

Improve Your Phone Functionality

Reduce Your Costs & Raise Your Profits

OVERVIEW

Hosted VoIP from Keyfort is a way of simplifying your phone network, by eliminating the need for an old style physical PBX. Hosted VoIP can not only make it cheaper to run the phone system, but it also makes it cheaper and easier when you want to upgrade.



THE OBJECTIVE

Keyfort's Hosted VoIP has three main goals in mind:

- Reduce costs incurred by telephony
- Increase the phone system's functionality
- Make it cheaper and easier to upgrade and upscale the phone system

THE OPPORTUNITY

Plug and Play - Keyfort's Hosted VoIP allows you to make and take phone calls from a traditional office desk, your computer or laptop, and even your mobile phone. This allows you to make professional calls, no matter where you are.

Save on Costs – Hosted VoIP from Keyfort significantly reduces the cost of making phone calls, including both national and international calls. Internal calls are free, so calling others on your same VoIP network doesn't cost you. With a mobile Internet connection, employees can even call the office from the 3CX software on their computers and mobiles, without call costs!

Easy Upgrades – Traditional PBXs and black box appliances are difficult and expensive to scale. On old hardware, to add another extension you would have to account for licensing costs, new hardware to support the extra extensions, and more ports for the extra lines. With Hosted VoIP from Keyfort, you are able to add extra lines and extensions at only the cost of another new phone!

See Status of Colleagues – Customisable statuses can help the workflow of an office. You can see who is already on the phone and who is free, saving time with unnecessary call transfers and also helping keep customers happy.

Fax and Voicemails to Email – Inbound faxes are converted to a PDF and forwarded to the user via email, without any special fax software or hardware. Voicemails are converted to sound files and forwarded too!

Instant Messaging – Employees can communicate with each other via the text chat. This removes the need to rely on third party messaging services. Users of Keyfort's Hosted VoIP can send and receive messages on Windows, Mac, iPhone, and Android, wherever they are.

Use Your Extension Anywhere – Keyfort's Hosted VoIP is available on Android, iOS, Windows, and Mac, meaning you will no longer have to give out your personal number. The ability to make and receive calls using your office extension from anywhere makes you more available, and maintains a professional appearance.

THE SOLUTION

Keyfort's Hosted VoIP system takes advantage of all the opportunities mentioned above. Keyfort's experienced IT Engineers will set up the entire system for you, including your preferred numbers, your call groups, any voice recording required, and a secure connection to ensure only authorised access is allowed. Keyfort will also provide ongoing support, for when you have questions, concerns, or wish to upgrade and upscale. Keyfort's Hosted VoIP system is hosted in a resilient environment, to provide optimal performance for your phones.

General Features	Standard Edition	Professional/Enterprise Edition
Extensions	Unlimited	Unlimited
Number of Simultaneous Calls	4 => 1024	4 => 1024
Call Logging	✓	✓
Call Reporting	✓	✓
Call Forward on Busy or No Answer	✓	✓
Call Routing by DID	✓	✓
Auto Attendant / Digital Receptionist	✓	✓
Voicemail / Music on Hold	✓	✓
Central Phonebook	✓	✓
Call by Name	✓	✓
Call Parking / Pickup	✓	✓
Call Transfer	✓	✓
Call Queueing	✓	✓
Call Recording	✓	✓
MWI – Message Waiting Indicator	✓	✓
Supports Popular SIP Phones	✓	✓
Supports SIP Trunks / Gateways	✓	✓
Intercom / Paging	✓	✓
Ring Extension & Mobile Simultaneously	✓	✓
Extensive Codec Support	✓	✓
Automatic Pickup on Busy	✓	✓
Call Recordings Management	✓	✓
Management and Scalability	Standard Edition	Professional / Enterprise Edition
Web-based Management Console	✓	✓
Automated Provisioning of Devices	✓	✓
Real Time Web-based System Status	✓	✓
Integrated Web Server	✓	✓
Easy Backup and Restore	✓	✓
SBC to Configure Remote Extensions	✓	✓
VMWare / Hyper-V Compatibility	✓	✓
Connection Remote 3cx PBX Systems (Bridges)	✓	✓
Scheduled Backup	✓	✓
Scheduled Restore	✓	✓
Inbuilt Fail Over Functionality		Yes / Standby Licence in Enterprise Only

Unified Communcations	Standard Edition	Professional / Enterprise Edition
Setting Up Conference Calls	✓	✓
See the Presence of Your Colleagues	✓	✓
Receive Voice Mail via Email	✓	✓
Receive Faxes via Email as PDF	✓	✓
Integrated Fax Server	✓	✓
Integrate Offices with 3CX Bridge	✓	✓
Advanced Forwarding Rules	✓	✓
View Presence of Bridged PBXs		✓
Mobility	Standard Edition	Professional / Enterprise Edition
Android Client	✓	✓
iOS Client	✓	✓
Windows Phone Client	✓	✓
CTI Support	✓	✓
Seamlessly Create Conference Calls	✓	✓
Users can Configure their Own Extension	✓	✓
Provisioning by Email	✓	✓
Manage from within Console	✓	✓
Includes Tunnel to Avoid NAT Problems	✓	✓
IP Phone Management	Standard Edition	Professional / Enterprise Edition
Automatic Plug & Play Phone Provisioning	✓	✓
Manage IP Phones Network Wide from Console	✓	✓
Restart Phones Remotely	✓	✓
Update & Manage Firmware Network Wide	✓	✓
Call Centre / Contact Centre	Standard Edition	Professional / Enterprise Edition
Advanced Queue Strategies		✓
Advanced Call Reporting		✓
Real Time Queue Statistics		✓
Queue Reports		✓
Barge In / Listen In / Whisper		✓
Query Customer Name Based on Caller ID		✓

Call Centre / Contact Centre	Standard Edition	Professional / Enterprise Edition
Ability to Use API		✓
Link Company Directory with LDAP / ODBC		✓
Sync Phonebook with Microsoft Exchange		✓
Real Time Queue Monitoring		✓
Wallboard		✓
Switchboard Queue Manager View		✓
Call Recordings Search		✓
Supervisor can Log Agents In/Out		✓
Supports External Agents		✓
Callback if queue full		✓
CRM Integration / Scripting Interface		✓
SLA Alerting / Reporting		✓
Application Integration	Standard Edition	Professional / Enterprise Edition
Microsoft Outlook	✓	✓
Office 365 (Address Book Only)	✓	✓
TAPI	✓	✓
Office 365		✓
Salesforce		✓
Microsoft Dynamics		✓
Microsoft Exchange 2013 / LDAP / ODBC		✓
SugarCRM		✓
Google Contacts		✓
Exact		✓
Zendesk		✓
Freshdesk		✓
act!		✓
Datev		✓
Web Conferencing	Standard Edition	Professional / Enterprise Edition
Plugin Free – WebRTC	✓	✓
One-click Conference	✓	✓
Meeting Recording	✓	✓
Remote Control / Assistance	✓	✓
Screen Sharing	✓	✓
Unlimited Users	✓	✓
Participants Included	5	10

Upgrade Today

If you would like any more information about Keyfort's Hosted VoIP, you can email us at info@keyfort.co.uk, or you can call us on 0844 801 4580.

