

CTECH BUSINESS
SOLUTIONS

CallSwitch Hosted Telephony

Business Edition





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CallSwitch is a market-leading hosted telephony platform, delivering the full suite of Unified Communications features, integrations, and fully supported hardware to mobilise your workforce in an affordable, efficient way.

The solution delivers an evolving range of advanced call handling and management features through an intuitive interface. Key features include:



Hot desking



Screen sharing



Soft/mobile client



Auto attendant



Directory services & click-to-dial



Call queuing & parking



Instant messaging & presence



Compliant call recording



Voicemail & voice-to-email transcription



CRM integration



Voice & video conferencing



Microsoft Teams integration



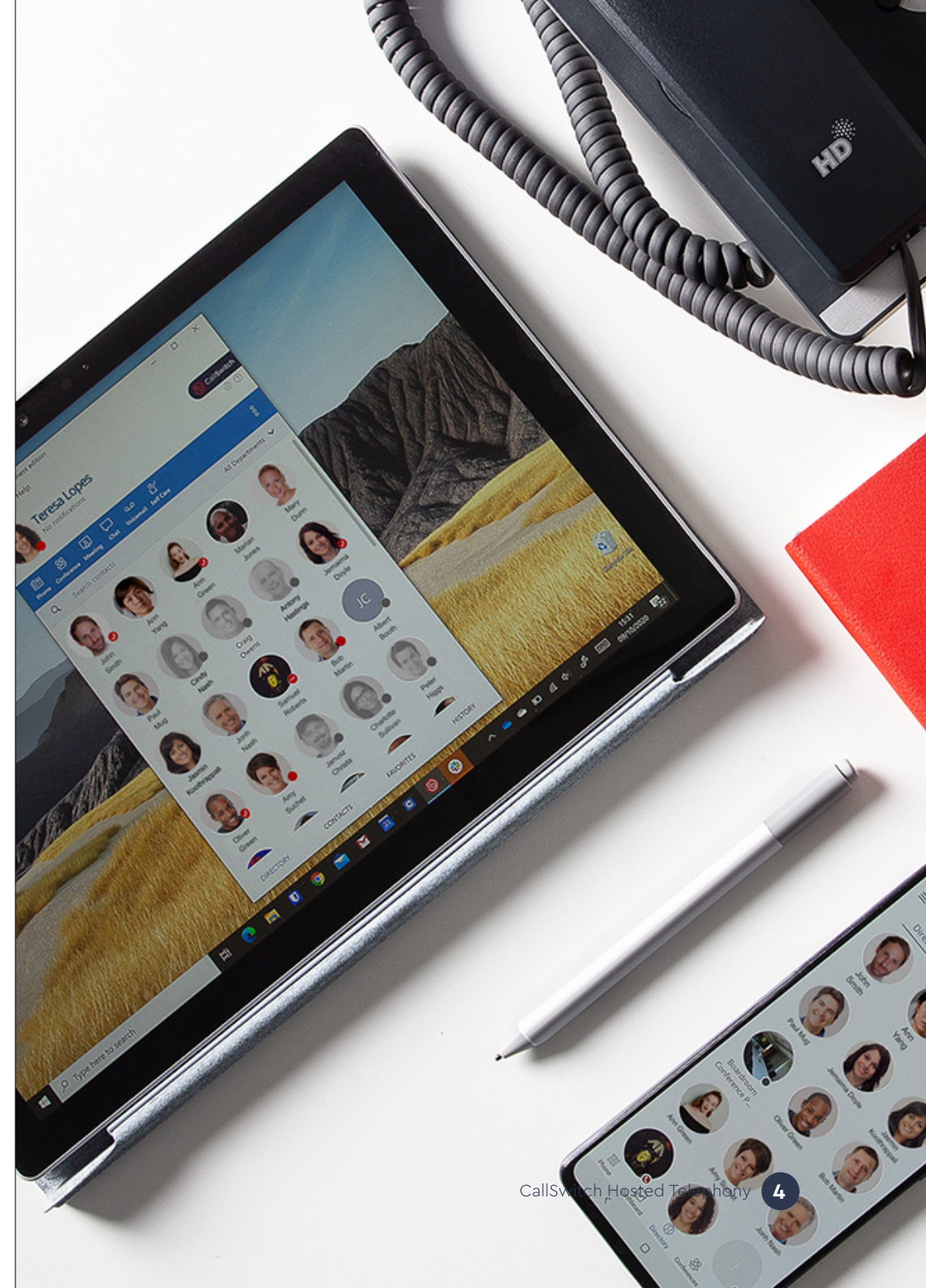
Secure administration portal

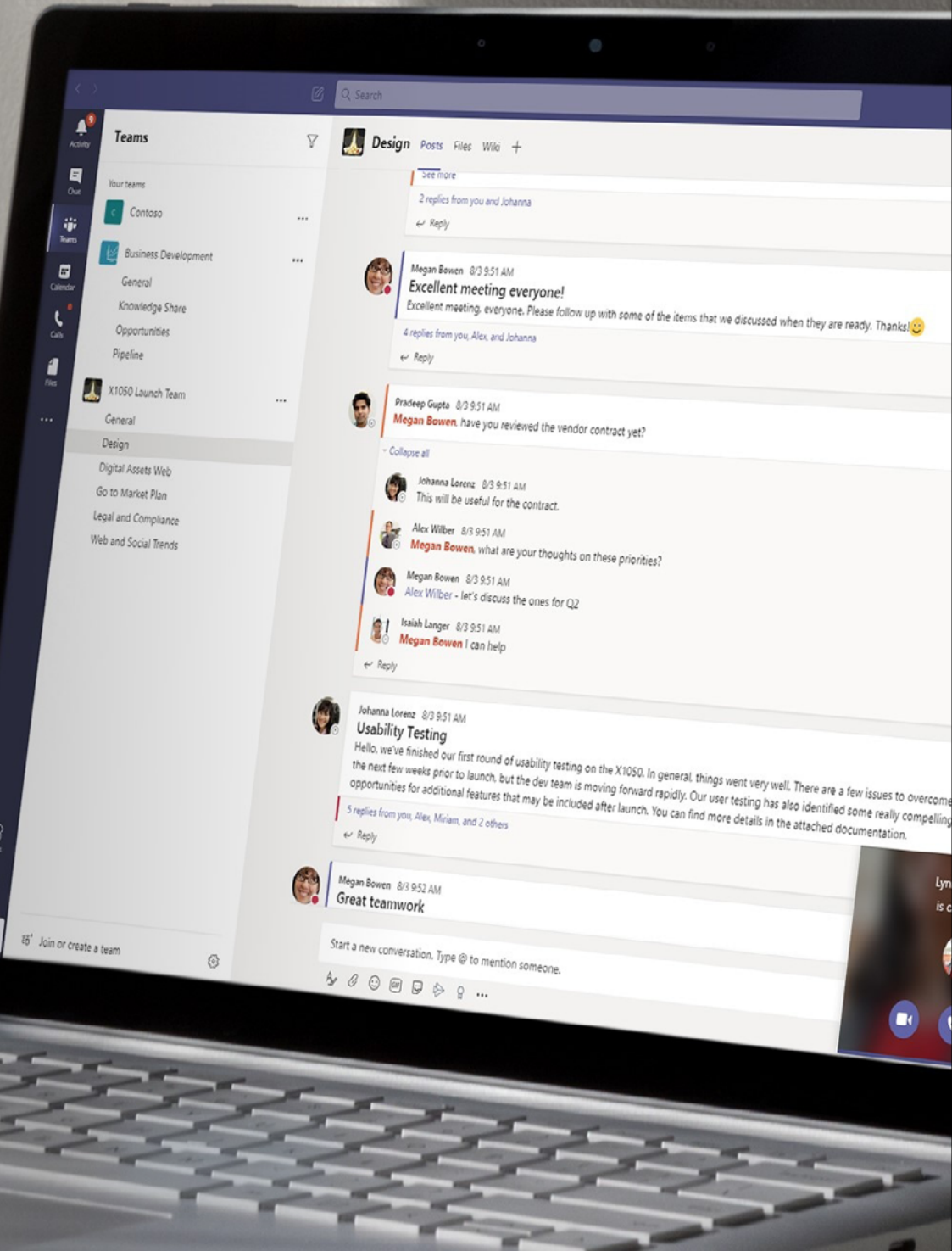
Communicator Soft Client

The Communicator soft client is your window into the CallSwitch platform, enabling your employees to communicate and collaborate however they wish, on any device, and from wherever they're working.

Communicator is available for desktop (Windows and Mac OS), and mobile (iOS and Android), delivering a host of communication and collaboration features within a single, intuitive pane:

- ✔ Softphone
- ✔ Video
- ✔ Instant messaging
- ✔ Group conferencing
- ✔ Screen sharing
- ✔ Document sharing
- ✔ Click-to-dial





Leverage our powerful UCaaS infrastructure and features to provide an enhanced voice solution for your Microsoft Teams users.

For businesses who use Microsoft 365 for productivity and collaboration, CallSwitch for Teams allows your employees to use Teams desktop and mobile applications to make and receive voice calls without clicking out to other consoles, giving the productivity benefit of having a single application to handle all channels of communication.

Best of all, Teams users sit within your CallSwitch solution seamlessly alongside users who prefer to make use of our Communicator applications or desk phones – meaning genuine endpoint flexibility.



Desk Phones

CallSwitch is compatible with handsets and conference devices from all the leading manufacturers, catering for all budgets.

This enables us to help you match desk phone hardware to the requirements and specifications of different groups of users or departments.



Intelligent Integration

Key to any Unified Communications solution is integration with other critical services, improving both productivity and accuracy.

Our platform is plug-and-play ready for integration with Salesforce, Microsoft Dynamics, Sugar CRM, Hubspot, Zendesk, Bullhorn, Pipedrive, Suite CRM, Zoho and Vtiger, with new integrations coming on-stream regularly. Less common, web-based, CRMs are also catered for, offering both 'click-to-dial' and 'screen pop' functionality.

CallSwitch also integrates with Microsoft Teams, offering a cost-effective and resilient solution for voice in a Microsoft world.



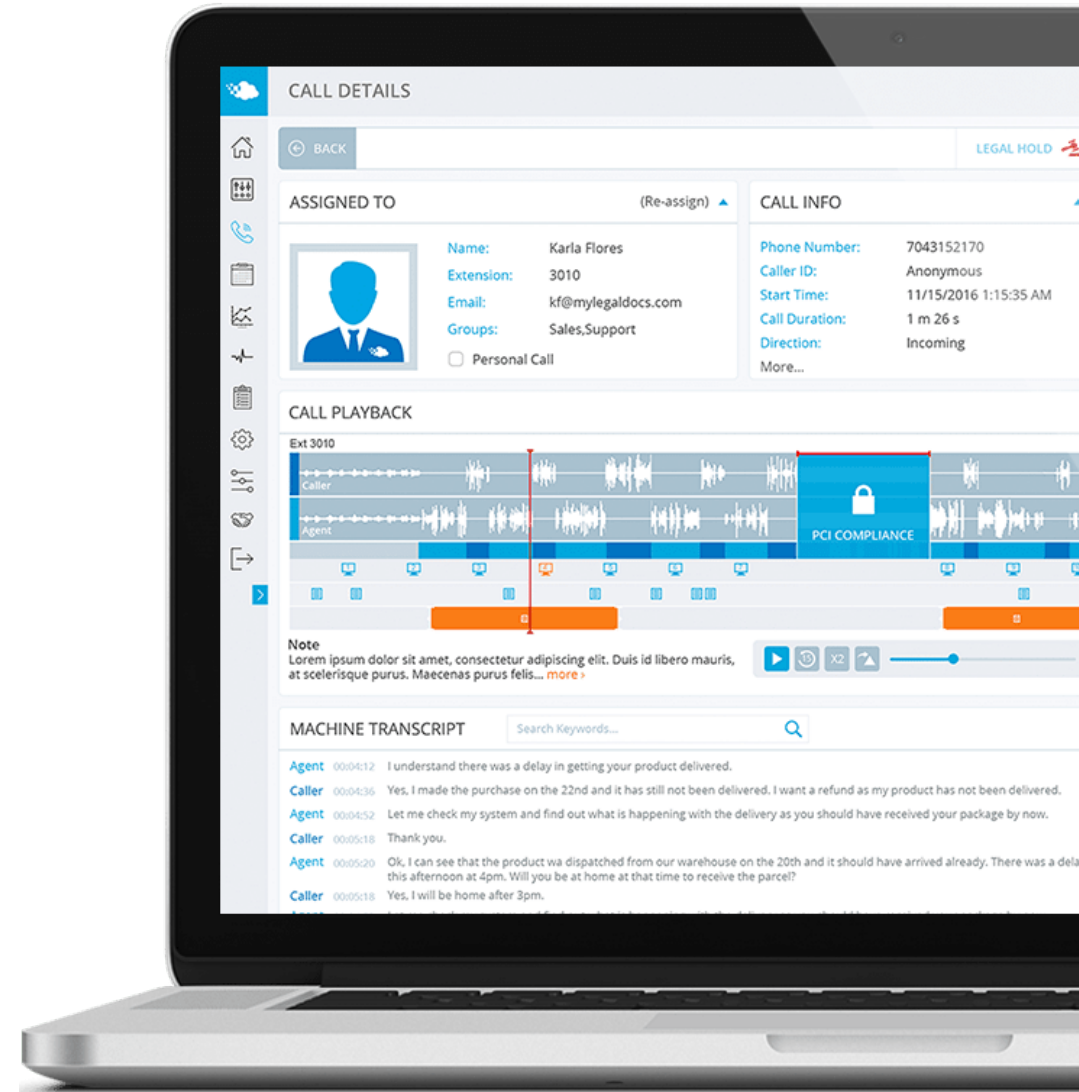
Call Recording

CallSwitch Business can be enabled for native cloud-based call recording, offering a 90 day rolling archive of your calls, complete with secure data centre storage.

Should you need to retain copies of call recordings beyond the previous 90 days, the platform enables you to archive recordings to your own Amazon S3, Google Drive, or Dropbox storage solution.

If you're operating in a regulated industry and need to adhere to strict compliance requirements, such as MiFID II or PCI, we also offer a fully compliant, cloud based call recording and analytics platform – Atmos.

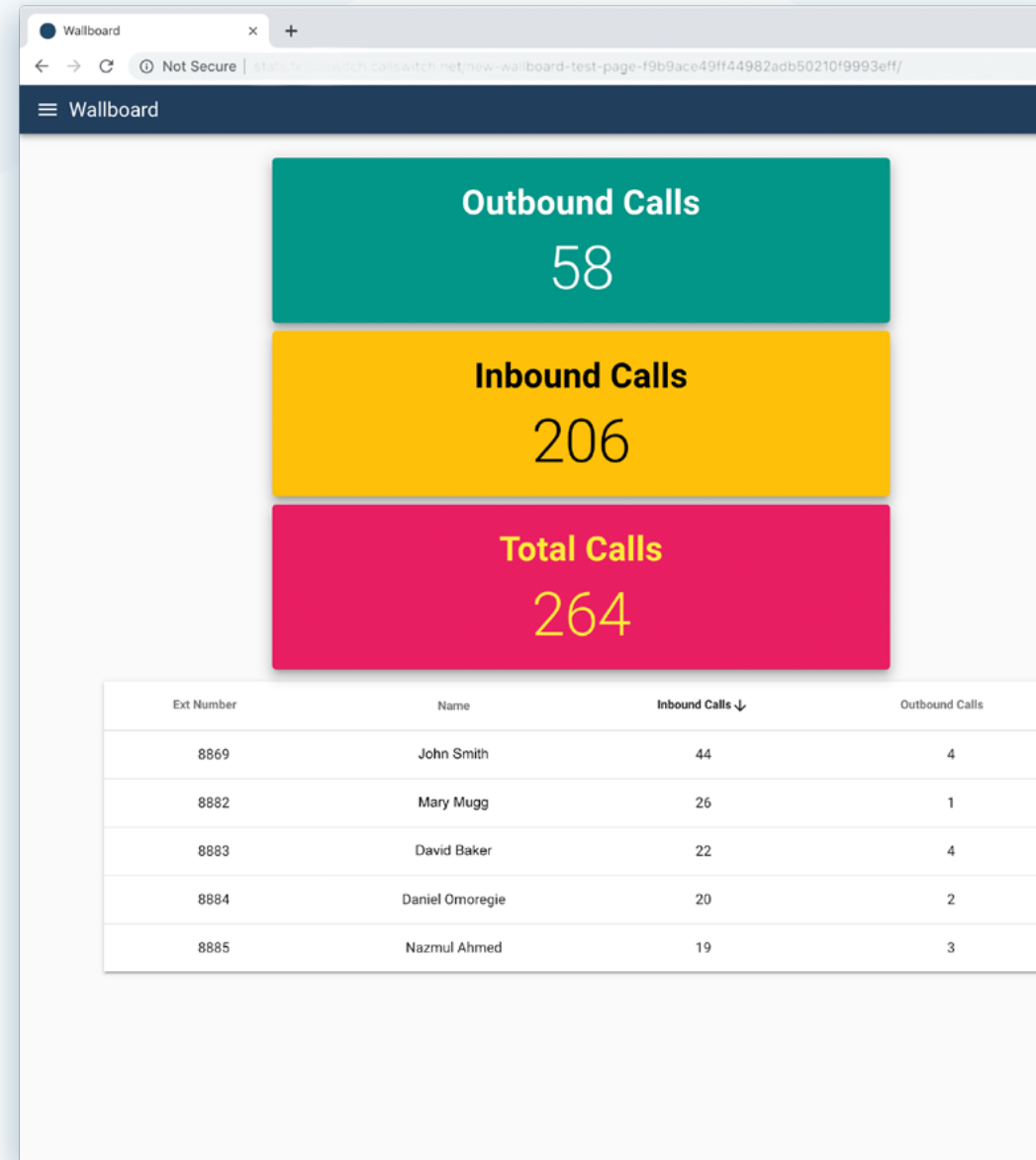
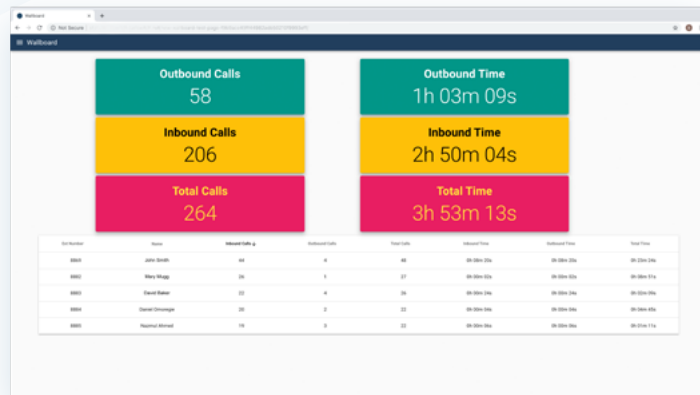
The Atmos platform comes complete with advanced search and retrieval, 256 bit encryption, long-term immutable storage, and payment platform integration, delivering the ultimate telephony compliance suite.



Wallboards

Wallboards can provide teams with live insight into how they are meeting customer needs and internal quotas, while enabling department heads to identify areas of increased demand that could require additional resource.

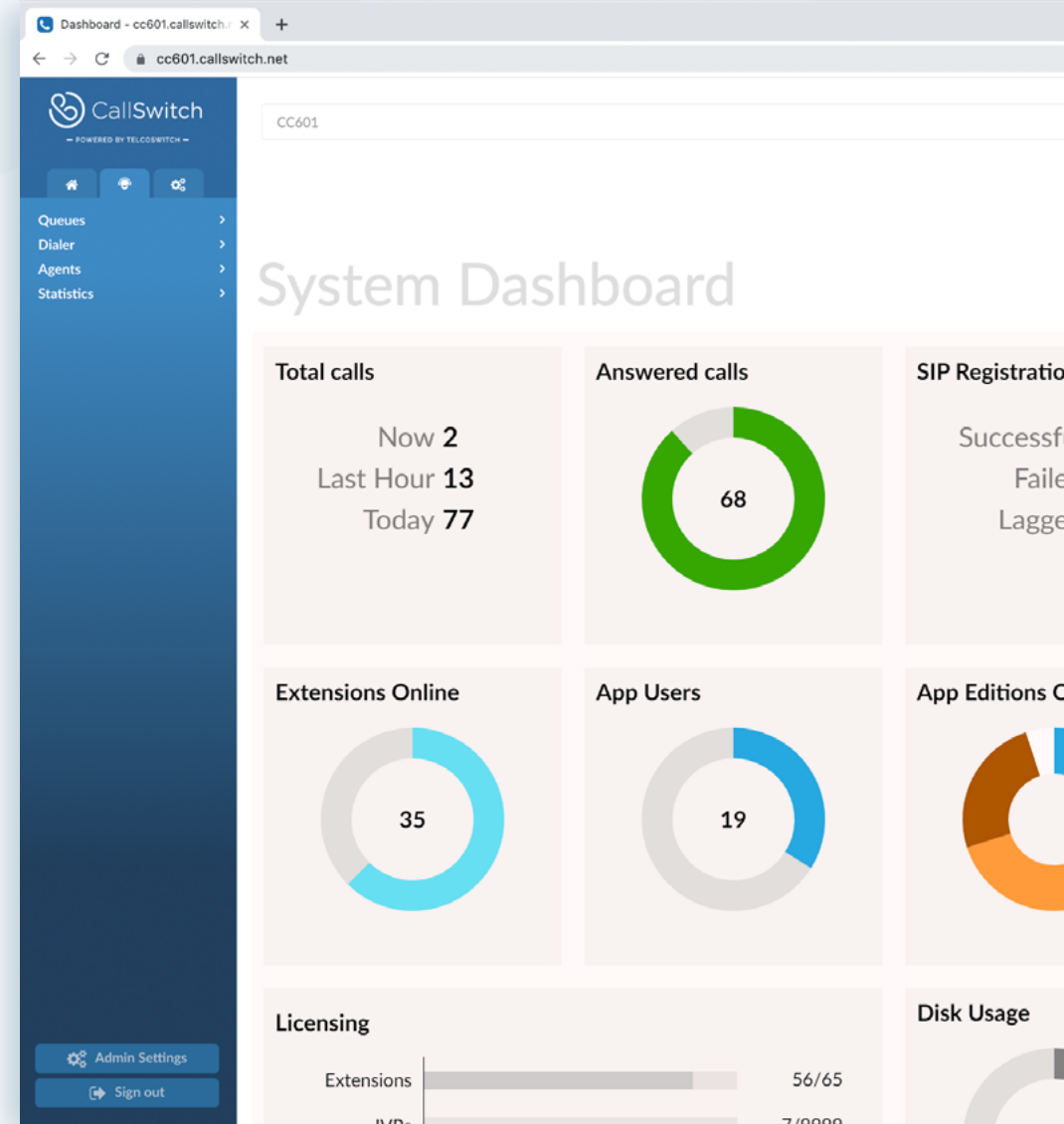
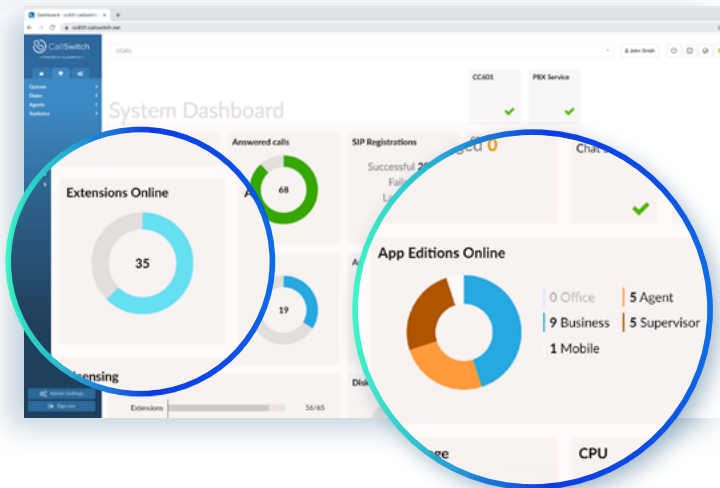
CallSwitch wallboards display a host of live call statistics across your deployment, enabling you to monitor activity and respond to any performance issues promptly. Statistics can be displayed on any web-enabled and connected device.



Administration Portal

Our secure, web-based portal enables you to perform a wide range of administrative duties from anywhere.

Add extensions and hunt groups, make configuration changes to call routing, control end-user features, maintain centralised contact directories, and far more can be centrally configured, deployed, and managed instantly.

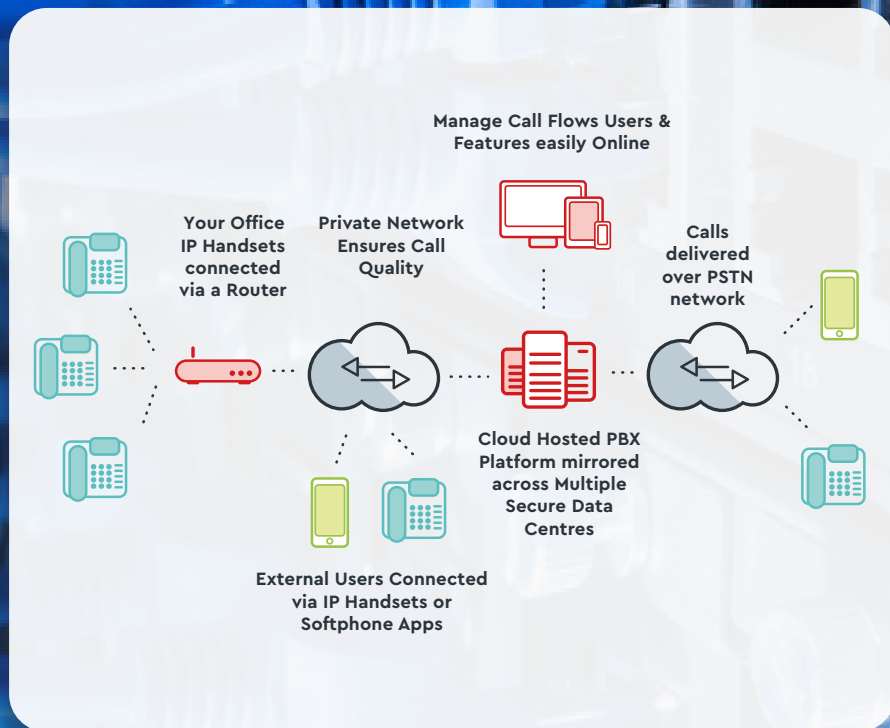


Network Resilience

Our CallSwitch platform runs from multiple, geographically redundant, UK data centres. Our primary data centre is London Volta, offering industry-leading resilience for connectivity, power and cooling, and is a co-location centre of choice in the heart of the City.

We run load balanced controllers and hosts across advanced Linux Based Dell server clusters, providing additional backup, and connect to the PSTN using direct SS7.

IP traffic flows directly over uncontended links, and the platform peers extensively over LINX and LonAP as well as privately, ensuring traffic is handed to other ISPs locally wherever possible.



Contact Information



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