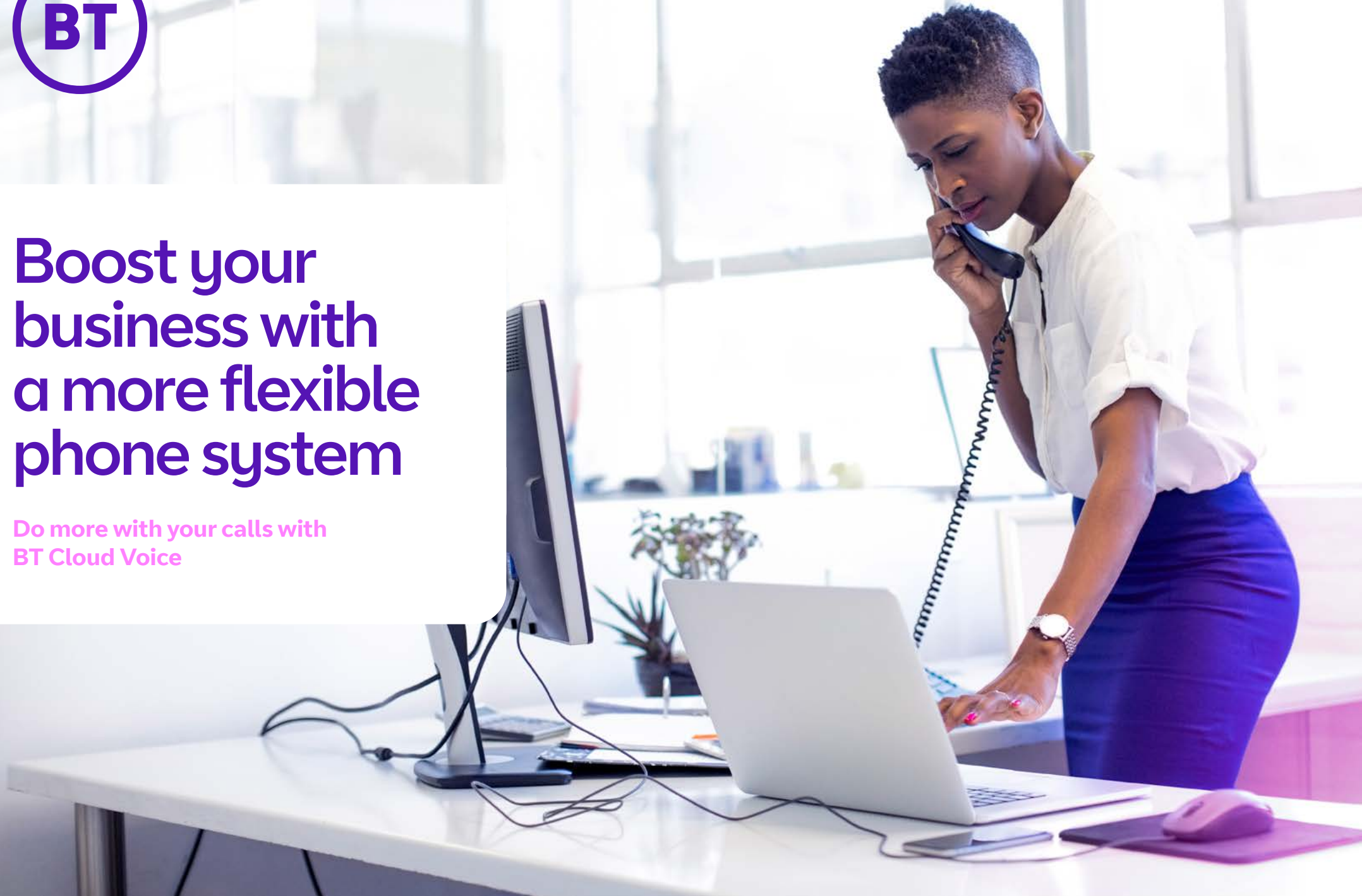




# Boost your business with a more flexible phone system

Do more with your calls with  
BT Cloud Voice



# The phone system for businesses that are going places

When you need to get things done, whatever business you're in, there's no substitute for a phone call. And a cloud-based phone system can make all the difference to how you communicate – with customers, with suppliers and with each other. It needn't cost the earth, either.

Cloud Voice comes with all the functionality of a traditional phone system. But the big difference is that calls are carried over your internet connection. That means you'll get more flexibility and better ways to control your costs. And unlike traditional phone systems, there's less hardware to buy. So you'll have fewer upfront charges to deal with.



*“It’s extremely flexible, there are so many things that it does that the old system didn’t.”*

**Nicolas Granger**  
British Bespoke Auctions

# More than just a number

## Keep costs under control

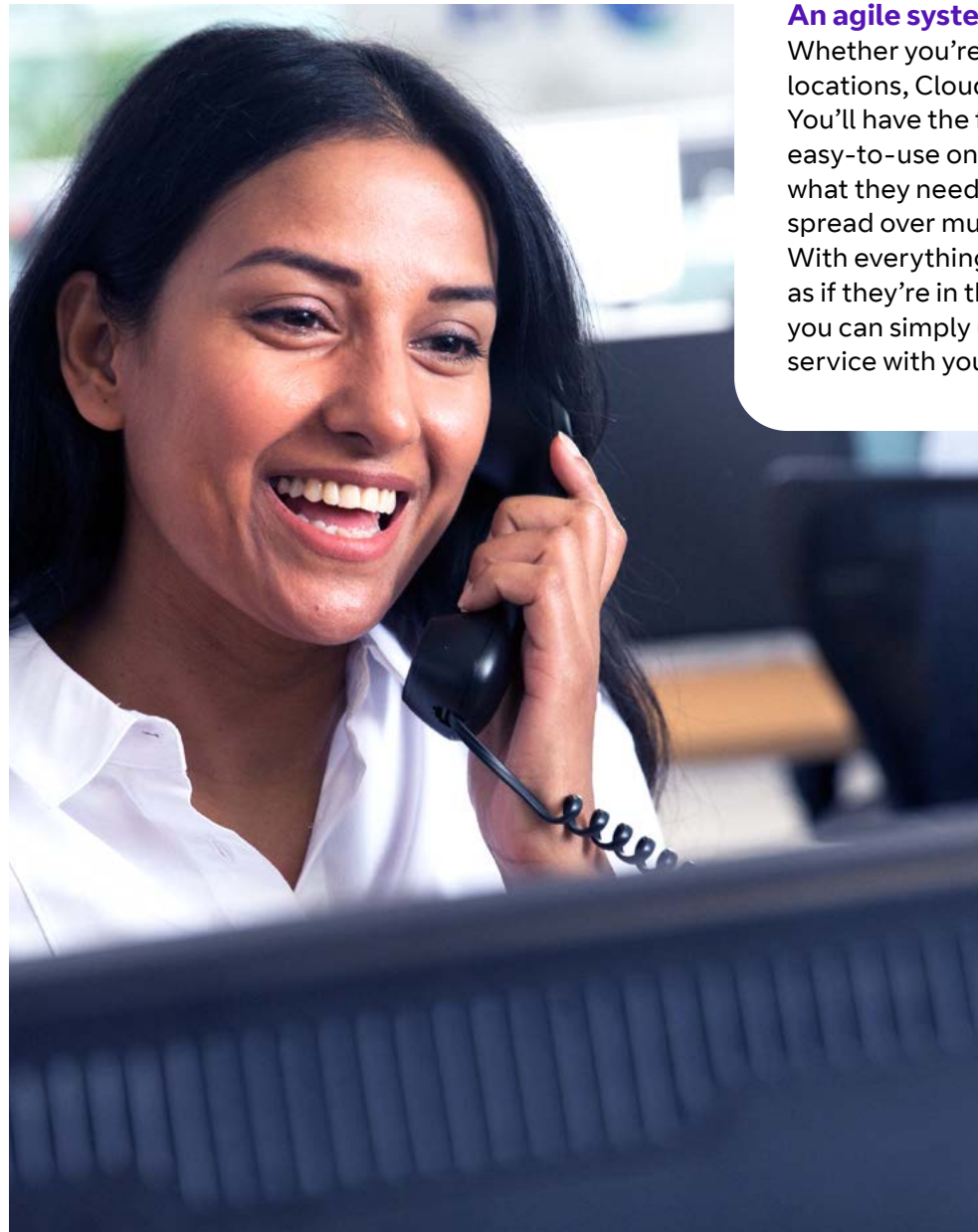
Because Cloud Voice sends calls through your internet connection, you won't need lots of phone lines or expensive hardware (just compatible handsets). Set-up costs are low, and software updates are free. We'll take care of those for you. You can choose your call package (including an unlimited UK calls option) and make sure you only pay for the features you need.

## Open up a new world of collaboration

With Cloud Voice you can collaborate like never before. Call your Cloud Voice colleagues for free, start a screen sharing session, make decisions over instant messaging and see who's free to talk with presence. The result? You can share ideas and make decisions faster. And that's always good for business.

## Never miss a call, wherever you are.

If you're not there when your customers need you, then you can't do business with them. As well as traditional call options (like transfer, automatic routing and hunt groups), Cloud Voice turns your desktop PC, laptop or smartphone into an office phone. That way, you can pick up the phone wherever you're working.



## An agile system for growing businesses

Whether you're growing in numbers or working across locations, Cloud Voice makes it easy to work smarter. You'll have the freedom to make changes through an easy-to-use online portal, so your people get exactly what they need, whenever they need it. Whether they're spread over multiple sites, work from home or on the go. With everything based in the cloud, everyone can work as if they're in the same room. And if you move offices, you can simply unplug your handsets and take your whole service with you. Easy.

## Customise for better customer service

You can pick and mix features to tailor Cloud Voice to your needs. If you want to improve your customer experience, you can integrate it with your CRM system. When a customer calls, your PC screen displays their details at the same time. So you can greet them by their name, providing a more personal touch. You can also add Call Analytics and Call Recording to help you understand what's happening in your business. So your team can offer a better service and be more productive.

*"BT has taken our communications to another level."*

**Nicholas Granger**  
Owner, British Bespoke Auctions

## A set of features that work for everyone

With three different feature packs (available on one, three and five-year contracts) to choose from, you can pick the right solution for every employee.



### **For team members that need a general-purpose phone system**

With Cloud Voice Basic, you can send calls to other handsets (even mobiles), or forward them to another number if no-one picks up. You can see who's calling and add a third person to any call. It's perfect if a few of you are sharing one phone.

### **For office-based employees who need a full range of call management features**

Cloud Voice Connect gives you smart features like Call Director (so you can look like you're calling from your office when you're on the move). With voicemail included as well, you've got a great system for salespeople, accountants, PAs and others.

### **For people who work on the move but still need access to all the features of a traditional phone system**

Cloud Voice Collaborate gives you everything from Basic and Connect, plus instant messaging, presence and web conferencing tools.

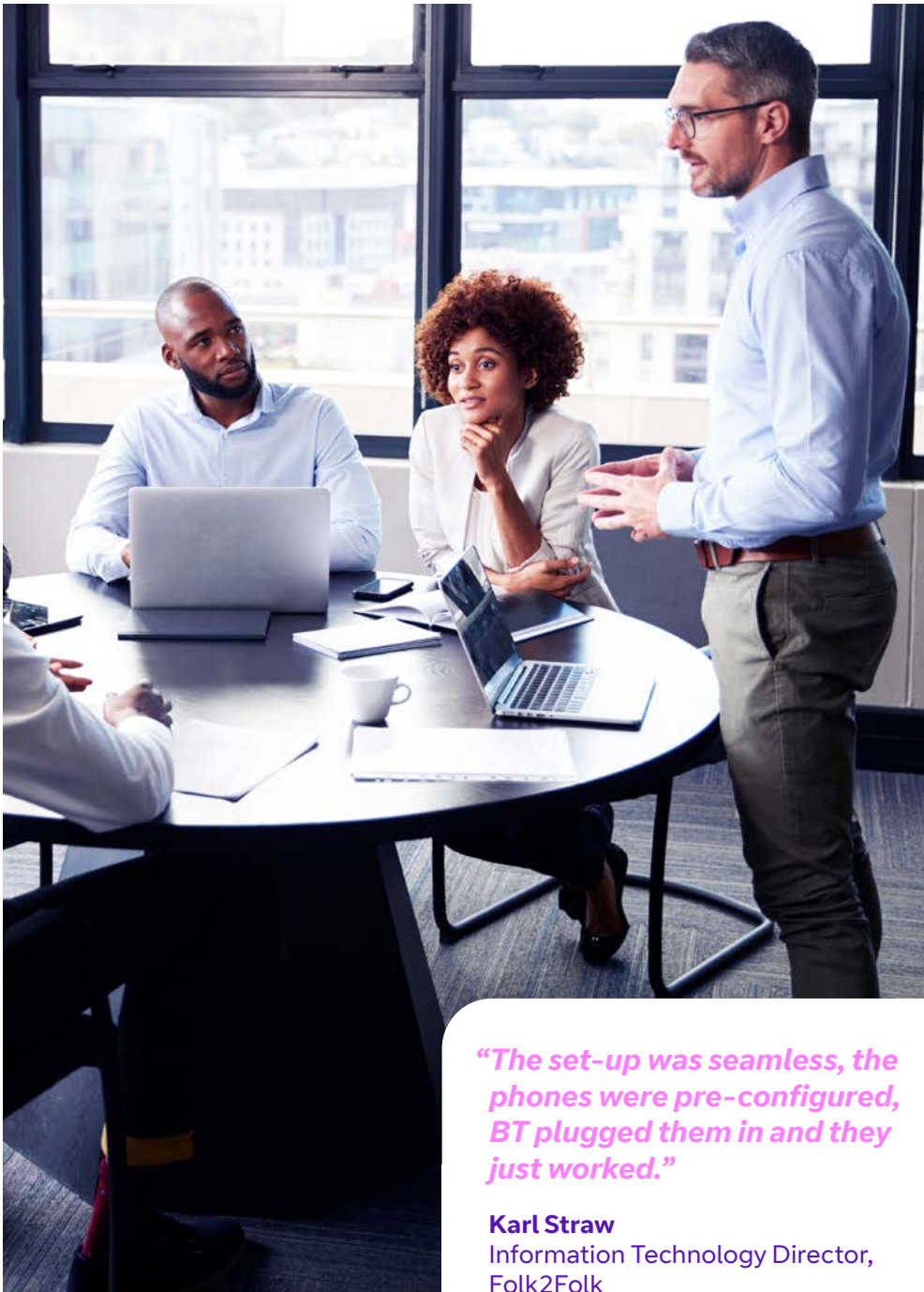
# Your journey to cloud-based calls

## Building your Cloud Voice package

Choose the features, phones and call plan you want. We'll make sure it all works perfectly with your internet connection. It's that easy. We can even install Cloud Voice for you. Or help with things like cabling and networking equipment, if you need it.

1. Pick your features and add-ons. Choose from three feature packs. You can mix and match them, so everyone has the features they need.
2. Decide on a call plan. Share a bundle of minutes, add an international plan, or go completely unlimited on UK calls. The choice is yours. Whatever you choose, you'll always get great value.
3. Choose your phones. We have a wide range of IP desk and conference phones to choose from in the Cloud Voice portfolio. Pick from our selection so you can be sure they'll work together perfectly.
4. Get a number. Pick geographic phone numbers to give your business a local call identity, wherever your calls get answered. If you've already got a number you don't want to change, you can talk to us about bringing it over.
5. We'll take it from here. With your package picked, we'll make sure you have the right internet connection – whether that's leased line, fibre or broadband – to give you great quality calls.





*“The set-up was seamless, the phones were pre-configured, BT plugged them in and they just worked.”*

**Karl Straw**  
Information Technology Director,  
Folk2Folk

## All star support, at any time

### Getting started is easy

When you're ready to change your business communications for the better, we'll be with you every step of the way. We'll start by finding out what you need in a phone system. Then we'll suggest the best solution for the job. We'll check your connection to make sure your network can support Cloud Voice. And with a BT Hub, we'll prioritise voice traffic so everything sounds great.

### A painless set-up process

Because we host Cloud Voice, installation is as easy as plugging your compatible handsets into your network. You'll have a dedicated project manager working with you every step of the way. We can either help you to set things up or do it all for you – it's up to you. We can even send an engineer round to install your handsets, if you like.

### Expert training at your desk

Once you're all set up, we'll give you some training to help you get started. And our service hub team is always on hand to help. There are even optional packages to help you get the most out of Cloud Voice, with training available in your office or via a webcast. The choice is yours.

### Rock-solid reliability

We host our Cloud Voice service in dedicated, secure data centres across different geographic sites to make it extra resilient. That way, you get the great service you deserve, without interruption.

And we cover you for the unexpected too. If there's a fire or flood at one of your sites, Cloud Voice lets you redirect your calls to another office or to your mobiles.

### Support you can trust

Whatever happens, you'll always have a dedicated Cloud Voice expert at our UK-based service hub team to help you out. Everyone there is trained and accredited to the highest level, so we can provide an end-to-end service and fix things fast.

# The ideal connection for Cloud Voice

Here's why it's right for your business:

- When you get your leased line or fibre broadband and Cloud Voice service from us, we'll do the legwork to make sure everything works perfectly together. And you'll only have one supplier to work with.
- We'll make sure your calls get top priority over your internet traffic on our connections, so you'll always get great quality calls.
- Our network has ultra low latency, which is vital for making the most of voice applications like Cloud Voice. Better still, it's guaranteed by our Service Level Agreement (SLA).

## **BTnet leased line**

With BTnet, you don't share your bandwidth with anyone else. So you get exceptional speeds, with ultra low latency, all backed up by our market leading 100 per cent target availability SLA.

## **Superfast business fibre broadband**

Our Superfast business fibre broadband gives you the extra speed to help your business succeed. It gives you download speeds up to 76Mbps, backed by our Business Smart Hub, 4G Assure, and 24/7 IT support.



# How to get in touch

To learn more about how Cloud Voice can boost your business, visit [bt.com/business/cloudvoice](https://bt.com/business/cloudvoice)



## Things you need to know

You can find our standard terms and conditions at [www.bt.com/terms](https://www.bt.com/terms). You'll find the terms and conditions for BT Cloud Voice under 'IP communications'.

## Offices Worldwide

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