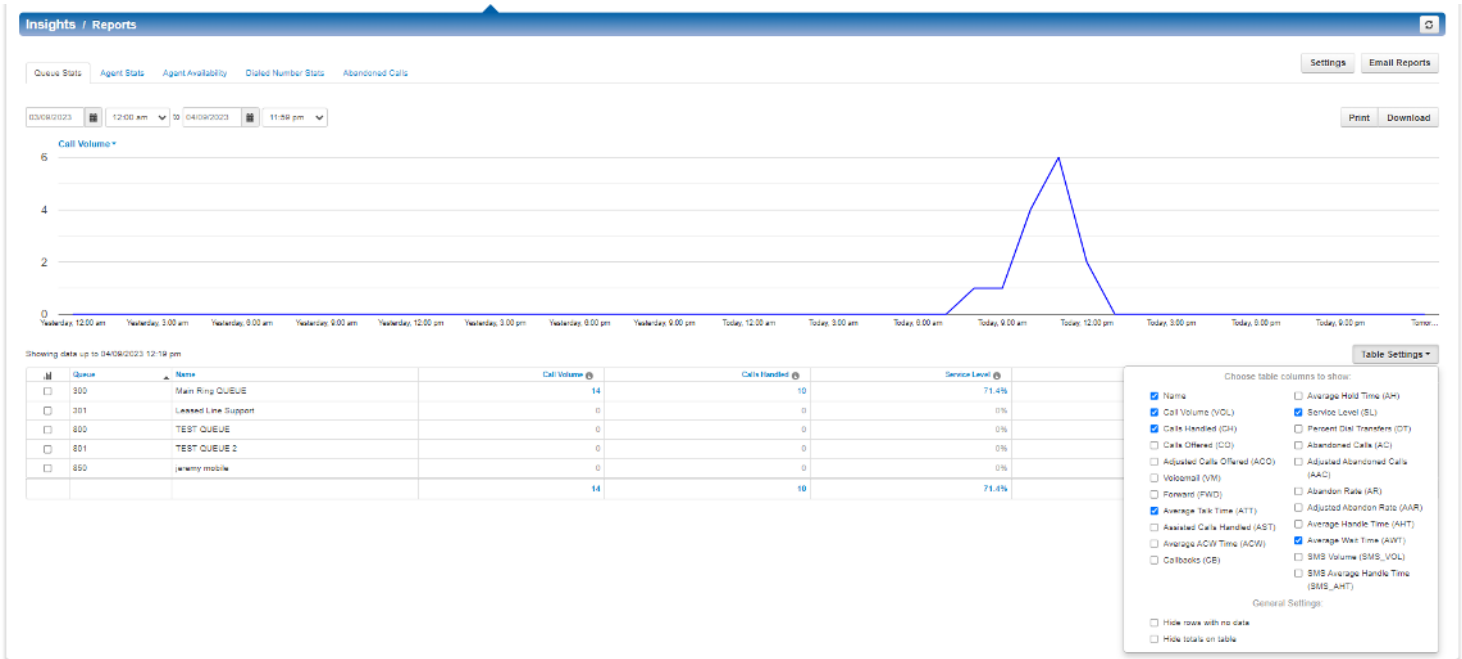
Queue Insights

The Queue Insights report can be used to select a period, and then overlay the number of calls waiting in each queue for the period requested.

Furthermore, tabular data is displayed for all the queues over the same period with the specific KPI's you have requested.

The data can be Viewed, Downloaded, Printed or Emailed. Periods may be Daily, Weekly or Monthly.


Inbound Numbers Insights

The Inbound Numbers Insights report can be used to select a period, and then overlay all the companies inbound telephone numbers, to see the inbound call volume peaks for each number.

Furthermore, tabular data is displayed for all the inbound numbers over the same period with the specific KPI's you have requested.

The data can be Viewed, Downloaded, Printed or Emailed. Periods may be Daily, Weekly or Monthly.
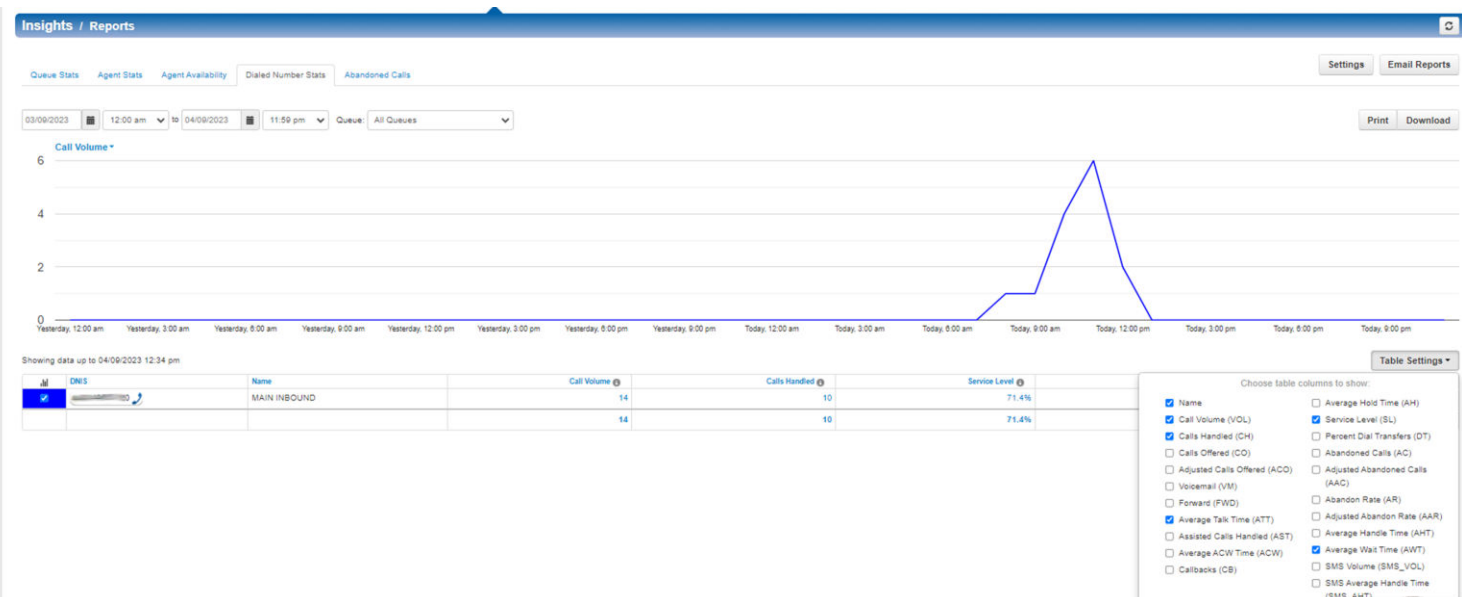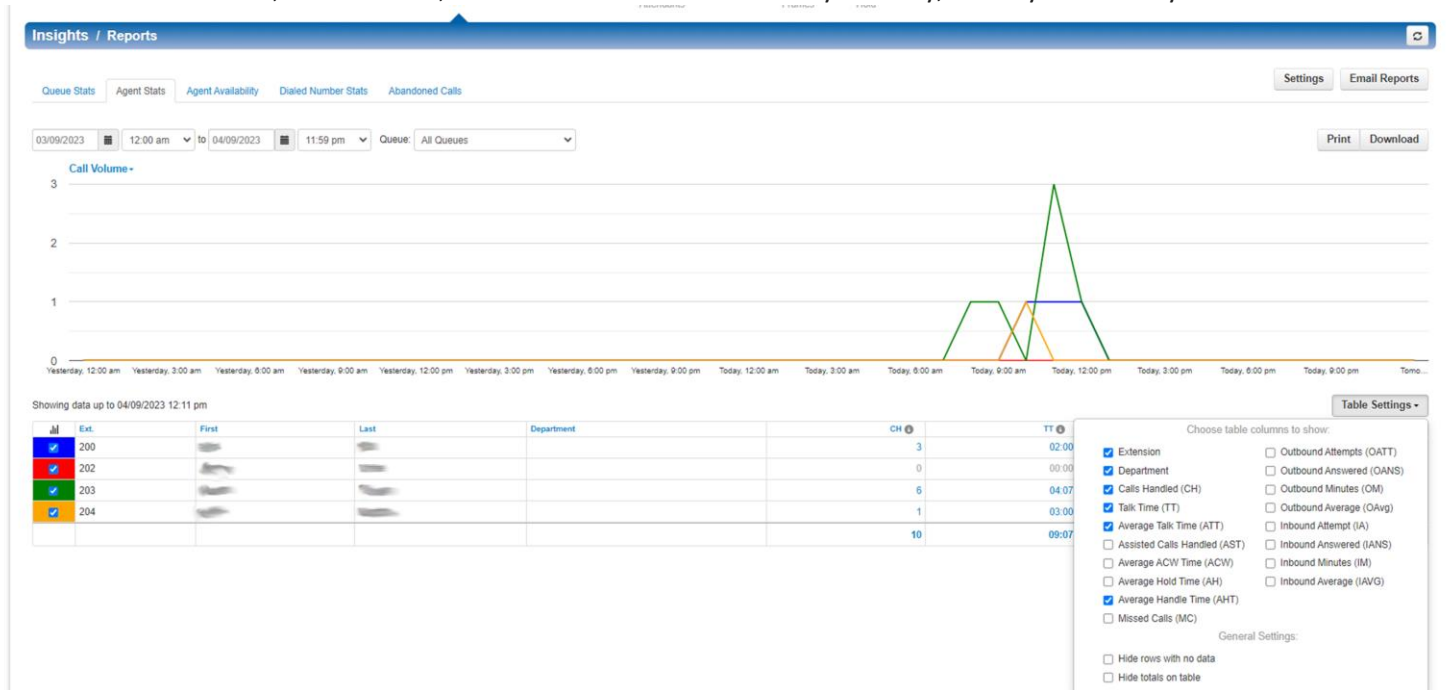
Agent Calls Insights

The Agent Calls Insights report can be used to select a period, and then overlay the number of calls waiting in each queue for the period requested.

Furthermore, tabular data is displayed for all the queues over the same period with the specific KPI's you have requested.

The data can be Viewed, Downloaded, Printed or Emailed. Periods may be Daily, Weekly or Monthly.


Agent Availability Insights

The Agent Availability Insights report can be used to select a period, and graphically show the status of each agent over the period, with a different colour for each possible status.

Furthermore, data is then shown in tabular form over the same period with the specific Statuses you have requested, ideal for downloading and external analysis. Status Columns include Logged In; Available; Unavailable; Lunch; Break; Meeting; Web; Other.

The data can be Viewed, Downloaded, Printed or Emailed. Periods may be Daily, Weekly or Monthly.
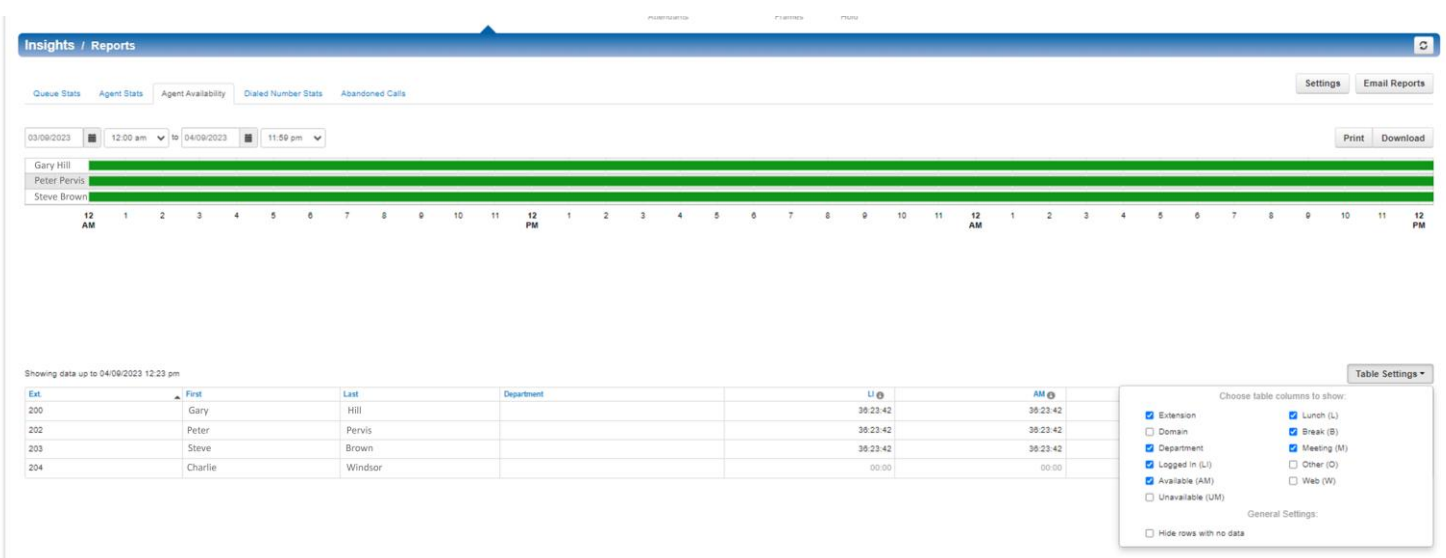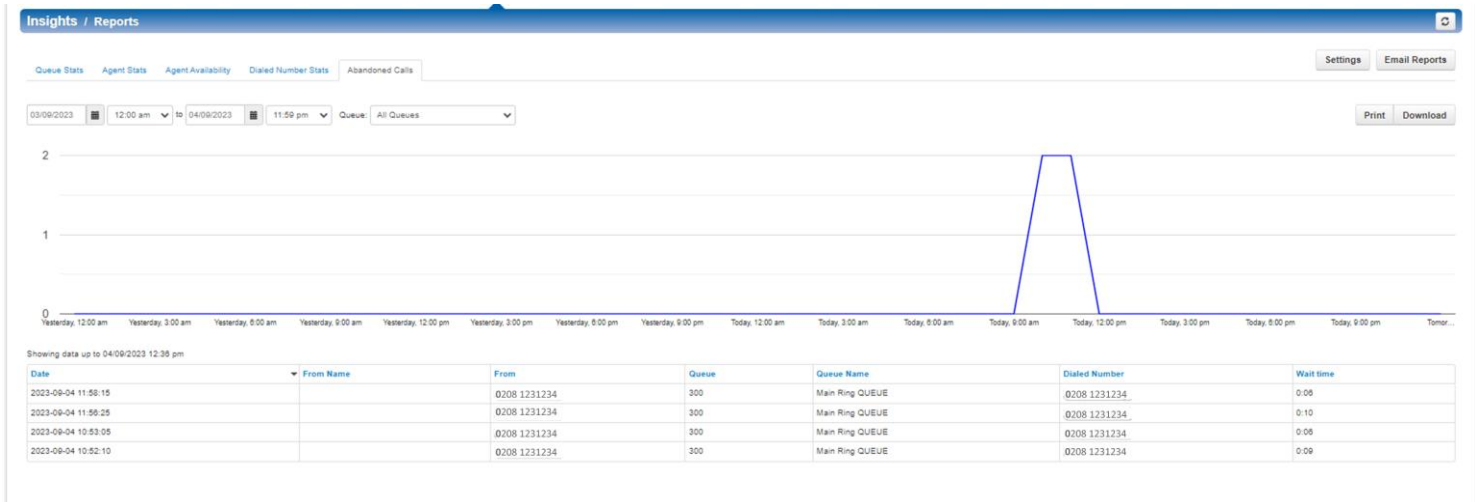
Abandoned Calls Insights

The Abandoned Calls report can be used to select a period, and see the time slots which incurred the highest number of abandoned calls.

Furthermore, tabular data is displayed to list all the abandoned calls.

The data can be Viewed, Downloaded, Printed or Emailed. Periods may be Daily, Weekly or Monthly.

Wall Boards

Any Number of Wall Boards can be created, with any permutation of widgets – which can be Numbers/KPI's, Graphs, Pie Charts etc.

Wall boards can be displayed in your portal on your PC ad-hoc, or auto-started to always be on a wall mounted screen taking its feed from a PC displaying the data.
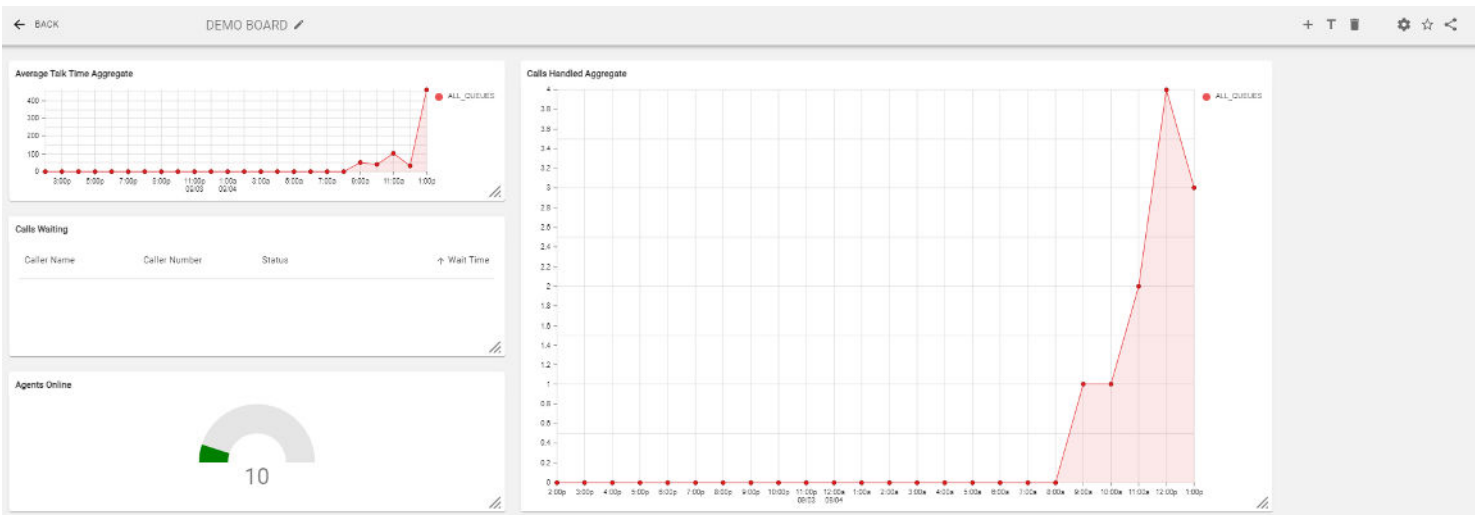
NGPLUS Feature Matrix

	NGPLUS SOLO	NGPLUS BUSINESS	NGPLUS BUSINESS SMART	NGPLUS CCENTRE
Includes Unlimited UK Calls Bundle***	YES	YES	YES	YES
Maximum number of Extensions	ONE	UNLIMITED	UNLIMITED	UNLIMITED
Maximum number of Sites / Homeworkers	ONE	UNLIMITED	UNLIMITED	UNLIMITED
Max. Devices per Extension	2	5	5	5
Full Phone System Functionality	NO	YES	YES	YES
Standard Per Extension Pricing Model	YES	YES	NO	YES
Cost Saving Extensions:Calls Pricing Model	NO	NO	YES	YES
Maximum Extensions:Calls Ratio	n/a	n/a	3:1	2:1
Optional Call Recording	NO	90 DAYS or 5 YEARS	90 DAYS or 5 YEARS	90 DAYS or 5 YEARS
Click-to-Dial from Windows Browser	NO	YES	YES	YES
Optional CRM Integration	NO	YES	YES	YES
DDI Number per extension	YES	FREE (as required)	FREE (as required)	FREE (as required)
Multi-Company Inbound Numbers	NO	YES	YES	YES
Standard Call Queues	NO	YES	YES	YES
Call Queue Leave & Ringback	NO	OPTION	OPTION	STANDARD
Call Queue Position Announcement	NO	OPTION	OPTION	STANDARD
Estimated Call Queue Wait Time	NO	OPTION	OPTION	STANDARD
Wallboard Displays	NO	OPTION	OPTION	STANDARD
Agents in Multiple Queues Simultaneously	NO	NO	NO	YES
Agent Queue Sign In/Out	NO	NO	NO	YES
Flexible Extension Numbering	NO	YES	YES	YES
Ring Groups & Call Pick-Up	NO	YES	YES	YES
Call Waiting	YES	YES	YES	YES
Internal & External Call Transfer	External Only	YES	YES	YES
Announced and Blind Call Transfer	YES	YES	YES	YES
Time of Day Call Routing	NO	YES	YES	YES
Call Park, Hold & Pickup	NO	YES	YES	YES
Busy Lamps	NO	YES	YES	YES
Diverts: Always, Busy, No Answer	UPON REQUEST	YES	YES	YES
Company Address Book	NO	YES	YES	YES
Do Not Disturb	YES	YES	YES	YES
Softphone licence for PC	OPTIONAL	YES	YES	YES
Softphone licence for iPhone/Android	YES	YES	YES	YES
Audio Conference Calls / Three Way Calling	YES	YES	YES	YES
Audio Conference Rooms	NO	YES	YES	YES
Video Conferencing Rooms	NO	Up to 25 Attendees	Up to 25 Attendees	Up to 25 Attendees
Video Webinars Rooms	NO	Up to 200 Attendees	Up to 200 Attendees	Up to 200 Attendees
Video Conference Meeting Invites	NO	YES	YES	YES
Video Conference Meeting Logs	NO	YES	YES	YES
iMac Support	NO	YES	YES	YES
Hot Desking (Softphone or Desk phone)	NO	YES	YES	YES
Insights Analytics: Agents Call Analysis	NO	YES	YES	YES
Insights Analytics: Agent Availability	NO	YES	YES	YES
Insights Analytics: Queue Analysis	NO	YES	YES	YES
Insights Analytics: Abandoned Calls	NO	YES	YES	YES
Insights Analytics: Inbound Number Analysis	NO	YES	YES	YES
1471 "Who Called Me" feature	YES	YES	YES	YES
1471 "Press 3 to return call" feature	YES	YES	YES	YES
Low Cost Hotel Guest Room Licences	NO	YES	NO	NO
Hotel Guest Wake Up/Reminder Alarm Calls	NO	YES	YES	YES

*** Included Minutes to UK numbers beginning 01, 02, 03 and 07 (UK Mobiles – all major networks)