

G-Cloud 15: PhoneLine+

Elevating Business
Communication

PhoneLine+

Elevating Business Communication

The way businesses communicate with customers is rapidly evolving beyond just a simple phone call.

Today, your customers expect seamless interactions across multiple channels, such as WhatsApp, SMS, phone calls, webchat, and more.

For your business, staying nimble and responsive on these platforms is essential to maintaining high customer service standards and staying competitive in a crowded market.

At the same time, your team needs a consistent experience across all devices whether in the office, working from home, or on the go. Being able to stay connected and responsive at all times is crucial to delivering an efficient, professional customer experience in today's fast-paced world.



Save time and boost efficiency with PhoneLine+

Streamline communication and improve business productivity with **Phoneline+**, a purpose-built telephony platform.

Key Benefits

As a competitively priced and simple hosted VoIP solution, PL+ is perfect for businesses looking for a modern alternative to traditional landlines or fixed phone systems.

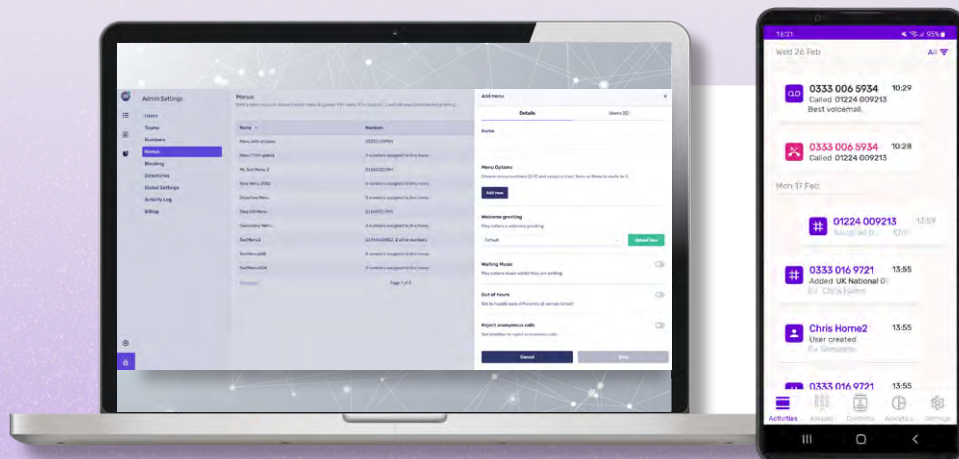
It supports essential telephony features and core phone system functionality, accessible on a wide range of devices including IP handsets, PCs, laptops, tablets, smart phones, and even existing analogue handsets using ATA devices. This gives businesses the flexibility to choose the tools that best fit their needs.



Apps & clients



Combining advanced call management, flexible licensing, and easy deployment, PhoneLine+ offers a simple, user-friendly interface allowing you to easily manage your own communications.



Stay Connected and in control with PhoneLine+

Maintaining seamless communication with customers is key to providing excellent service and fostering strong relationships.

PhoneLine+ equips you with the tools to keep your business accessible and professional while streamlining your communication.

Powered by cloud technology, **PhoneLine+** delivers calls over a broadband connection, unlocking advanced call management features without the need for costly infrastructure.

Whether you're managing customer service, scheduling appointments, or coordinating with your team, **PhoneLine+** simplifies it all, saving you valuable time and effort.

PhoneLine+ works effortlessly across devices, providing a simple and consistent communication experience that enhances efficiency with minimal disruption.

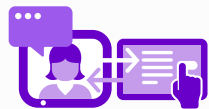


PhoneLine+ Key Features



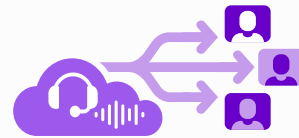
Activity Feed

Stay organised and on top of all your communications with a unified activity feed that consolidates calls, voicemails, SMS messages, and WhatsApp interactions. Easily filter by activity type or contact to gain a comprehensive view of customer interactions, making it easier to manage conversations efficiently.



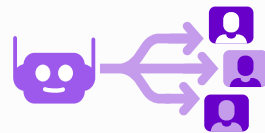
Call Notes

Add notes during live calls to capture key details and insights. Notes are saved alongside call records, making it simple to refer back or share between teams for streamlined follow-ups.



Hunt Groups

Ensure no call is missed with hunt groups that distribute incoming calls based on your preferred routing method. Choose between linear or simultaneous routing and set custom schedules to meet your business needs, ensuring every call reaches the right person at the right time.



IVR/Auto Attendant

Create interactive voice menus to guide callers to the right destination, delivering a smooth, professional experience. Customisable options like keypress routing, welcome messages, and time-based routing ensure your customers are always directed to the right place at the right time.



Number Presentation

Take control of your outbound caller ID with **PhoneLine+**. Choose from multiple numbers to align with your branding, support specific campaigns, and maintain a consistent experience across all customer interactions.



WhatsApp Integration

Respond to customer messages directly from **PhoneLine+** with WhatsApp Business integration. Businesses can view all interactions in their activity feed and ensure prompt responses without switching platforms.



SMS Messaging

Send and receive SMS messages effortlessly through the **PhoneLine+** platform. Perfect for appointment confirmations, quick updates, and staying in touch with your customers in real time. Keep communication simple and efficient.



eSIM Support

Enable seamless mobile connectivity with eSIM support, allowing your business to link **PhoneLine+** directly to your team's smartphones native dialler. This ensures seamless mobile connectivity without the need for additional apps or mobile data

Call Analytics with PhoneLine+

Elevate Customer Experience

PhoneLine+ offers simple yet powerful Call Analytics, helping your business maintain optimal service levels. With easy-to-read insights, you can track how calls are answered, analyse wait times, and allocate resources more efficiently, ensuring your team delivers excellent customer service every time.

Key Benefits

Monitor Call Activity

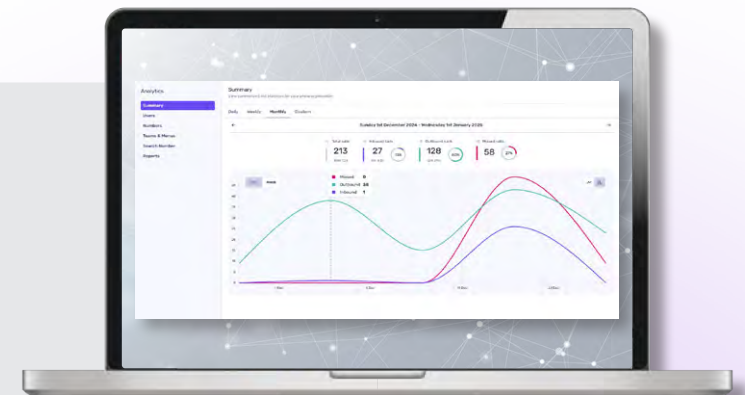
Gain visibility into your team's call handling, including unanswered calls, to ensure customers always receive the best possible experience.

Track Performance

Analyse call duration and response times to improve efficiency and enhance service quality across your business.

Identify Trends

View data by day, week, or month to identify peak call times and adjust staffing levels, ensuring you're always prepared for busy periods.



Actionable Insight

Downloadable Reports

Generate custom CSV reports for detailed analysis and easy team sharing.

Improve Response Times

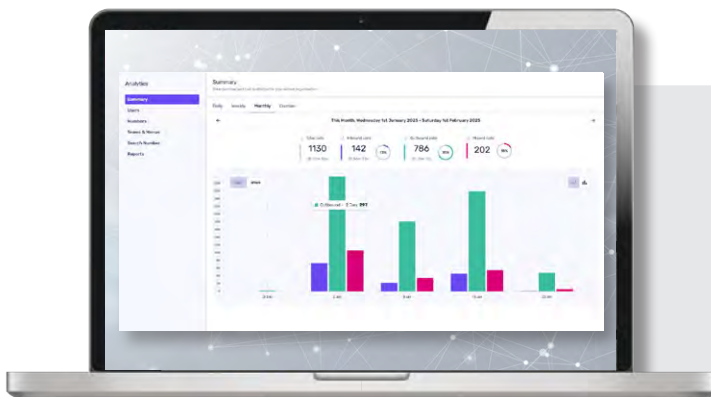
Use data to reduce wait times and provide faster, more reliable service.

Manage Resources

Anticipate high call volumes and ensure your team is prepared for peak call periods.

Increase Satisfaction

Enhance service levels by understanding call patterns and adjusting to improve customer satisfaction and experience.



PhoneLine+ – the right fit for you

No matter what your business needs, **PhoneLine+** offers a licence tailored to fit. From essential calling features to advanced mobility integrations, choose the option that best keeps your business connected and secure.

PhoneLine+

STANDARD



- Enhanced Presence
- Call Waiting
- Call Transfer
- Call Notes
- Account Suspension
- Speed Dials
- Directory Download/Upload
- LDAP
- Withhold Number (full)
- Activity Feed

OFFICE



- **As per Standard with:**
- Basic Hunt Groups
- IVR Menus
- Presentation Number
- Call Pull
- Alpha Tagging
- N-Way Calling
- Group Paging

ANYWHERE



- **AsperOffice with:**
- Virtual Mobile Numbers
- 2-Way SMS
- eSIM Dialling
- WhatsApp Integration

PhoneLine+ STANDARD

When you're managing every part of your work, you don't have time to keep up with missed calls, voicemails, or enquiries that come in after hours. Your landline is your lifeline, but being tied to one location isn't practical. That's where **PhoneLine+** comes in.

Designed for professionals who rely on direct communication, **PhoneLine+** gives you the flexibility to manage calls from anywhere. Whether you're on-site, in transit, or handling paperwork, you can stay responsive without disruptions.

Frustrations

- ✓ Spending valuable time shuttling back and forth to attend to incoming calls.
- ✓ When off-site calls are missed, left to answerphone or diverted to personal mobile.
- ✓ Pressed for time, they cannot afford the luxury of setting up processes, chasing suppliers, or disputing invoices.
- ✓ Unable to manage how calls are handled outside of their working hours.



How can PhoneLine+ help?

Effortless Call Management



Handle calls seamlessly from anywhere with **PhoneLine+**. Users can comfortably manage calls from anywhere without needing to relocate, saving time and hassle. The voicemail-to-email feature with transcription also allows users to visually prioritise new opportunities, ensuring important messages are never missed.

Flexible Handling of Off-Site Calls



PhoneLine+ enables users to handle calls from multiple devices, regardless of location. With remote answering via the mobile app or soft clients, crucial communications receive timely responses. In the event of unexpected business closures or changes to standard opening times, PhoneLine+ ensures seamless business continuity.

Simple, Easy-to-Use Interface



The platform's user interface is intuitively designed, featuring familiar icons. This user-friendly interface, combined with swift setup options, guarantees that users won't spend valuable time on intricate configurations.

Nuisance Call Management



PhoneLine+ enables users to easily manage unwanted calls as well as control costs by providing options to block both incoming and outgoing calls to or from specific numbers; offering them enhanced control over their communication experience.

PhoneLine+ OFFICE

Staying connected with customers while managing daily operations is a challenge.

PhoneLine+ Office ensures your team never misses an important call, whether they're in the office, working remotely, or handling multiple inquiries at once.

With multi-device access, seamless call routing, and voicemail-to-email transcription, your team can respond quickly and professionally without being tied to a desk. No complex systems, no expensive hardware, just reliable, flexible communication that keeps your business running smoothly.

Frustrations

- ✔ Struggles with managing multiple calls during peak times.
- ✔ Missed customer calls and business leads due to lack of voicemail-to-email transcription.
- ✔ Limited ability to reroute calls to appropriate departments or colleagues efficiently.
- ✔ Inadequate tools to provide professional call handling, such as the correct business number for outgoing calls.
- ✔ Unable to handle multiple, advertised numbers in a professional manner.



How can PhoneLine+ help?

Effortless Call Handling



PhoneLine+ Office routes calls among multiple team members during peak periods, helping to reduce wait times for customers. Additionally, it ensures that no calls are missed during busy times by redirecting them to the next available user.

Advanced Features, Professional Presence



Users can display their business Caller ID on outgoing calls, projecting a professional and consistent impression to clients and partners. The solution also enables seamless switching between devices, ensuring uninterrupted communication regardless of location. Additionally, it supports quick discussions, fostering improved collaboration and more efficient decision-making.

Seamless Customer Interaction



PhoneLine+ Office enables the business to direct callers to the correct department or individual automatically, without the need for manual intervention. This improves the customer experience by reducing transfer times and providing immediate assistance.

Simplified Message Management



No critical messages are missed, even when users are unavailable to take calls. Additionally, it simplifies message management by consolidating voicemail into email inboxes.

PhoneLine+ ANYWHERE

PhoneLine+ Anywhere lets you manage calls professionally from any device, whether you're teaching on-site, working remotely, or traveling between sessions. With voicemail-to-text transcription, remote call handling, and 2-way SMS, you'll never miss an important message, while keeping distractions to a minimum.

Frustrations

- ✓ Reliance on a personal mobile phone for business makes it difficult to separate personal and professional communications.
- ✓ Limited ability to quickly send out timely communications to customers and employees.
- ✓ Difficulty in reaching customers and staff on alternative platforms, such as WhatsApp, for efficient business communication.
- ✓ Managing multiple mobile apps to handle various communication channels.
- ✓ Unreliable mobile data coverage in remote or hard-to-reach areas leading to dropped calls.



How can PhoneLine+ help?

Simplified Communication across Platforms

PhoneLine+ Anywhere integrates seamlessly with various communication platforms, including WhatsApp and SMS, enabling users to engage with customers and employees efficiently. By consolidating these channels, it eliminates the need for multiple mobile apps, streamlining communication and improving response times.

Maintain a Professional Image

With **PhoneLine+ Anywhere**, users can present their business Caller ID on outgoing calls, ensuring a polished and consistent impression. This feature helps separate personal and professional communication, preserving boundaries while enhancing professionalism.

Reliable Communication, Anywhere

PhoneLine+ Anywhere addresses mobile coverage challenges with advanced eSIM technology, allowing users to utilise a multi-operator mobile network via the native dialler for reliable communication. This simplifies call handling and provides reliable, uninterrupted communication regardless of location.

Boost Productivity and Collaboration

PhoneLine+ Anywhere offers advanced features like call notes, activity feeds and N-way calling, enabling teams to stay connected and collaborate effectively, even when on the move. These tools streamline workflows, reduce response times, and ensure that critical calls and messages are handled promptly, enhancing overall business efficiency.

Contact

Get in touch with Gamma today to enquire about your G-Cloud 15 service.



We're a certified Carbon Neutral* Company. This means you can demonstrate green credentials yourself. By working with us you have a solution that not only helps the environment but also enables you to become greener and conform to new Government environmental policies.