

Mobile telephony

Value-adding mobile telephony



v.1.3 19-11-20

Get mobile telephony that strengthens your company's competitiveness

Connect 3.0 is complete mobile telephony to the modern company

Connect is a modern and complete telephony solution for your company that enables employees to communicate and collaborate actively both internally and externally. The approximately 300 features within Connect give you maximum freedom to wholly tailor your telephony solution to your company's needs. This solution works on mobile phones and mobile apps, as well as on IP phones and desktop clients.

The platform's communication and collaboration features make it a breeze for users, and provide faster progress on a daily basis. The self-service portal gives the administrator the flexibility to adjust user profiles, call groups and call flows, so that the solution always covers the current needs of the company. Overall, Connect strengthens your company's customer management and results.

Complete mobile telephony solution tailored to your needs

Our experienced sales team will uncover your needs, in order to give you the correct telephony solution.



Consultation

We hold regular status meetings to ensure the best possible returns on the solution.



Follow-up

We will start the project with a meeting to clarify the technology and reconcile expectations.



Projection

We have a competent support team who are always ready to help you.



Support



Delivery

We design a delivery plan so that there is a common understanding of tasks and responsibilities.

We are easy to reach and will help you in a quick and efficient way.



Customer service



Quality

We will carry out ongoing quality checks for the first 14 days after the project commencement date.

Call us on
8888 7777 to find out more

See more at
ipvision.dk/mobile-telephony-uk



Mobile Telephony

Value-adding mobile telephony

ipvision

Feature Overview

Connect 3.0 contains more than 300 telephony features. Here is a selection. Please note that Connect 3.0 is designed for mobile telephony, IP telephony and softphone.

Telephony functionality

Basic Pro Pro+

Main number and welcome greeting	●	●	●
Opening/closing times with a message	●	●	●
IVR (key selection)	●	●	●
Country code management	●	●	●
Status display (meeting, lunch, busy, DND, etc.)	●	●	●
Common phonebook (external contacts)	●	●	●
Synchronisation of outlook contacts	●	●	●
Click to Dial	●	●	●
Recording or uploading of audio files (voice-over)	●	●	●
Group telephone answering machine	●	●	●
Call groups with different ring strategies	● ¹	●	●
Advanced call management system		●	●
Calendar with status display		●	●
Call routing and voicemail messages controlled by status selection		●	●
Collaboration (chat, audio/video meetings, file/screen sharing, etc.)		●	●
Keyboard shortcuts (call divert, etc.)		●	●
On hold music		●	●
Call queue position notification		●	●
Call me back (callback)		●	●
Subscribe to/unsubscribe from call groups		●	●
Automatic notification of the agent from a call group in the event of unanswered calls		●	●
Post call processing time between calls		●	●
Call group and agent statistics		●	●
Mobile calls via Wi-Fi/data		●	●
Big screen solution (for display of e.g. call group statistics)			●
CDR- and User-API connector			●
CRM API connector			●

Administrator functionality

Basic Pro Pro+

Administrator self-service	●	●	●
Create and adjust callflow as well as visual overview of callflow	● ²	●	●
Statistics	●	●	●
Extended statistics		●	●
Call group statistics		●	●
Callflow builder		●	●
Call center supervisor		●	●
FAQ online help		●	●

Access to user application

Basic Pro Pro+

Access to PC and Mac clients with softphone	● ²	●	●
Access to mobile app		●	●

¹ Only "call everyone at the same time" and "call by sequence" ² Restricted functionality

Mobile Telephony

Value-adding mobile telephony

ipvision

Feature Overview

User functionality

	IP-phone	PC-/Mac-client	Mobile app
Self-service (status and personal settings)	●	●	●
Receive and reject calls	●	●	●
Divert calls with and without introduction	●	●	●
Conference call	●	●	●
Call waiting	●	●	●
Call log	●*	●	●
Inbox history for voicemail and call recordings	●	●	●
Ad-hoc call recording (voice recording)	●	●	
Pull Call	●	●	
Softphone		●	●
Calendar with status display and answering machine message based on status		●	●
Call forwarding to answering machine		●	●
Status display (meeting, lunch, busy, DND, etc.)		●	●
Synchronisation of Outlook contacts		●	●
Call group overview		●	●
Supervisor management of call groups		●	●
SMS/e-mail to contacts		●	●
Select caller ID for outgoing calls (one number)		●	●
Click to dial		●	●
Forward/transfer call from/to IP phone or mobile		●	●
URL displayed at time of call		●	
Mobile calls via Wi-Fi/data			●

*Only selected Mitel and Snom telephones

Collaboration functionality

	IP-phone	PC-/Mac-client	Mobile app
Presence		●	●
Chat		●	●
File sharing		●	●
Book audio and video meetings		●	●
Start and participate in audio/video meetings		●	●
Screen sharing in audio/video meetings		●	●
Invite external contacts to chat		●	●
Invite external contacts to video meetings		●	●

Call us on
8888 7777 to find out more

See more at
ipvision.dk/mobile-telephony-uk