



Cloud PBX System

Next generation cloud VoIP by Tech iSolutions. Portable, flexible and reliable. Perfect solution for business continuity, office and home working environments.

The future of small business telecoms. Set your business free with our cost effective phone solution that works around you.

What is VoIP?

Tech iSolutions provides a VoIP, or voice-over-IP, service. VoIP is a modern technology that allows voice calls to be made using your existing internet connection rather than the traditional method of using dedicated phone lines.

Disaster Recovery

Our phone systems are in the cloud, you do not need any physical PBX hardware installed at your location. This gives you disaster recovery & resilience options, simply move to a different location and plug in your hardware to an internet connection.

Benefits of VoIP

- You can handle more than one call simultaneously without needing to pay for additional phone lines for each incoming calls.
- Disaster recovery & resilience. - You aren't tied to a specific location because you can simply take your phone anywhere with an internet connection.
- Costs are much cheaper because the actual calls can travel over the internet rather than the most expensive public telephone system.
- You can easily scale up to add new phones to your system without the need for any charges to your physical installation.

Requirements

You need an internet connection to make & receive calls. This means that you will still have some expense in order to provide the connection & if your internet connection goes down your phone service may not function. On the whole, in this day and age, internet connections are more reliable than ever & the total outages are rare.

System Features

Mobile Phone

Make & receive calls on your mobile phone. Using an app you can add your extension & freely move around knowing that you will never miss that important call. This also removes the need to carry around two phones as the app is a software-based solution over data/Wi-Fi.

Desk Phone

If you find yourself at a desk, a physical phone is the answer for you. These phones just plug into your existing router (or ethernet switch) and connect to the service themselves. They work just like any normal phone & are convenient for many office & home workers. If you buy a phone from us, we can also configure it ready to go.

Desktop/Laptop

Using software you can make & receive calls from your desktop or laptop. This can be convenient for mobile workers who setup hot desks at multiple locations.

Wide choice of phone numbers

Having the right phone number is important for any business. You want to give the right impression. We provide local (01/0) numbers, national (0330) numbers & freephone (0800) numbers. Alternatively if you want to move your existing numbers to us this is also possible.

Extensions

Individual extensions for all users of the phone system. This allows each user to be identified by an extension number for reporting & routing purposes.

Voicemail Inbox

Ability to transfer unanswered calls to a voicemail inbox. Voicemail messages can be email to your email address as an attachment when they are left.

Call Recording

Allows you to record incoming & outgoing calls on your system.

Call Transfer

Ability to transfer calls internally to other extensions & externally to other numbers.

Call Groups

A call group will ring a set of extensions & contacts that can be called at the same time.

Call Queues

A call queue allows you to place incoming calls into a queue to be answered by any extensions set to answer the specific queue.

IVR Menus

A menu presents a list of options to a caller to choose from. This allows you to route different calls to different queues or call groups.

Time Routes

Time-based routing allows you to adjust the routing of incoming calls based on the time of day. For example: You can use this feature to automatically forward calls to voicemail in the evenings or weekends.

Preset Rules

A preset is a predefined set of rules that can be enabled or disabled at any time. Presets allow you to preconfigure rules for your incoming numbers & then activate these rules when they are needed.

Caller ID Routing

These routes allow you to change the route of an incoming call based on the caller ID of the person who is calling you. You can use this to block numbers or direct specific people to certain extensions.

Music On Hold

When you put someone on hold or they are waiting in a queue, they will be played the audio files that you upload.

Follows

A follow is a way to allow you to automatically call multiple numbers in a sequence before connecting a call to whoever answers first. This feature is designed for the system to find you.

Fax to email

Fax to email allows you to receive faxes to your email address.

Conferencing Room

A conference room is a virtual meeting room where callers can dial in and all speak to each other. These rooms can be configured on individual numbers. They can be protected with a pin to maintain security.