

UCS Cloud Voice Product Overview



United Client Services



Product Overview

UCS Cloud Voice allows you to make very low cost (or even free) phone calls over an internet connection instead of a traditional phone line. The call quality is high definition and there are built-in features to help present your business in a more professional way.

Future Proof your Business

Landlines are all going digital, and soon traditional phone lines will be obsolete. UCS enables you to keep up to date with an ever changing world, becoming more and more important as you grow. Cloud Voice is designed to allow you to add multiple users without adding complication.

Without breaking the bank

You would think that adding so many extra benefits would cost a lot more. But because new digital phone systems are hosted in the cloud and run through your fibre connection, they are a lot more affordable than you think.

Choose your perfect Cloud Voice Package

UCS Foundation Package

- Unlimited UK landline & mobile calls
- Mobile & Desktop app functionality
- No handset required
- Keep your existing number

UCS HVS Standard Package

- Unlimited UK landline and mobile calls
- Free Handset
- Keep your existing number

UCS HVS Premium Package

- Unlimited UK landline and mobile calls
- Free Handset
- Mobile & Desktop App functionality
- Keep your existing number



Key Features of Cloud Voice

With better quality calls and a huge range of the quality handsets (whichever package you choose), UCS can offer you affordable and comprehensive IP Voice packages for small and large businesses.

Here are some of the most popular features in our packages:

Auto Attendant

Connect callers to an automated personalized greeting and menu of options to ensure the call gets directed to the right person.

Call Hold

Place an existing call on hold, and then retrieve the call to resume the conversation.

Call Forwarding

Redirect incoming calls to another phone. Customise to forward at specified times, only when you're busy, or even in reaction to certain numbers.

Call Recording

Record calls for training and quality purposes and store them in the cloud.

Hunt Groups

Allow multiple users to take calls at the same time. This ensures that no matter how busy you are or how much your business grows, you never miss a call or sale again.

Time Schedules

Define time schedules for your phones eg messages for holidays and Out of Hours.

Cloud Voice Handsets

We offer a range of the best handsets on the market, packed with many benefits and high-tech features.

Yealink T46U

- 4.3 inch 480x272 pixel colour display
- Supports up to 16 lines
- Pre-configured Cloud Voice service
- Just plug and play





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Cordless Handset

Yealink W73P

- 1010mAh Lithium-Ion battery
- 128x160 pixel display resolution
- Optional repeaters available for extended coverage

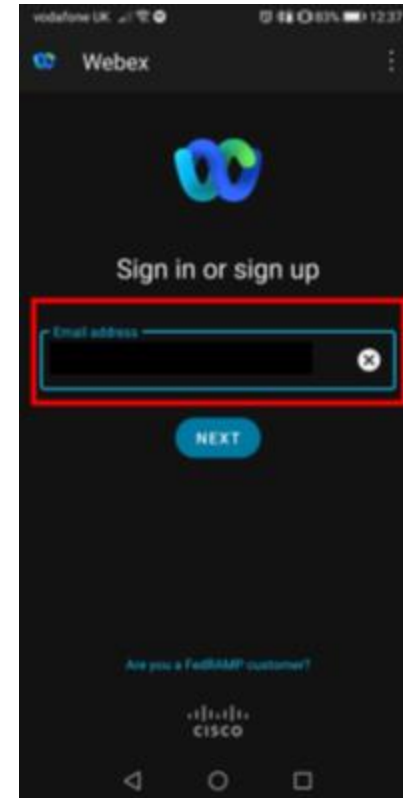


Mobile and Desktop Functionality

Make or take calls wherever.

Mobile & Desktop App

- **Remote** – Take your business with you
- **Always on** – 24/7 access to business calls
- **Flexibility** – Make/take calls from mobile or business number
- **Functionality** – Get all the features of Cloud Voice on your mobile and desktop
- **Agility** – Compliment fixed premise handsets with the agility of a mobile desktop app





Why UCS Cloud Voice?

UCS are a single source supplier helping our clients reduce direct and indirect spend. We do this across Voice, Broadband, Technology, Workplace, Supplies and Energy.

Simple setup

Setting up UCS Cloud Voice is easy and will not take you more than a few minutes. However, in the unlikely event you hit a stumbling block, our agents are waiting to help.

Protecting your Pocket

We know every penny matters so we have minimised the setup costs and included everything in one simple contract.

On call Service Team

Our dedicated support team are trained specifically to deal with and support all of your needs.