



UNITY VOIP ANYWHERE

Service Definition



What is the Service?

Unity VoIP anywhere is a cloud-based Voice over IP communications system. Built to deliver a futureproof phone system that maximizes flexible working environments and advanced call management functions. Unity VoIP Anywhere comes with a Cisco Webex App as standard, allowing for functionality of an office phone to be delivered into a mobile device.

It allows for site wide and user specific features, allowing for effective and efficient call management that maximize customer service and customer experience design. With unlimited inclusive minutes to 01,02,03,07 numbers, it provides long term budget planning by minimizing spikes in call charges.

With a range of handsets available, and a free handset provided on 24 month contracts, We ensure that customers are setup with the required hardware and software that allows them to get the most from the phone system. Number porting and new numbers are easily implemented into the system and can be discussed with Unity up on request.

Features

- Fully cloud based deployment
- Call forwarding and call route management.
- Video calling and video capabilities.
- Range of call management features including hunt groups and auto attendants.
- Cisco Webex Mobile Application
- Free handset on 24 month contracts.
- Analytics, Diagnostics and Reporting from a Unified Dashboard
- Range of handsets available.
- Unlimited Inclusive minutes to 01,02,03,07
- CRM Integrations

Benefits

- User Experience - Same Phone Number on all connected devices for seamless workflows.
- Budget Management - Fixed Monthly Price without additional price per minutes
- Security - End to End Encryption for secure calls
- Flexibility - Bespoke Functionality Configurations for flexible call management
- Onboarding – Plug and play handsets for effortless implementation and reduced migration time.

Service and Support

Unity provides a Monday to Friday 9-5 support line for all our customers through email and telephone. Support tickets will be generated upon the receipt of the support request and will be managed from there out by a highly qualified technical engineer. Unity endeavours to respond to requests within an agreed timeframe that will be discussed with the customer.

All commercial enquiries and support requests are managed during the standard 9-5 hours Mon-Fri by a dedicated account manager that will be allocated during the onboarding process. They will be responsible for managing the customer experience and commercial enquiries, while ensuring that any non-support ticket enquiries are managed effectively.

Information Security

ITGL has an Information Security Management System (ISMS) in place certified to ISO 27001:2013. This includes policies, processes and procedures based on information security best practice. The ISMS and all IS-related issues are managed by our Information Security Management team headed up by the role of the Information Security Officer (ISO). The ISO is our Managing Director who sits on the Company Board of Directors.