



Cloud Voice

A cloud-based phone system
for your business.

Easily control your Fixed and Mobile Telephony

Chess Cloud Voice is a hosted business telephone service that resides in the cloud rather than your office. It provides an extensive range of fixed and mobile telephony capabilities accessed through an easy-to-use web portal. The service allows you, the administrator, to easily manage your environment whilst enabling your employees to maximise their productivity.

Simple to use, powerful features

Make your workplace more productive

Smarter working

Your choice of device

Range of options

- Cloud Voice Integrator
- Integrator CRM
- Call Queuing
- Receptionist Console
- Call Centre
- Webex Client
- Management Reporting

Improve productivity

Cloud Voice has many business features with an emphasis on control and administration through the web that takes the burden away from your IT team. The system can quickly be configured according to your organisation's changing requirements, while your employees can manage calls easily and effectively. With only a minimal capital outlay, a reliable and proven service and a jargon-free approach to telephony and communications, Cloud Voice is suitable for any size of business looking to improve its productivity and image.

Features you can easily control

Cloud Voice puts you in complete control of your phone system and comes with an extensive range of call handling and management features, all operated through an easy-to-use web interface.

On demand service with no hidden costs

As Cloud Voice is hosted on your behalf, you only pay for what you need on a simple per-seat basis. As you're not buying a PBX, there's no major hardware investment and no financing costs to consider.

Lower call costs

Cloud Voice offers all the cost benefits of IP telephony including free site-to-site calls and cheaper call rates.

Enables flexible working

Cloud Voice helps businesses become more efficient by enabling flexible work environments through hot-desking, home working.

Number choice

You have total flexibility with the numbers you want to use. You can keep your existing numbers or get new numbers. Extend your business reach and use any local area number no matter where you are located. Have a London number in Leeds!

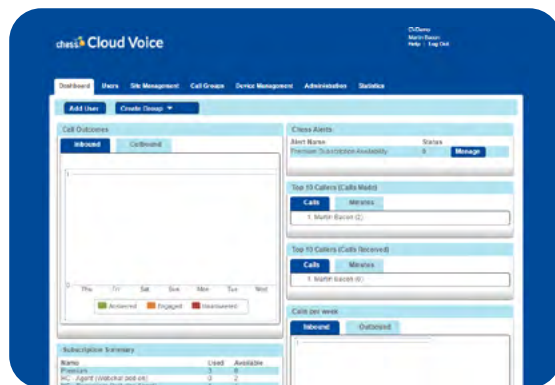
A business continuity solution

Unexpected events such as snow, floods, strikes or utility roadworks won't disrupt your business. Because Cloud Voice sits in the cloud, the service provides business continuity features that allow your organisation to carry on making and taking calls, whatever the circumstances.

Upgrade to Webex for Chess Cloud Voice

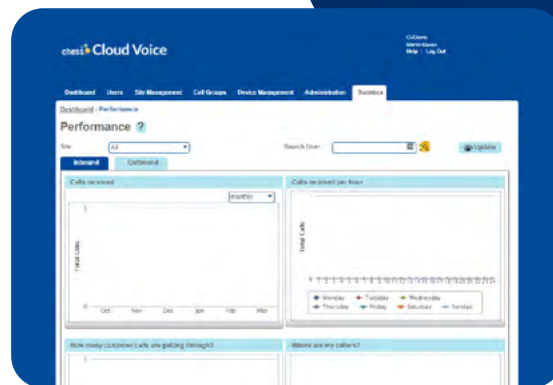
Perfect for businesses of all sizes, Webex for Chess Cloud Voice boosts productivity and enhances team collaboration with its fully integrated Cloud Voice telephony system.

Simple to use Powerful features



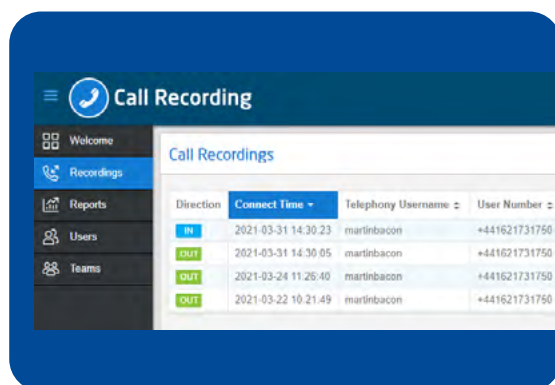
Easy to use interface

Cloud Voice provides a broad range of call handling features that are accessed via the web. The dashboard gives you convenient access to information such as your call history, voicemail and recorded calls. Personalised settings are quick and easy to set, ensuring your calls are handled effectively.



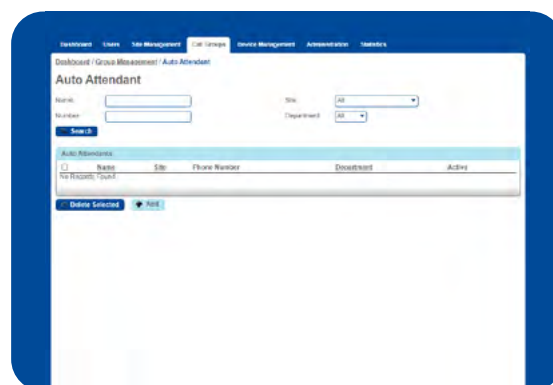
Administrator Interface

Cloud Voice provides IT managers with a powerful administrative management capability while giving employees freedom to control calls quickly and effectively. Set up is quick and easy and you can choose to pass down control to the user or you can retain control of the individual user features.



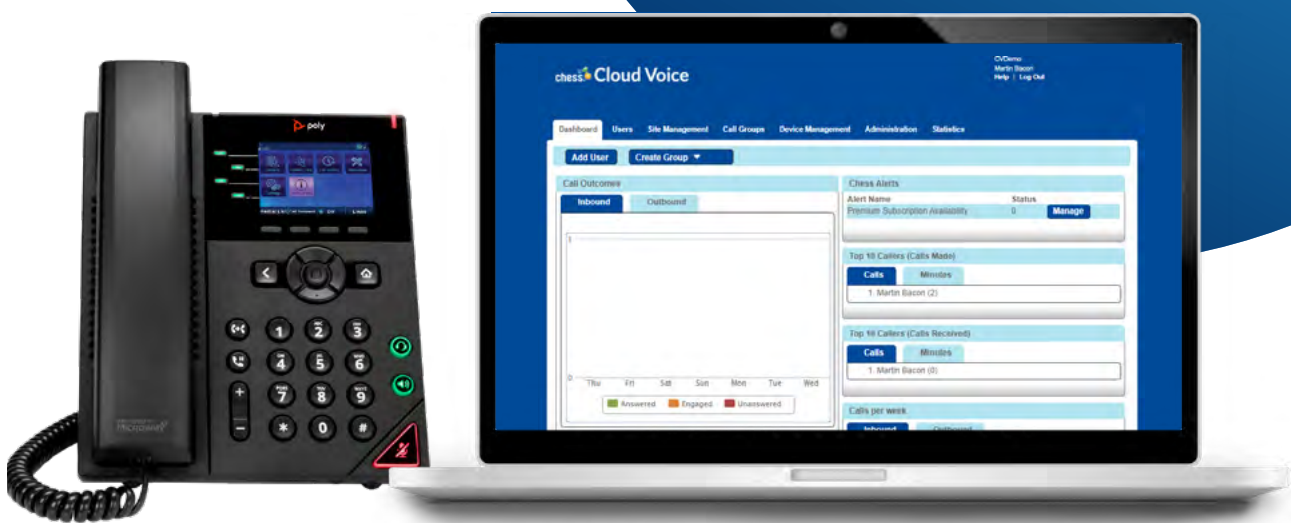
Call Recording

Record inbound, outbound or internal calls for compliance, customer service or audit purposes. This optional feature allows secure online playback and retrieval of call details. Set Cloud Voice to record some calls, all calls or record calls on demand. Pause and resume a recording using the in-call menu option on the Cloud Voice desktop app and certain handsets from the Cloud Voice range of devices.



Auto Attendant

You can use Auto Attendant to provide callers with call routing options for different areas of the business or create announcements to inform callers of details such as opening hours and website address when the office is closed.



Make your workplace more productive

Cloud Voice provides high standards of phone interoperability with its useful desktop and mobile clients plus a choice of premium headsets and handsets from a range of manufacturers. An easy-to-use web interface provides feature control and valuable user information. With our experienced inhouse software development team, we can provide a positive user experience for both service and performance monitoring.

We lead on quality of service, scale and reliability, and we can easily and quickly transfer your existing phone numbers onto the Cloud Voice platform. Sitting at the heart of Cloud Voice is the world's leading call controller

platform from Cisco BroadSoft, supporting millions of business users and providing the widest set of features while focusing on delivering the best user experience in unified communications.

Smarter working

Improve collaboration, agility, security, image and efficiency



Team working

N-Way Call Convenient collaboration with colleagues
Hunt Groups Distribute and allocate calls across your team
Call Transfer to any internal or external number
Sites, Groups and Departments Common or customisable settings
Call Park Hold a call and pick it up on another phone
Call Pick Up Answer a group member's phone
Instant Group Call enables efficient collaboration



Improving company image

Call Waiting So you're ready to take your next call
Music on Hold Get your messages heard
Diversion Inhibitor Avoid your calls being passed on
Auto Attendant Provide callers with menu options for call routing
Enhance your brand Upload your logo and specific adverts
CLI Flexibility Present any number you have permission to call on behalf of



Mobile and flexible working

Home Worker Take your profiles and settings to your home
Visual voicemail Play a message from your desktop or mobile, save it and ultimately delete it via the Cloud Voice app. Cloud Voice can mail you a copy of a recording or forward it to your entire team
One Number Anywhere and Sequential Ringing Never miss a call
Call Notify by Email Keep track of important calls
Hot-Desking Use your number on any enabled phone in your company
Remote Office Use your number and profile on any phone,



Working efficiently

Last Number Redial for convenient repeat dialling
Click to Dial Easy calling through the user interface or client
Account Codes Assign calls to cost centres
Presence or Pre-set Availability Profiles to manage incoming calls
Anonymous or Selective Call Rejection
No more unwanted calls
Automatic Callback so that you can stay productive
Busy Lamp Keys Call your colleagues when they are free
Do Not Disturb Show you are unavailable
Company Directory available from the handset
Speed dials Up to 100 for your favourite numbers
Call Recording for audit trails, compliance or training



Security and fraud prevention

Call History View calls made, received and missed
Call Barring Bar unapproved call types
Authorisation Codes Control access to phones



A choice of devices

From entry level to premium

Cloud Voice can be used with a range of devices. We offer handsets from a choice of manufacturers from entry level for low to moderate call volumes up to premium business media phones delivering best-in-class desktop productivity for corporate executives and managers. We also have an easy-to-use desktop softclient and mobile app.

Yealink

poly

SENNHEISER

CISCO

[View our wide range of hardware options >](#)

Webex for Chess Cloud Voice

Effective communications are fundamental to business success

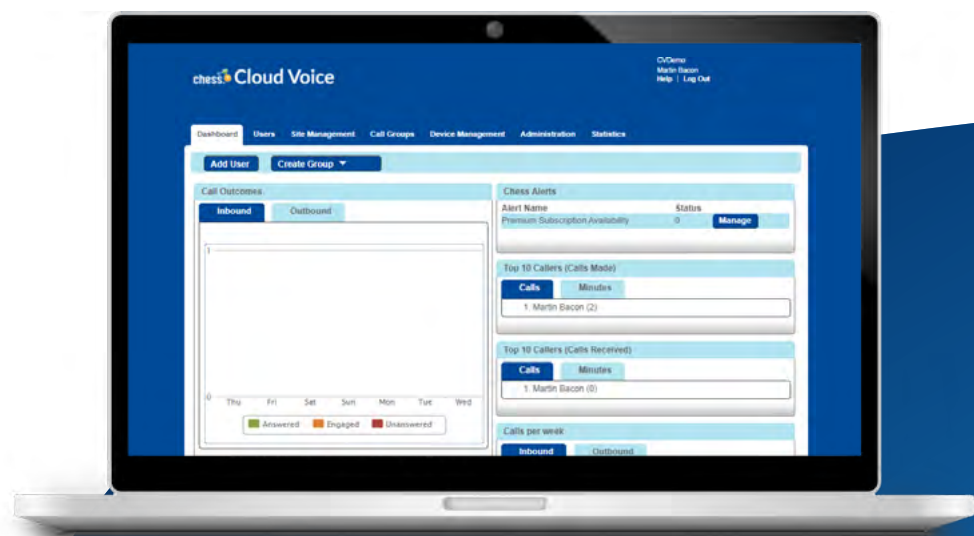
With digital transformation high on the agenda, today's businesses are looking to improve productivity, increase collaborative team working, attract more diverse talent and speed up business decisions.

Available as a simple upgrade to Cloud Voice, Webex, now powered with AI offers:

- Instant Messaging
- Presence
- HD Voice And Video
- Desktop And Application Sharing
- Secure Documentation Sharing
- Real-Time Transcripts
- Personal Insights
- 10GB Cloud Storage

Driven through a set of end user applications for Windows, Mac, Android and iOS, it enables users to access business communications and collaboration services from their favourite devices - wherever they are.

Webex supports all telephony features for a unified communications experience. It offers business communication tools with easy control and administration, reducing IT workload. Administrators can quickly configure the system, while employees manage their communication via desktop and mobile apps.



Tier 1

Softphone & Mobile App

Ideal for businesses that need a reliable & feature-rich voice calling solution without the need for messaging or hosting meetings.

Tier 2

Basic

For small businesses that need strong communication tools & ability to hold occasional meetings.

Tier 3

Standard

Great for growing businesses that require more robust meeting capabilities and collaboration tools.

Tier 4

Premium

Best for businesses that need comprehensive communication and collaboration tools.



Calling

- Calling & Call Control
- Video Calling
- Screen Share
- Personal Contacts
- Visual Voicemail
- Call History



Messaging

- One to One Chat
- Group Messaging/ Chat Spaces
- Presence
- Custom Status
- Emojis and GIFs



Meetings

- One Click & Scheduled Meetings
- Desktop & Application Sharing
- Whiteboard
- Meeting Recording (local)
- Virtual Backgrounds

- Webex Assistant
- Realtime Transcription
- Personal Insights

- 1000 Participants
- Recording Transcripts
- Remote Desktop
- Delegate Meetings
- 10gb Cloud Recording Storage
- Advanced Meeting Capability



Tools

- Teams Integration for Calling
- Outlook Integration for Calling

- As per Softphone and Mobile App
- Plus *Webex Video Messaging (Vidcast)

- Office 365 Calendaring
- Google Calendaring
- Slido

- Slack Integration
- Stirit

Great Features- All in One Place

Seamless Collaboration

Webex for Chess Cloud Voice is suitable for any sized of business looking to improve productivity, increase collaborative team working, attract more diverse talent and speed up business decisions.



Instant Messaging

Online chat between users, reducing email inefficiencies.



Video Calling

Create a stronger collaborative experience using HD visual communication from mobile or desktop app.



Multi Call Window

Manage high call volume across multiple lines and queues from the multi call window, a compact window that's always available when you need it.



Presence

Shows personal status such as 'available', 'busy', 'meeting', 'away' that helps determine the best way to communicate.



HD Voice Call

Make every conversation crystal clear with industry-first HD Voice technology that eliminates background noise and improves audio quality on both ends of the call, so you can focus on what matters.



Webex Integration for Microsoft Teams

Empower Microsoft Teams users to enhance the customer experience with our native Webex Calling integration. Access Webex Calling tools directly from the Teams interface and manage lines and queues from the multi-call window.

Key Integrations



And more...

Further Information

If you are unsure of any of the information discussed in this guide, please contact us below.

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| 0800 688 8858

ChessICT.co.uk/

