



Quickly transform your business telephony

with Microsoft 365 Business Voice

Silver
Microsoft
Partner

MS 365 Voice Pricing

Transform your business telephony with this cost effective, quick to implement voice solution to facilitate remote working.

What's included	ADVANCED	CONTACT CENTRE
Unlimited local, national and mobile calls. Users can call out to numbers located in the country/region where the Office 365 license is assigned.	✓	✓
International calls 600 mins of international calls per user/month	✓	✓
Dial in audio conferencing for up to 250 people per meeting. No additional fees for hosting large meetings.	✓	✓
Call recoding The recorder will record all calls – voice or video – allowing them to be shared later.	✓	✓
Call transfer, multi-level auto attendants, hunt groups Callers move through a menu system to locate and place or transfer calls to users or departments.	✓	✓
UK based telephone and remote support Based in the UK, our consultants are able to solve a wide range of support issues.	✓	✓
Skills based routing The ability to assign incoming calls to the most suitable agent.	✓	✓
Contact centre Seamless back-office support, time of day routing, multi-layered call routing.		✓
Employee monitoring Monitor voice call quality issues, especially during peak remote work times.		✓
Business reports and analytics Live wall boards and advanced analytics: 1-1 calls, channel messages, private chats.	✓	✓
MIFID II Compliant Call recording Available as an additional bolt on		✓
Price (per user per month)*	£15.99	£22.99
*terms apply – prices exclude VAT		

Fast track deployment

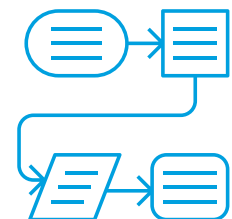
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<u>What's included</u>	ADVANCED	CONTACT CENTRE
Installation on all devices	✓	✓
Setup Auto Attendant (10 recordings)	✓	✓
Setup Hunt Groups (10 groups)	✓	✓
Configure portal and licensing	✓	✓
Project management	✓	✓
Number migration	✓	✓
User Training via videos and documentation	✓	✓
Setup multi layered call routing / <u>skills based</u> routing		✓
Setup live wallboards (2 wallboards)		✓
Setup reporting (2 reports)	✓	✓
Setup time of day routing		✓
Setup call queuing		
Installation Price (per <u>user</u>)*	£95	£145

*Please note. An existing Office 365 or Microsoft Office 365 license is required to deploy this voice and contact centre solution.

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48
Hour



**Microsoft
Silver Partner**

**Express
Setup**

**100% remote
deployment**

**Full project
Management**

Microsoft 365 Business Voice

Please get in touch to find out more

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