



product brief

intelligent voice

work from the office . [work from home](#) . work on the go

Overview:

Intelligent Voice is an Internet-delivered communications solution from Manx Telecom that enables your business to have a tailored telephony system which can adapt and grow with your requirements.

Explained:

Intelligent Voice uses VoIP (Voice over IP) technology and, unlike some other Internet-based telephone systems, delivers crystal clear audio quality plus a host of great features.

Based on Cisco/Broadsoft's market leading BroadWorks platform, Intelligent Voice is a "virtual" phone system which can transform the way your business communicates.

Intelligent Voice is significantly more agile than a site-based phone system, with the flexibility to suit your business needs. Features can be easily, and cost effectively deployed giving increased operational efficiency, better system uptime, and improved business continuity.

Ideal for:

Just about any size or type of business, from the small business requiring just a couple of phones to the largest enterprise with thousands of users.

Features:

- o Offers great scalability. Add individual users, or whole new office sites as the need arises
- o Work from home – there's an app for your laptop or mobile device to make and take calls as if you were right there in the office. Or even have a business phone sat in your home office
- o Features include Unified Messaging (voicemail to email) as well as traditional Voicemail, Time-of-Day Call Routing, Auto Attendant, Hunt Groups, Call Pickup Groups etc
- o Call recording – purchase the call recording feature to keep your business MiFID II compliant or just have it to make dispute resolution so much simpler



Business benefits:

o Low upfront expenditure – no need to incur £000's in the capital cost of buying a traditional office telephone system

o Fantastic rental option – select from our range of phones and get your call features including voicemail and support bundled in. If the phones go end-of-life, we'll replace them for new at no additional fee*

o Pay-as-you-grow, per user per month charging model. You only pay for the phones you have on the system, and for the features each phone is individually programmed with, so you don't pay for features that some users don't use or need

o Free calls between all your sites. Couple that with the Anytime business talk package and you can easily budget your telecoms costs

o Fully managed platform – there are no phone system maintenance or upgrade charges to pay for. Software upgrades and enhanced functionality happen automatically in the background and, of course, we'll let you know about any new features as they become available

o Fast and easy to set up services and features. Requires very little support or training plus there's a useful admin guide to help you with the more common tasks you might need to do. A user-friendly web interface enables you to quickly modify individual user settings or services such as hunt groups and pickup groups

o Peace of mind – with no on-premises phone system, the Intelligent Voice platform is hosted by Manx Telecom at our state-of-the art Data Centres with resilience built into their very fabric, meaning that your business communications are always available

* dependent on the replacement models chosen

Intelligent Voice has the potential to make a real difference for many companies, lowering telephony capital costs while enabling you to tailor your business communications optimally and dynamically.

Contact your Corporate Account Manager or our Sales Team for more information

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