



IP TEL.

IMPROVE EFFECTIVENESS AND EFFICIENCY WITH A COLLABORATIVE WORKPLACE.

VOCUS IP TEL IS A SOFTWARE BASED PHONE SYSTEM, WHICH EMPOWERS YOUR TEAM WITH CONTROL AND VISIBILITY THROUGH THE EASY TO USE INTERFACE.



OPTIMISE CONNECTIVITY

With your customers; by transferring calls to/from any connected device - reducing phone tag, and improving service and efficiency.

And with your team; because staff can set their availability, see who's free, and forward calls appropriately.



SIMPLE SELF MANAGEMENT

Control your phone system from a mobile app or web browsers, anywhere, anytime.

Real time reporting provides you with improved transparency, and capacity planning.



COST EFFECTIVENESS

Benefit from a corporate quality phone system and PBX within your OPEX budget - no CAPEX investment is required.

Make mobile calls at landline prices, enjoy affordable, quality conference calling, and you have the potential to significantly lower call costs.



BUSINESS STARTS WITH A CONVERSATION.

IP TEL SOLUTIONS.

ENCOURAGE A COLLABORATIVE WORKPLACE WITH OUR RANGE OF SMART, CLOUD-BASED SERVICES.



TELEPHONY

INTUITIVE CALLING TOOLS KEEP YOUR TEAM IN CONTROL.

As well as making and receiving calls, you can edit Favourite contacts, search call History, listen to Voicemail, and amend Greetings, all through the easy and intuitive interface.

Plus, when you're in a call you have enhanced features at your fingertips:

- Transfer a call; either 'announced' for smooth customer handover, or 'unannounced' for faster call transition.
- Conferencing; add team members and/or external parties, and manage participants throughout the conference call.

CONNECT YOUR TEAM IN REAL TIME.

With the Status tool, users control how their presence is displayed, making it easier for contacts to see if they're available. Conversely, users can organise contacts by their status to see who's available.

Chat facilitates rapid information exchange and real time decision making, assisting in responsiveness and customer satisfaction. Users can hold chat sessions while in a call for maximum efficiency.



CHAT & STATUS



MOBILITY

TAKE VOCUS IP TEL WITH YOU FOR ULTIMATE AVAILABILITY.

Our mobility solution means you can divert your calls and access all the same tools via your smartphone, with apps available for both iOS and Android devices. The mobile app is synced with the desktop version so your settings and history are always up to date.

You can even go mobile-only if you choose - which requires no desk phones.

EFFECTIVELY MANAGE YOUR CUSTOMER CALLS.

Our range of smart features let's your team handle enquiries more effectively e.g. intelligent routing and overflows, unlimited automated attendant prompts, calling queues and hunt groups, presence display for smooth internal transfers, fulltime voice recording, live monitoring and management tools, and many more.



CALL CENTRE



SPECIALIST USER ROLES

UNIQUE TOOLS FOR RECEPTION, SUPERVISORS & ADMINS.

Vocus IP Tel provides a range of user roles with appropriate tools for each team member:

- Reception; console to assist with the management and screening of inbound calls.
- Supervisor; for call centre team leaders to manage team performance and customer queues.
- Administrator; for system management and setting up IVR, call queues, call recording etc.

GET BETTER CONNECTED.

VOCUS.CO.NZ

IP TEL FEATURES.

LET OUR ADVANCED FEATURES ENHANCE YOUR UNIFIED COMMUNICATIONS.

IP TEL FEATURES	IP TEL BENEFITS
Cloud-based	Means users can access the system from any connected device. Because you're not dependent on on-premise equipment, your service is easily scalable to the changing needs of your business.
Available 24 x 7	Vocus IP Tel is available whenever you need it - 24 hours a day, 7 days a week.
Easy, intuitive interface	Allows for faster implementation and less training, to maximise your team's productivity.
We host and manage it	We manage the system performance and all upgrades - you'll benefit from reliability and the latest features without needing to resource management of your system.
Cost effective	Minimal CAPEX versus traditional voice systems, and ability to scale means you only pay for what you need, when you need it. Smart options to lower the cost of deploying a call centre.
Connected via SIP to the Vocus Voice network	Connected to SIP trunks on our voice network, you'll benefit from prioritised voice traffic and great voice quality/reliability. Plus, if you're not already on SIP or VoIP, you'll benefit from the added advantage of reduced calling costs.
Audio conferencing built in	Save on; delays, travel time and costs, with affordable, quality, conference calling.
IVR with call queues and hunt groups	Efficiently route calls to the correct destination and set up hunt groups so team members can reduce wait times.
Management of call queues and teams	Review the status of all call queues you're logged in to, including the number of agents logged in and the details of all incoming calls. Supervisors can also amend the status of any agent.
Voicemail accessible via desktop or mobile	Missed calls can be quickly identified and returned.
Call recording options	An optional add on, this feature allows calls to be recorded without expensive on-site servers and software. Call recording can be set to record a combination of inbound destinations, outbound origins and/or instigated during a call.
Reporting	Keep track of team activity with options to create and save customised reports and monitor call centre activity in real time.

