"Modern communication at your fingertips"

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Universe

This is Universe

"A cloud based unified communications solution that allows you to use multiple devices"

Cloud based

Remote working
Free upgrades

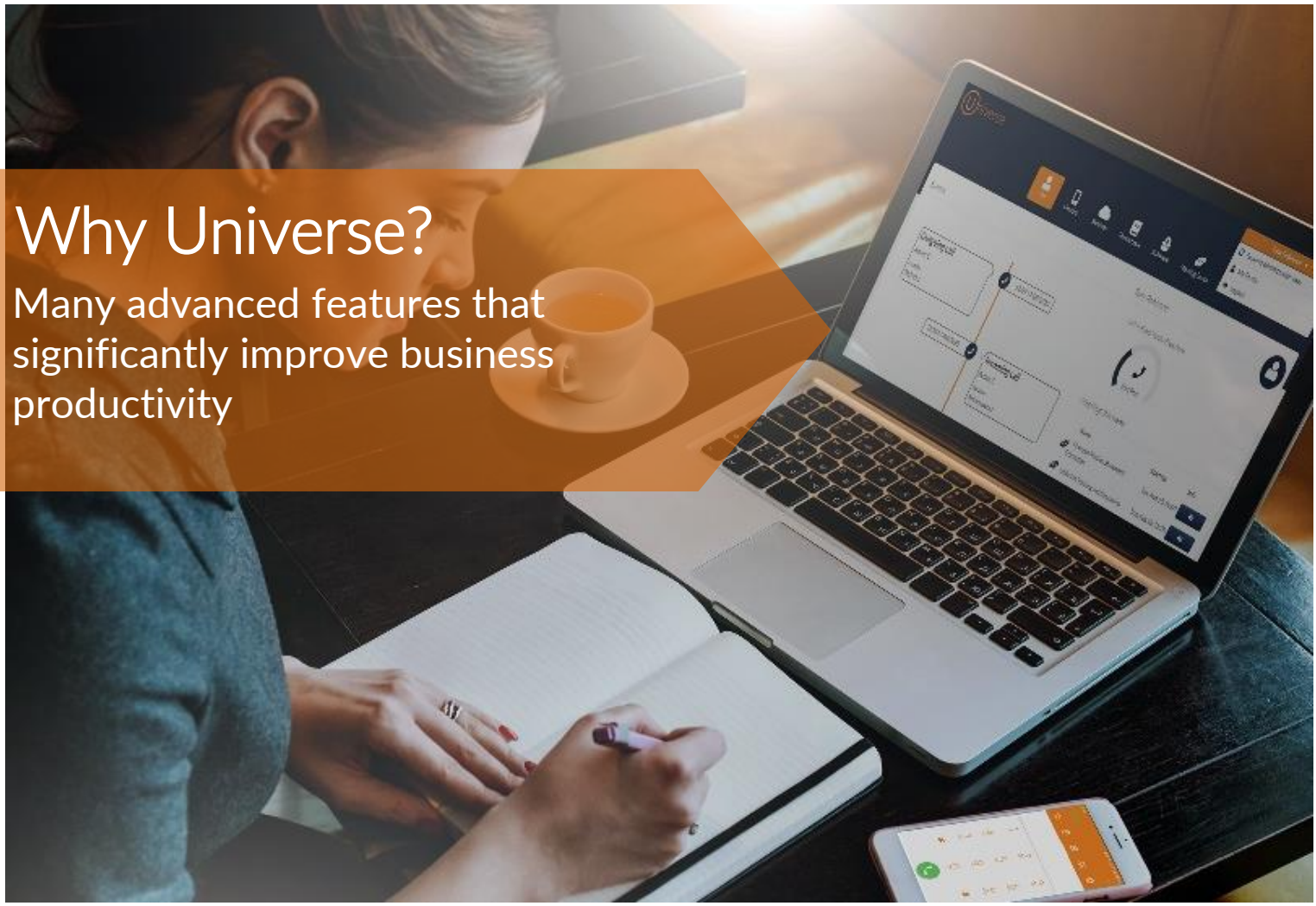
Device Options

Use the device that suits you – mobile, computer or desk phone

Feature Rich

Unified Comms Audio and Video conferencing
Chat and content sharing

ABC Company



Why Universe?

Many advanced features that significantly improve business productivity

Advanced Voice Calling

- ✓ IVR Call Management
- ✓ Audio conferencing
- ✓ Queuing
- ✓ All Call recording
- ✓ Encryption

Video

- ✓ One to One
- ✓ Video conferencing
- ✓ No need for downloads for guests

Ease of Use

- ✓ Voicemail sent as voice files to email addresses to ensure nothing is missed
- ✓ Text to speech – IVR prompts
- ✓ Build IVR's easily with a graphical interface

Sharing

- ✓ Share screens
- ✓ Collaborative working
- ✓ Webinars

Cloud Based

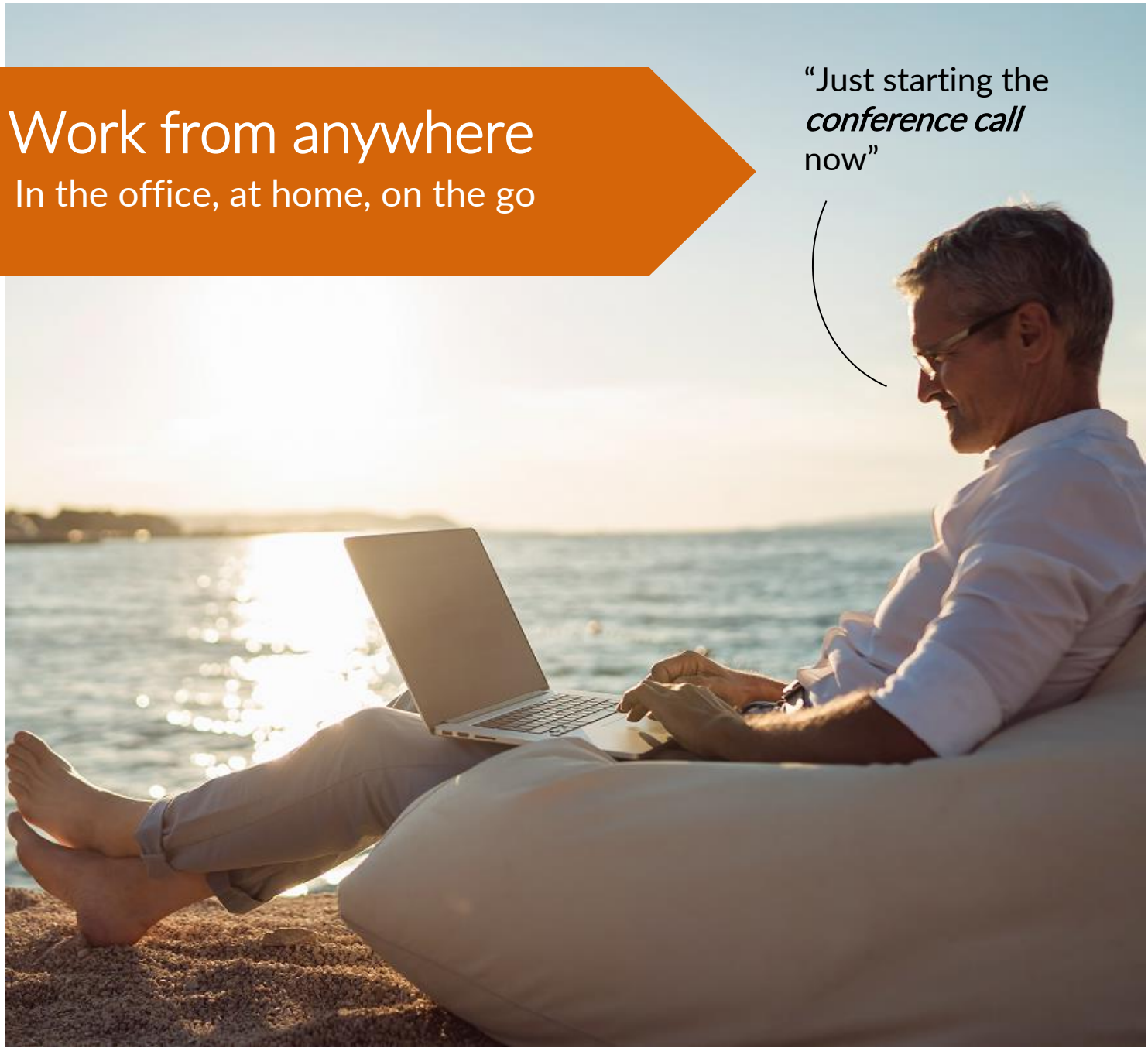
Multiple offices, Homeworking

- Universe operates safely in data centres, no expensive on-site equipment is needed
- Work wherever you have an internet connection
- Great for home working, hybrid working, remote offices or when you're on the road

- ✓ Suits multi-site organizations
- ✓ Move anywhere and keep the same number
- ✓ Upgrades included
- ✓ Stored in the cloud
- ✓ Maintenance included
- ✓ Extra seats can be added as needed
- ✓ Encryption is an option

Work from anywhere

In the office, at home, on the go



Remote Working

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Benefits

Be effective and connected, even on the go, no matter where you are

Hire the best person for the position rather than the best local candidate

Enjoy savings on office space and domestic and international business travel and reduce your company's carbon footprint

Use any of your devices

In the office, out and about or at home, you choose the device; mobile, business phones, tablets or computer softphone

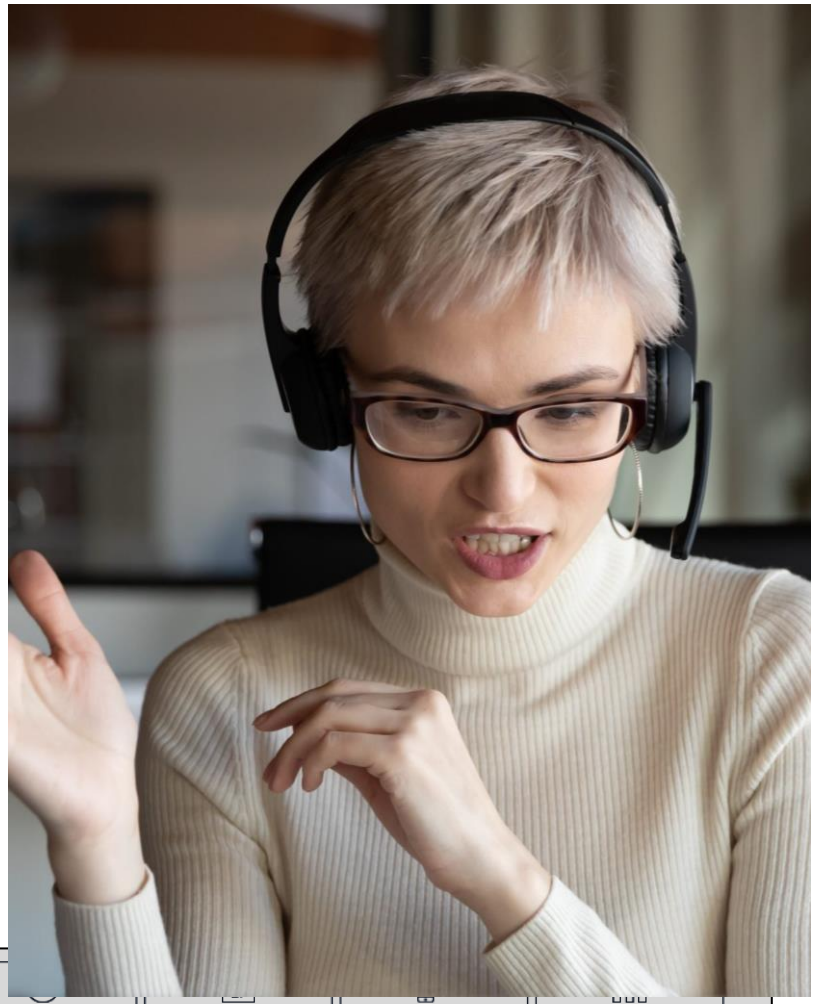
- Take your office with you as you move around. You're in contact wherever there is internet, bringing your phone, video and contacts with you on the device of your choice
- Plug in a headset and free your hands to turn your PC into an all-in-one communication system allowing you to work on your computer whilst on the phone or in conference

- ✓ Use your computer or tablet as a phone and for video conferences
- ✓ Collaborate with video, voice and sharing on any device
- ✓ No need to carry a personal and business mobile handset
- ✓ Never miss a call, all devices can ring at once or only the ones you choose
- ✓ The same number and contacts across all devices

Feature Rich - Voice

Our Universe solution has many advanced features that significantly improve business productivity

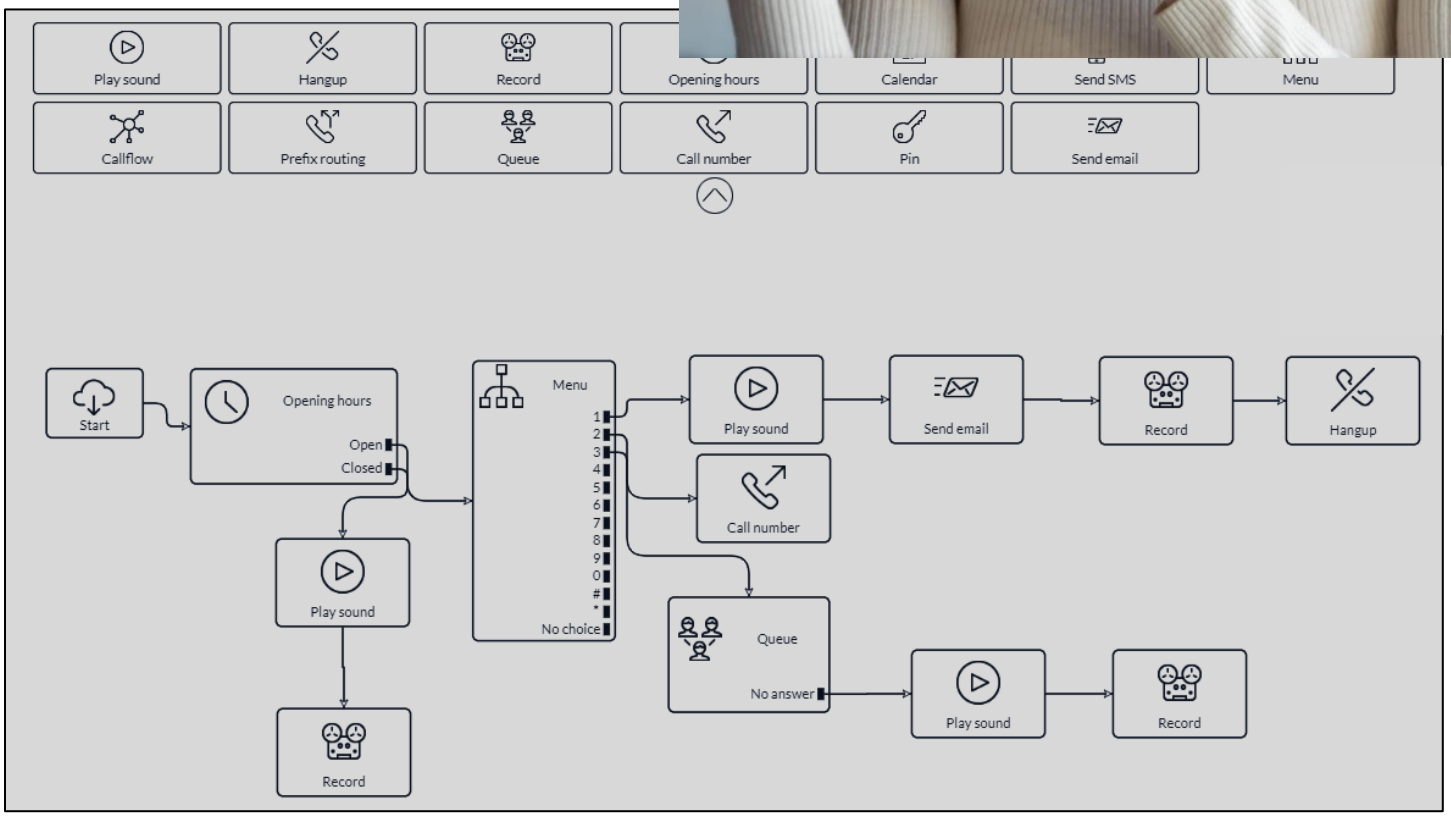
Call Handling



Each of your Universe devices has the following functions;

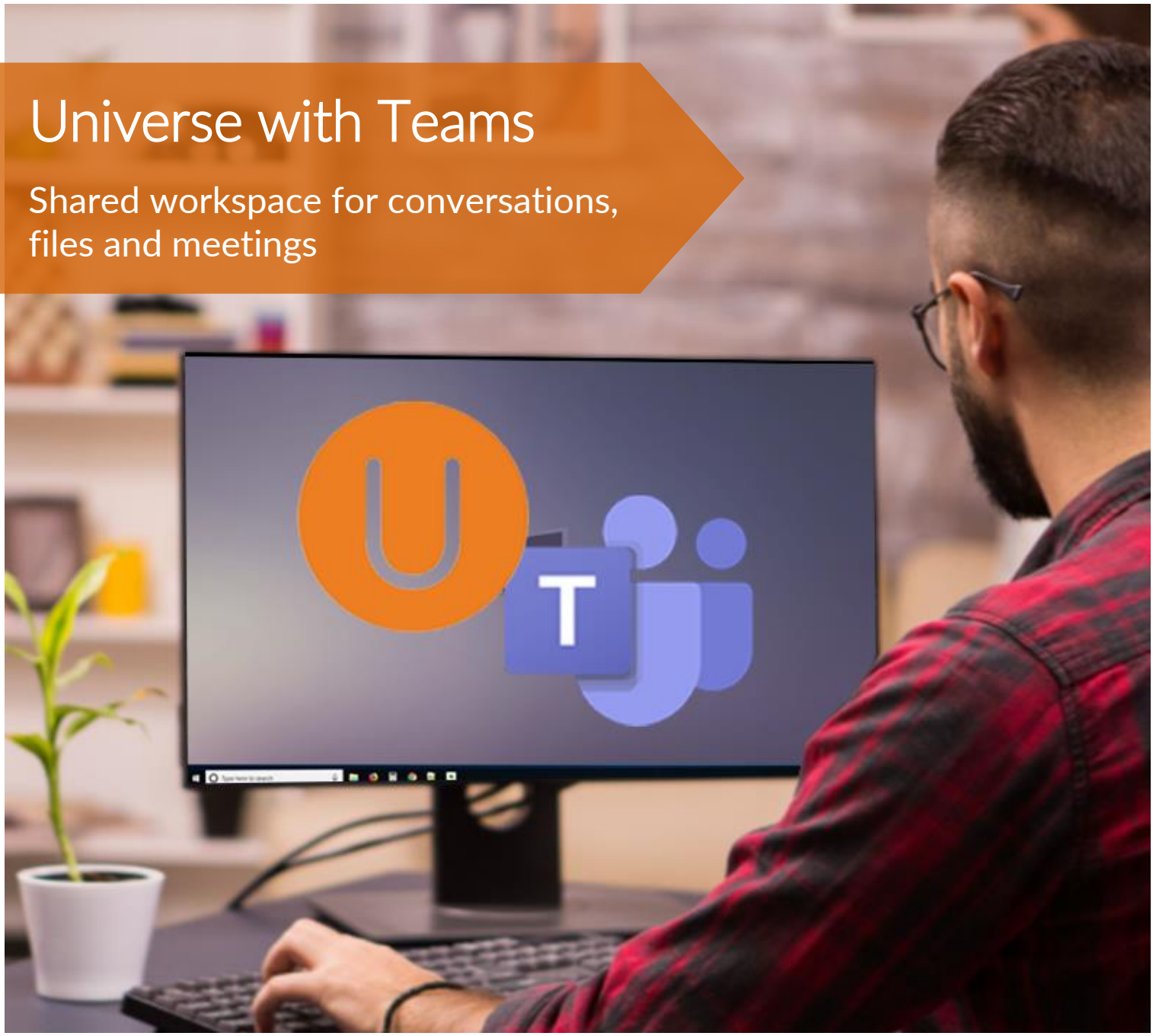
- Transfer calls without an announcement or;
- Announce the call to the end party
- Make an audio conference call of three or more people

Universe has an IVR (interactive voice response) service allowing you to direct calls to where they can be dealt with effectively within your company. It is programmed simply by using a drag and drop interface. No need to call a technician, quickly design your own call flows.



Universe with Teams

Shared workspace for conversations, files and meetings



The best of both worlds

- This option allows you to combine the advanced calling features of Universe, with the collaboration tools of Microsoft Teams
- Wide range of call and collaboration features using the existing Teams application within many Microsoft bundles
- All in one place - start with a phone call, switch to video and add participants of your choice in the one app
- All call records made on either Universe or Teams are stored in the one place, and can access the same contacts

Benefits

- Call to any destination in the world with great quality and low rates
- Drag and drop intuitive IVR
- Transparent call packages allowing call usage to be monitored
- State of the art collaboration tools
- Convenient links to other Microsoft applications

Call Centres

Handle your customer calls from any location

Effectively manage incoming and outgoing calls

- Create a call centre solution with our in-built intelligent voice routing (IVR) function
- See in real time how long your queues are, available agents, average wait time and more
- Record all calls from selected employees
- Text to speech from the IVR allows swift changes to announcements to meet your demands

Benefits

Easy to set up and flexible to use

Graphical call statistics display

Drag and Drop IVR

Advanced call features as standard

Call Recording

Simple user level call recording

Universe offers three call recording options:

- Call Recording on IVR – standard universe packages allow you record calls that enter your IVR (Intelligent Voice Routing) system
- Call Recording on Demand- included in standard Universe subscriptions. Individual users can start to record from their Business Phone or Softphone for Windows and Mac
- Call Recording Pro – record all calls from the agents you choose on any Universe device. Recordings can only be accessed by approved administrators

Benefits

- Stereo playback of recordings
- No storage limit
- Choose which agents to record
- Advanced search facilities
- Keep accurate records of conversations
- Useful for staff training

Wall Display

Tracking the performance of your service

Get a snapshot of your call centre activity in real time

- View your wall display from a computer screen in the Universe application, remotely or in the office
- See: Average talk time, Average wait time, Maximum wait time, Available agents, Number of calls waiting, Number of answered calls, Lost calls, Total calls presented, Waiting time
- Easy access to the information you need with a click of a button
- The simple graphical interface allows you to immediately see what's going on in your call centre as it happens

Benefits

Utilise your work force effectively

Information to allocate resources with IVR re-direction to under-utilized agents

Review call volumes to assist with future resource planning

View all workgroup performance in one place

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