

NGPLUS

Next Generation Cloud Telephony

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 **SAVER**) 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 SAVER



Lowest Cost Entry
Level Telephony
For Analogue Line
Replacement,
Voice Mail, Diverts,
PAYG Calls.

NGPLUS PLUS



Core Business
Phone System
Features plus IVR
Menus, Voice
Mail, Mobiles Apps,
Unlimited UK Calls.

NGPLUS MAX



Mobile Apps,
Softphones, Call
Recording, Call
Queues, Analytics
CRM Integration,
Unlimited UK Calls.
Web Portal

NGPLUS CCENTRE



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



NGPLUS SAVER – Entry Level Cloud Telephone Account

NGPLUS SAVER is designed for cost-conscious small businesses replacing their analogue lines and moving to a phone system for the first time.

Whilst most **NGPLUS SAVER** customers will be single-user, up to four extensions are permitted.

Your extensions can be used out and about on your iPhone or Android phone with the free 123Telecom App, which can be downloaded from the App Store or Google Play Store.

Alternatively, your extensions can be used on a physical desk phone or walkabout phone purchased from 123Telecom.

NGPLUS SAVER users who grow beyond four extensions in the future can simply upgrade their account to our standard **NGPLUS PLUS** licence.

NGPLUS PLUS – Desk Phone and Mobile App Telephony

NGPLUS PLUS is a perfect solution for businesses looking to replace a traditional phone system.

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

In addition, extensions can be used from your mobile phone using our softphone apps, which can be downloaded from the App Store (iPhone) or Google Play Store (Android). Softphones can be stand-alone extensions or paired with your desk phone as required.



NGPLUS MAX - Next Generation Cloud Telephony

NGPLUS MAX is designed to meet the requirements of SME customers who want to take full advantage of Cloud Telephony technology with features and options previously only available to those with a corporate budget.

As well as all the features included in our PLUS licence, our NGPLUS MAX includes access to an easy-to-use 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, and Video Call Meetings, along with the power to make configuration changes to Directories, Diverts, Speed Dials, and Busy Lamps.

NGPLUS MAX includes unlimited calls to UK Numbers beginning 01, 02, 03 and 07 (Mobiles with numbers from 02/BT/EE/THREE/VODAFONE).

NGPLUS MAX 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 (e.g., Desk phone, iPhone & Windows Softphone)
- Phone manufacturers Supported: Yealink, Poly, SNOM, Fanvil, Grandstream, CISCO & Others
- Softphones for: Windows, iMac, iPhone & Android
- Call Recording: 90 Days, 5 years, or 7 years – with Stop/Start recording
- Click-to-Dial plugin: for Chrome under MS Windows
- CRM Add-on: Integration with over 200 CRM and database systems
- 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 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 MAX** plus features typically used by Call Centres.

Additional features include:

- Wallboards
- Call Queues with Position Announcement
- Call Queues with Estimated Wait Times
- Call Queues with place holding and automatic callback (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

Unlimited UK Calls

NGPLUS licences which include an Unlimited UK calls bundle can call numbers beginning with 01, 02, 03 and 07 (02, Vodafone, BT, Three & EE numbers) from any phone or softphone, even if you are outside the UK.



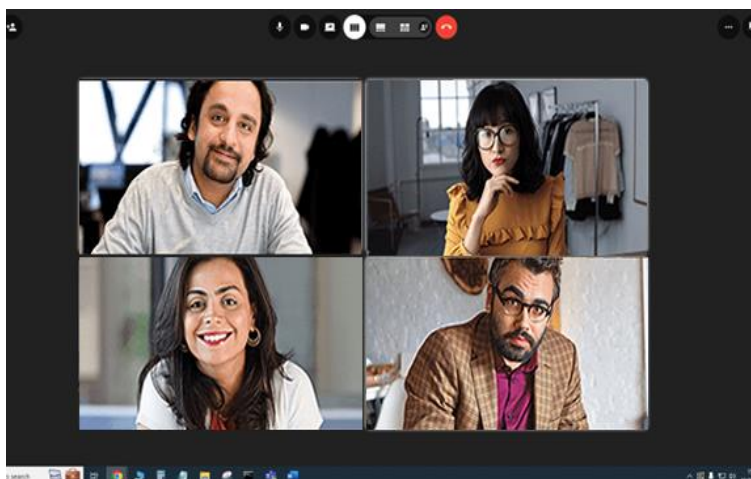
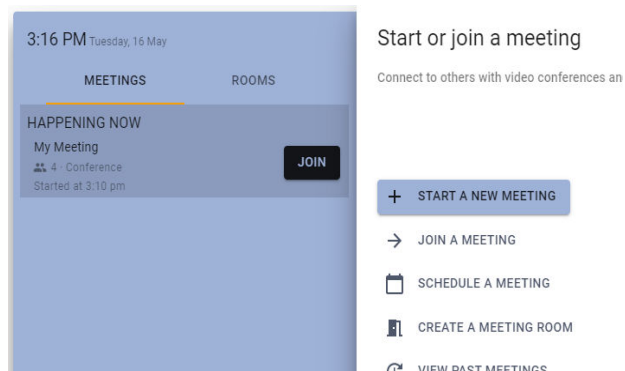
NGPLUS Video Meeting Rooms

The **NGPLUS** desktop portal includes full video meeting room functionality at no extra charge, enabling you to create multiple meeting rooms, schedule meetings with invitations, and hold video meetings. The handy Start Meeting feature enables you to instantly start an "Ad-Hoc" meeting and 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. Participants can Screen Share their PC screen during the meeting and File Share documents with other attendees. The meeting organiser can also use the Record Meeting feature if required.

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



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NGPLUS CRM Integration

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

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

Optional integrations are available for over 100 CRMs 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 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.

Main CRM Integration Features: (Note: Features 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 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 opens directly in the integrated application.
- **Contact Searching:** Concurrently searches 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 a full hot-desking solution, which can be used in one of two ways:

Scenario 1: Softphone Users

Where a PC is being used as a softphone, the agent simply logs in using their browser with their user ID. That PC softphone instantly becomes their extension. In this instance, the customer needs a number of extensions equal to the total number of users; therefore, using Hot Desking incurs no additional costs.

Scenario 2: Desk Phone Users

Where a desk phone is being used, Hot Desking is controlled via the agent's adjacent PC as described above. After logging into their extension on the PC, a command is issued 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.

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 the agent.

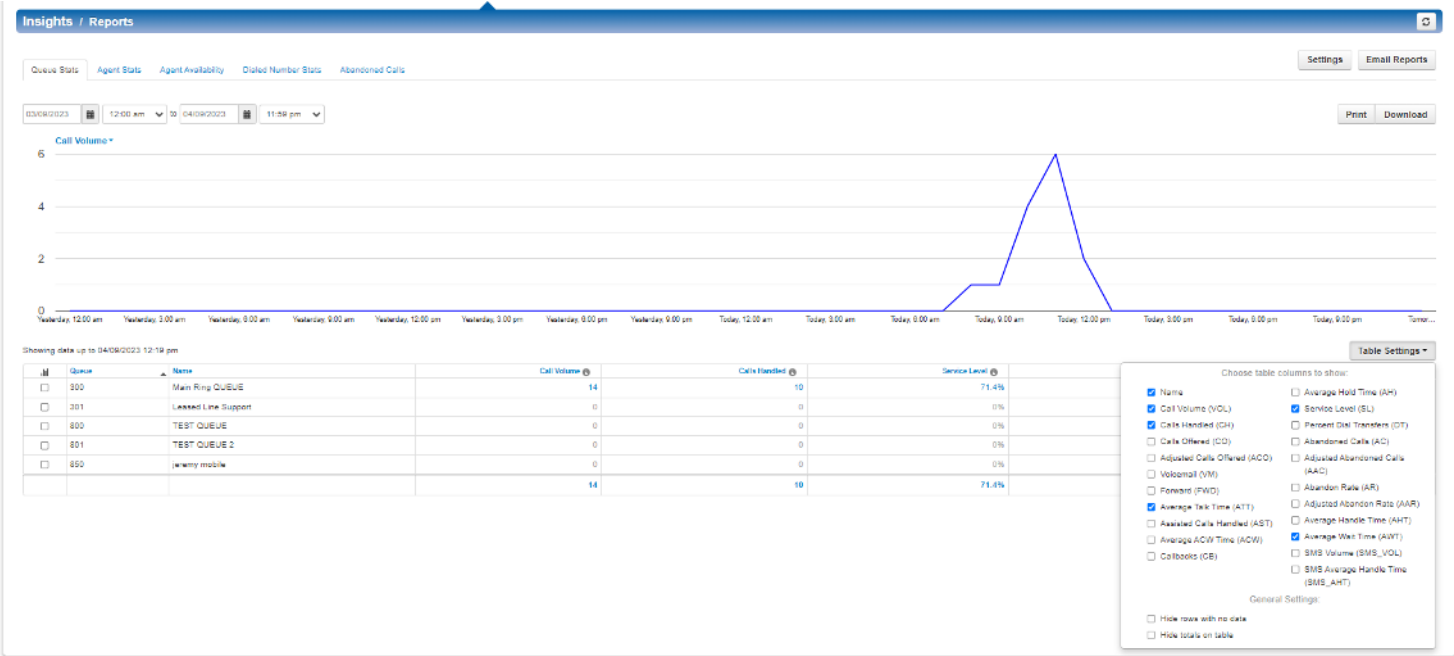


Queue Insights

Select a time period to overlay the number of calls waiting in each queue.

Tabular data displays all queues over the period with your requested KPIs.

Data can be Viewed, Downloaded, Printed, or Emailed (Daily, Weekly, or Monthly).

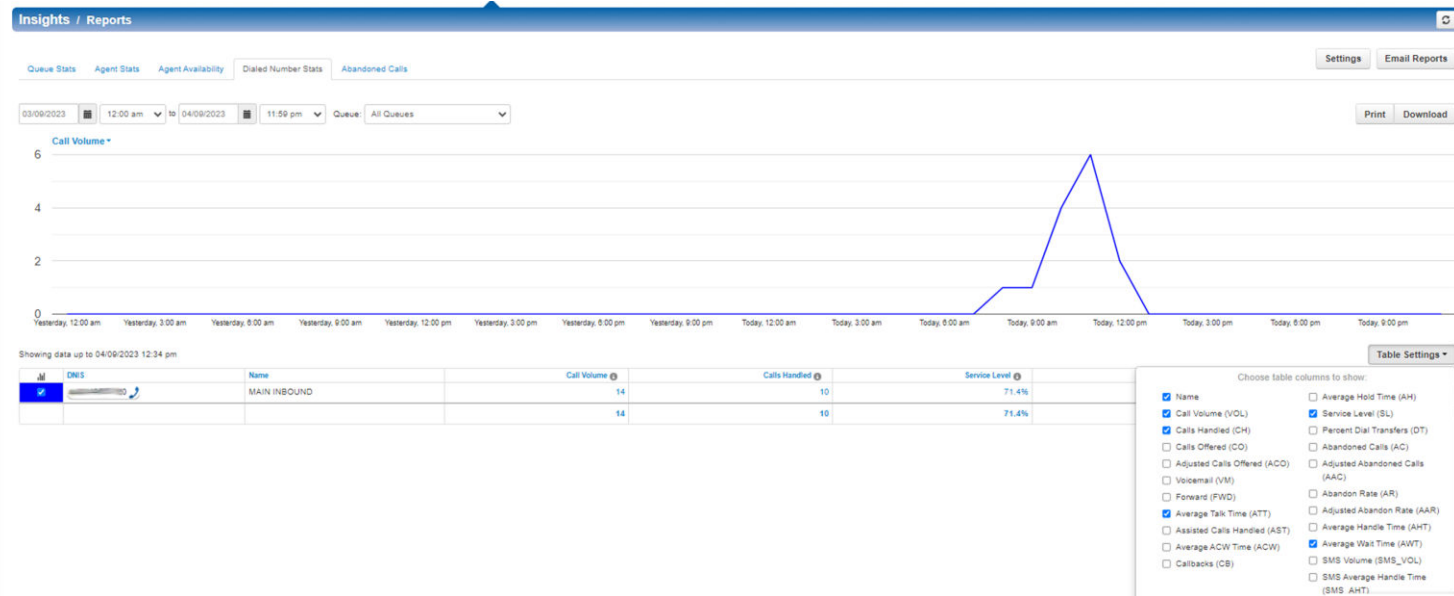


Inbound Numbers Insights

Select a time period to overlay all company inbound telephone numbers to view call volume peaks.

Tabular data displays all inbound numbers with your requested KPIs.

Data can be Viewed, Downloaded, Printed, or Emailed (Daily, Weekly, or Monthly).

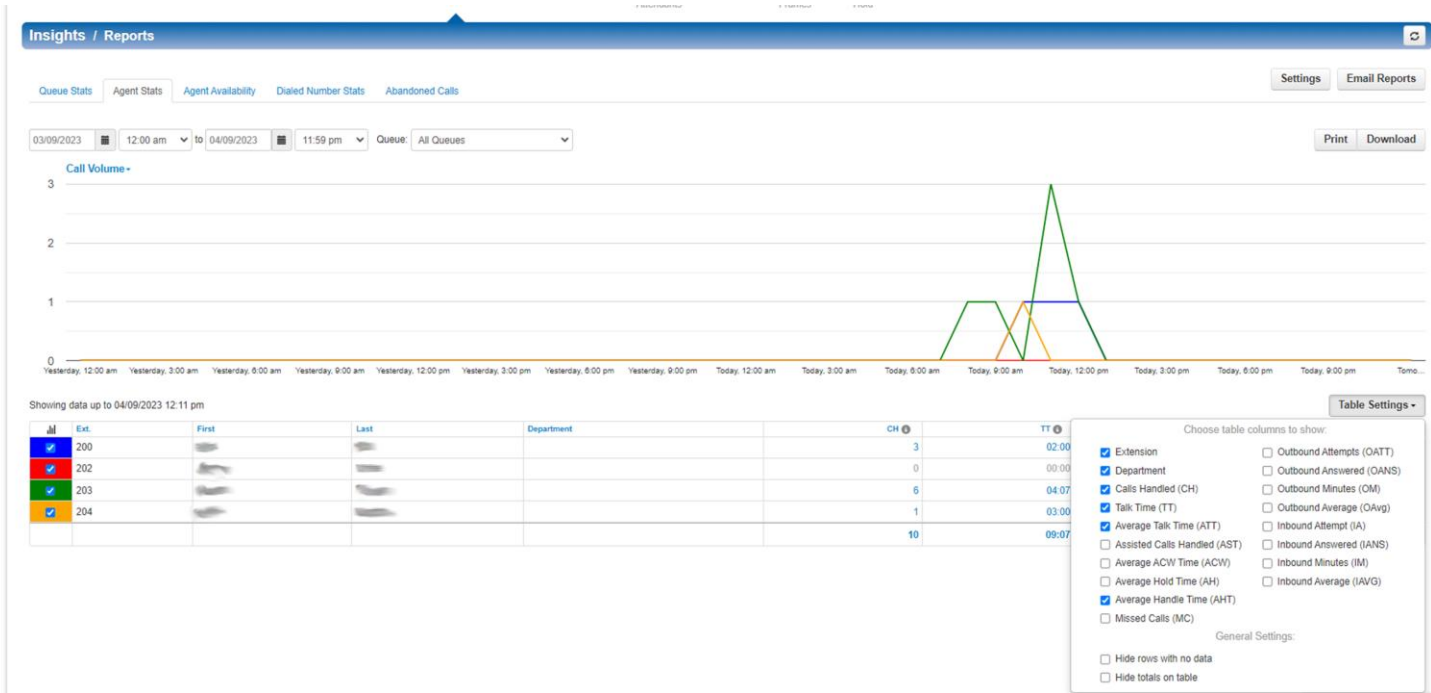


Agent Calls Insights

Select a time period to overlay call volume metrics per agent across queues.

Tabular data displays detailed performance against your requested KPIs.

Data can be Viewed, Downloaded, Printed, or Emailed (Daily, Weekly, or Monthly).

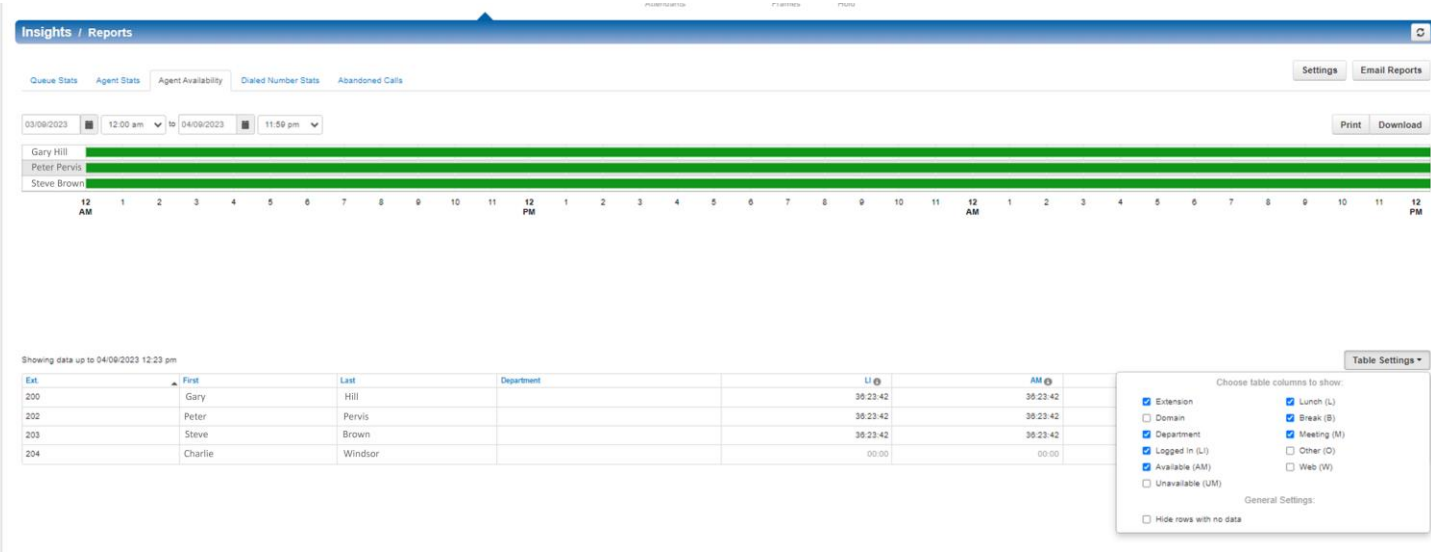


Agent Availability Insights

Graphically displays each agent's status over a selected period using colour coding.

Tabular data lists statuses (Logged In, Available, Unavailable, Lunch, Break, Meeting, Web, Other) for external analysis.

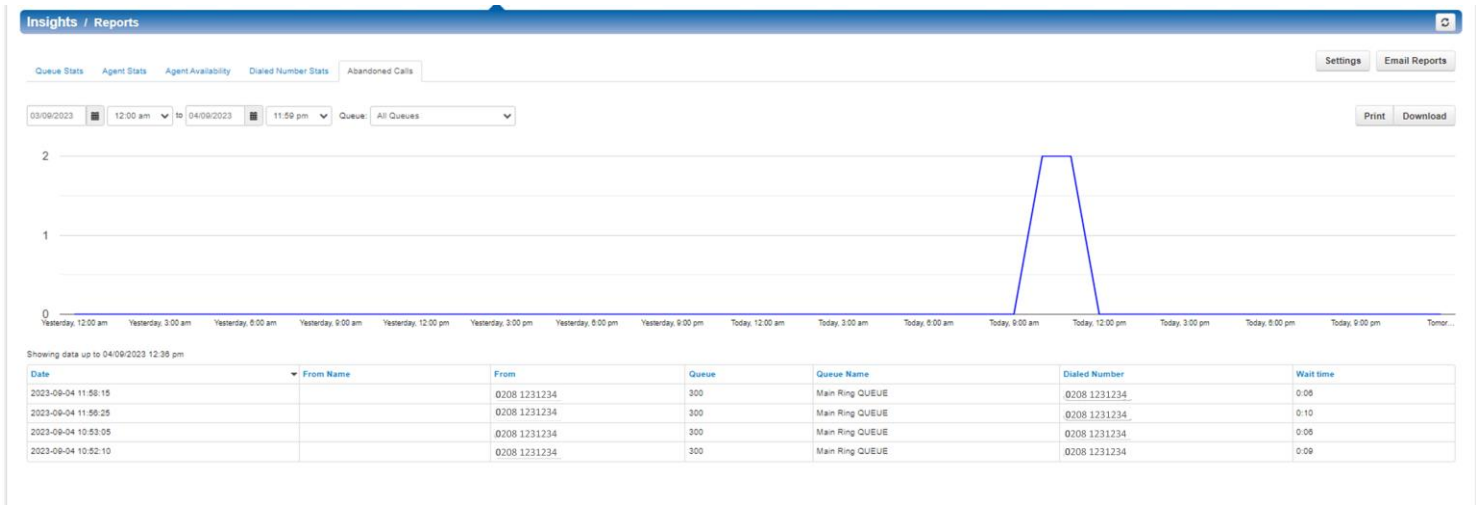
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Abandoned Calls Insights

Displays time slots incurring the highest number of abandoned calls alongside full tabular data listing each abandoned call.

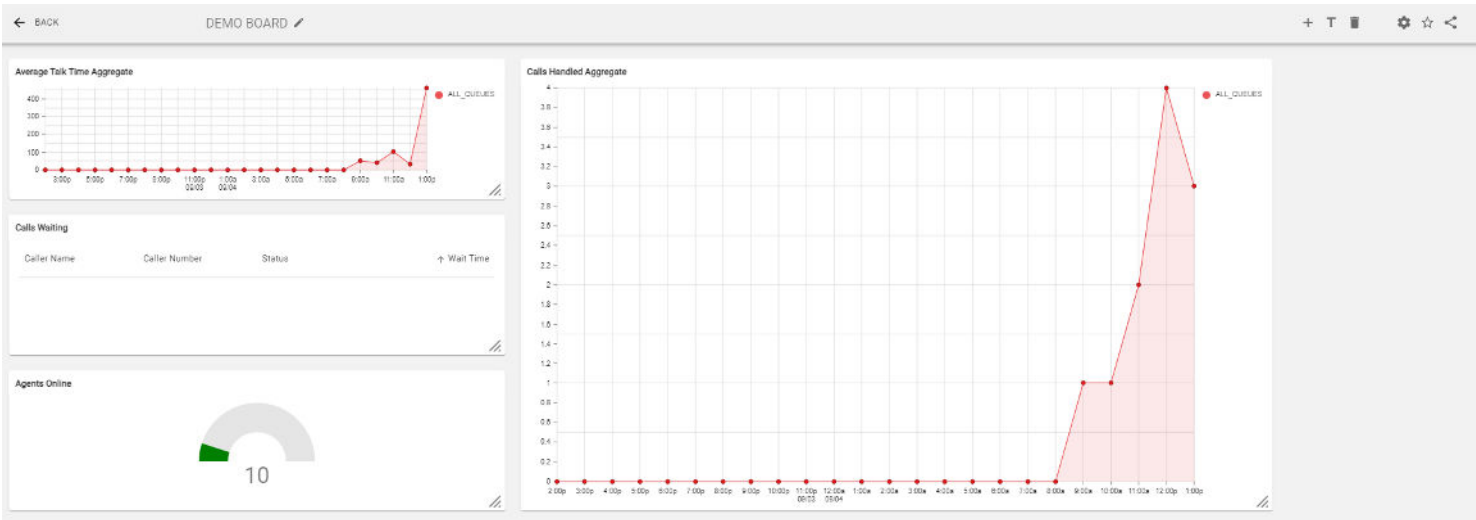
Data can be Viewed, Downloaded, Printed, or Emailed (Daily, Weekly, or Monthly).



Wall Boards

Any number of Wallboards can be created with custom widget combinations (KPI Numbers, Graphs, Pie Charts, etc.).

Wallboards can be displayed ad-hoc inside your PC portal or auto-started to run continuously on a wall-mounted screen fed by a connected PC.



NGPLUS Feature Matrix

	NGPLUS SAVER	NGPLUS PLUS	NGPLUS MAX	NGPLUS CCENTRE
Includes Unlimited UK Calls Bundle***	NO	YES	YES	YES
Maximum number of Extensions	FOUR	UNLIMITED	UNLIMITED	UNLIMITED
Maximum number of Sites / Homeworkers	FOUR	UNLIMITED	UNLIMITED	UNLIMITED
Max. Devices per Extension	2	5	5	5
Full Phone System Functionality	NO	YES	YES	YES
Optional Call Recording	NO	NO	90 Days, 5 Yrs or 7 Yrs	90 Days, 5 Yrs or 7 Yrs
Click-to-Dial from Windows Browser	NO	YES	YES	YES
Optional CRM Integration	NO	NO	YES	YES
DDI Number per extension	FREE (as required)	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	NO	OPTION	STANDARD
Call Queue Position Announcement	NO	NO	OPTION	STANDARD
Estimated Call Queue Wait Time	NO	NO	OPTION	STANDARD
Wallboard Displays	NO	NO	YES	YES
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	YES	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	YES	YES	YES	YES
Busy Lamps	YES	YES	YES	YES
Diverts: Always, Busy, No Answer	YES	YES	YES	YES
Company Address Book	YES	YES	YES	YES
Do Not Disturb	YES	YES	YES	YES
Softphone licence for PC	NO	NO	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	NO	Up to 25 Attendees	Up to 25 Attendees
Video Webinars Rooms	NO	NO	Up to 200 Attendees	Up to 200 Attendees
Video Conference Meeting Invites	NO	NO	YES	YES
Video Conference Meeting Logs	NO	NO	YES	YES
iMac Support	NO	NO	YES	YES
Hot Desking (Softphone or Desk phone)	NO	NO	YES	YES
Insights Analytics: Agents Call Analysis	NO	NO	YES	YES
Insights Analytics: Agent Availability	NO	NO	YES	YES
Insights Analytics: Queue Analysis	NO	NO	YES	YES
Insights Analytics: Abandoned Calls	NO	NO	YES	YES
Insights Analytics: Inbound Number Analysis	NO	NO	YES	YES
1471 "Who Called Me" feature	YES	YES	YES	YES
1471 "Press 3 to return call" feature	YES	YES	YES	YES
Hotel Guest Room Licence Option	NO	NO	YES	YES
Hotel Guest Wake Up/Reminder Alarm Calls	NO	NO	YES	YES

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

Contact Us

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