

## Voice Services

**Our services involve designing the correct solution for your business, ensuring the voice services are carefully matched to your business needs. Advanced offer deployment, management, monitoring and reporting, to ensure the service is always available, and is the correct size to meet your business needs.**

Many voice services are available, particularly those aligned to Unified Communications and Collaboration. At Advanced, we understand that comprehensive features are needed in this mobile world. Our Voice Services deliver these through offering both Telephony and Unified Communications Services.

### Telephony Service

In our data centres, or on your premises, we provide enterprise class telephony functionalities. Our service is IP based, and combines unified telephony and PSTN connectivity. This service is designed to meet your needs. It can be deployed in single site or dual site configuration, either on- your premise or in Advanced TIA-942 Tier 3 Data Centres. We provide complete management, support and scaling for the lifecycle of the service.

The features include:

- > Call control, call signalling, call park
- > Hold (with music), resume, do not disturb
- > Blind transfer, consultative transfer, conference, shared line

- > The ability to provide Interactive Voice Response prompts for the callers. This includes voicemail for the users, and voicemail delivered as an email which can be played through any form of connected device.
- > Either analogue or digital PSTN connectivity through ISDN channels
- > Connectivity to your premises is available
- > To provide PSTN services to you, we offer resilient SIP trunks whether your service is on- premise or is hosted in Advanced data centres
- > To adhere to the regulatory guidelines for businesses, our service includes a compliance application that can record calls made by the users from the telephone system

### Unified Communications

The Advanced Unified Communication Service includes enterprise messaging, presence technology, online meetings, telephony and video conferencing. Our service offers high levels of availability, along with flexibility and scalability for your core business tasks.

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The expansion of our Telephony Service to offer collaborative features and functionalities, including Unified Communication, offers the following capabilities:

#### Telephony includes:

- > Call control, call signalling, call park
- > Hold (with music), resume, do not disturb
- > Blind transfer, consultative transfer, conference, shared line

#### Unified Messaging includes:

- > The ability to provide Interactive Voice Response which includes, prompts for the callers, voicemail for the users, and voicemail delivered as an email that can then be played through any connected device.
- > You will have the ability to schedule meetings, including with internal and external PSTN users, as you require.

#### Instant Messaging and Presence includes:

- > The ability for any members of your business, or external users, to instant message
- > Instant messages can be elevated to audio or video call, with screen share capabilities. This can occur both within the organisation and for external users.
- > The ability to provide presence capability from any type of wired and wireless endpoints. This can be reflected on applications including SharePoint, Outlook and Calendar.

## More information

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