

Cloud Solutions

SEACOM VOICE



SEACOM

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Whether you are a small, medium or large corporate business, SEACOM can provide you with a powerful, feature-rich IP phone system, without the cost or hassle of having your own on-site PBX. We leverage our own high-speed network to ensure that the quality of your voice calls are never compromised.

SEACOM's hosted PBX platform utilises the award winning BroadSoft BroadWorks application software to bring you a cost effective, cloud based solution for all your voice requirements. SEACOM Voice offers the flexibility, reliability and ease of use that most businesses need. In conjunction with the low setup cost, low monthly service charges and extremely competitive call tariffs - it's not difficult to see why SEACOM Voice should be your first choice when considering a cloud-based IP phone system for your business.

HIGHLIGHTS

- / A cloud PBX is ideal for businesses without the capital expenditure to spend on an on-site system.
- / Ideal for multi branch environments where a PBX would normally be required at each branch.
- / Our cloud PBX allows for centralised management of all extensions and call features within your network.
- / Installation and deployment times are much shorter than that of an on-site system.
- / Managing users/extensions is done via a simple to use web interface.
- / Ability to schedule reports and track usage via the TMS system.
- / Modular approach to the way in which the product is packaged, means that you only pay for what you need.



Cloud PBX Features

Feature	Business Essential	Business Premium
Unlimited end-user support	✓	✓
Web portal	✓	✓
Call waiting	✓	✓
Calling name delivery	✓	✓
External/Internal CLI delivery	✓	✓
Barge-in exempt	✓	✓
Basic cloud call logs	✓	✓
CLI delivery blocking override	✓	✓
Calling name retrieval	✓	✓
Calling number delivery	✓	✓
Client call control	✓	✓
Phone status monitoring	✓	✓
Privacy	✓	✓
Call forwarding	✓	✓
Call transfer	✓	✓
Three-way calling	✓	✓
Do not disturb	✓	✓
Call return	✓	✓
Flash call hold	✓	✓
Last number redial	✓	✓
Anonymous call rejection	✓	✓
Automatic callback	✓	✓
Hoteling guest	✓	✓

Feature	Business Essential	Business Premium
Speed dial	✓	✓
Free single number porting	✗	✓
Free installation	✗	✓
Alternate numbers	✗	✓
Busy lamp field	✗	✓
Directed call pickup	✗	✓
Shared call appearance	✗	✓
One number everywhere	✗	✓
Call forwarding selective	✗	✓
Call notify	✗	✓
Custom ringback agent	✗	✓
Directed call pickup with barge-in	✗	✓
Hoteling host	✗	✓
N-way calling	✗	✓
Push to talk	✗	✓
Selective call appearance	✗	✓
Selective call rejection	✗	✓
In-call service activation	✗	✓
Remote office	✗	✓
Sequential ring	✗	✓
Simultaneous personal ring	✗	✓

Bolt-On Features

Feature	Description
Call recording – Back office	Record all incoming and outgoing calls from a typical extension.
Call recording – Call Centre/Help Desk	Record all incoming and outgoing calls from a call centre/help desk extension.
Receptionist	Desktop application that provides call control, contact directories and phone status. Available in 3 options (dependant on the number of extensions to monitor).
Voicemail Portal	Allows users to access, use and configure the following services: Voice Messaging and Personalised Name Recording.
Voicemail/Voicemail-to-email	Never miss calls while away from your phone. Your voicemail messages will automatically be forwarded to your chosen email address as .wav files.
Call recording storage	Used for long term storage of the customer's recordings. Charged in 5GB blocks.
Auto attendant	An automated receptionist that answers the phone and provides personalised messages to callers.
Recording for auto attendant	Voice recordings for auto attendant. Recorded by professional voice artists.
Standard group services	Call park, call pickup, group paging.
Enhanced group services	Account authorisation, custom ringback group, instant group call, music on hold.
Hunt group	A group of extensions that are organised to process specific calls.
Access to Cloud PRI	Allows customers to point their Smart Access numbers to the PRI.



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