

SYSTEMAGIC'S VOIP SOLUTION

Our VoIP solution provides powerful call management and routing features to streamline your business comms. This document outlines its key features and benefits, from intelligent call routing to voicemail, call recording. With our solution, you get full control, flexibility, and security - at no extra cost.

Time of Day Routing

Route calls based on time, work hours, and holidays.

Inbound/Outbound Management

Create custom dial plans with IVR, call queuing, voicemail, and more.

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Call Queuing

Set up unlimited queues with SLAs, custom announcements, and pause/unpause options.

Auto Attendent

Set up to 9 menu options with custom recordings.

Call Recording

Enable inbound/outbound recording with up to 6 years of storage and Amazon S3 integration

Fraud Prevention

Set up unlimited queues with SLAs, custom announcements, and pause/unpause options.

Number Provisioning

Instantly provision UK geographic/non-geographic numbers for various uses.

Extension Management

Easily add, update, and remove users.



Record Your Own Messages

Dial a shortcode to record and upload messages instantly.

Outgoing Call Management

Manage Caller ID, hide numbers, and control international dialling.

Call Blocking

Block unwanted calls by number or group.

Voicemail to Email

Get voicemails as email attachments with caller info and timestamps.

Call Pickup

Pick up ringing calls within your organisation or set up department-specific groups.

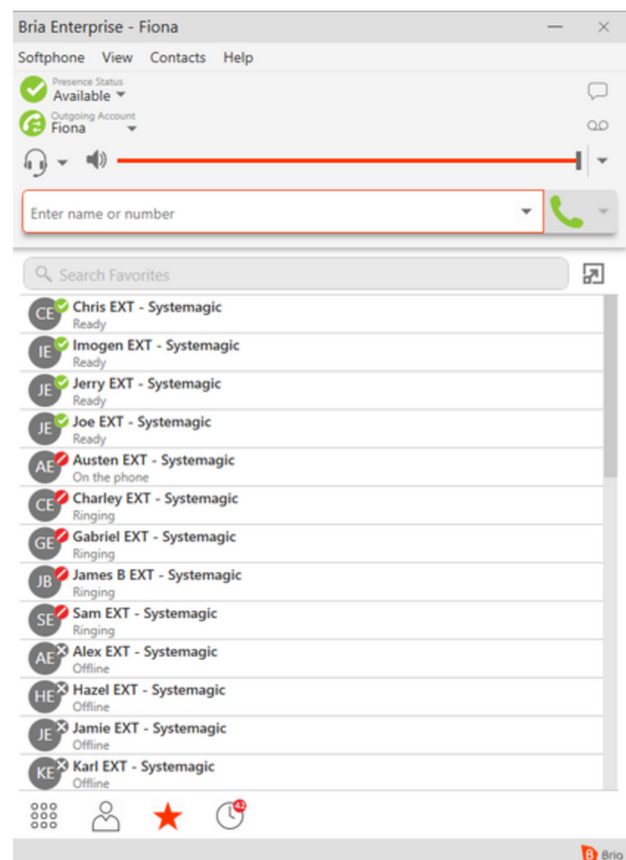
Busy Lamp Field

See colleagues' phone status at a glance.


Desk Phone or Virtual?

Our solution works with both physical desk phones and softphones (apps on your computer or mobile), giving you the flexibility to handle calls however you prefer.

Whether you're in the office or on the go, you stay connected seamlessly.



WANT TO LEARN MORE ABOUT OUR VOIP SOLUTION?

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 www.systemagic.co.uk