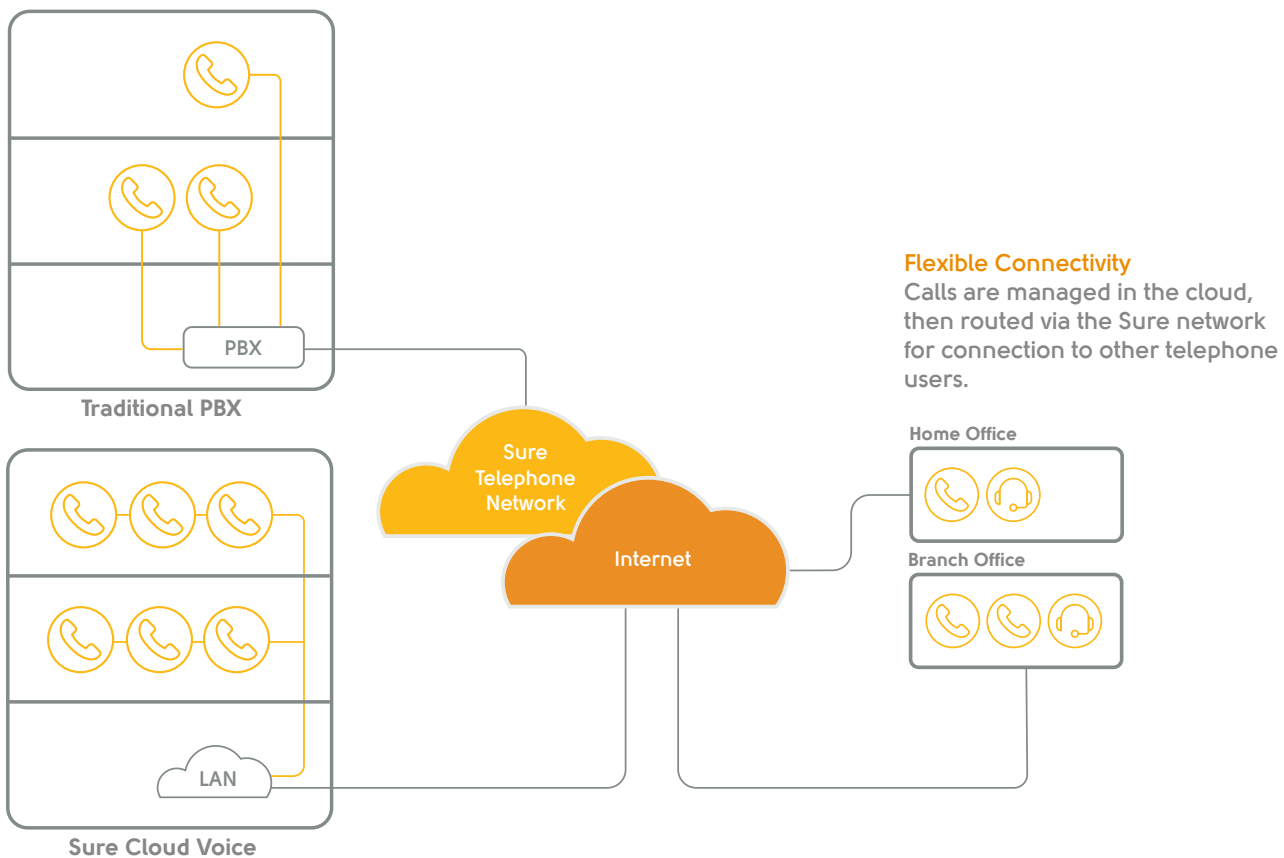


# Voice Products

## Cloud Voice

Sure Cloud Voice gives you all the voice services you have come to expect from traditional PBX systems, but instead of requiring expensive equipment installed in your premises, calls are handled via cloud based servers. This has numerous advantages including lower cost, less equipment to maintain and greater flexibility.

With Sure Cloud Voice you can enjoy all the benefits of a PBX, like free calls between extensions but now your extensions can be anywhere; in branch offices, home offices, from PCs and even mobile devices. In fact, anywhere with a high quality internet connection.



### Ideal for...

- Companies with flexible working locations and mobile workers who need to 'hot desk'
- Businesses with multiple sites looking to deploy integrated communications
- Businesses with 2 or more phone users
- Owners of legacy PBX systems that would need a significant capex investment to upgrade them
- Organisations with limited resource, expertise or interest in running their own telecoms equipment
- Companies that need the flexibility to add users and plan for future growth
- Businesses with several small sites where a PBX in every location is not cost-effective

## Key Features

### Network Simplification

The use of Sure Cloud Voice ensures that you can simplify your network connections, ISDN circuits can be removed saving cost and more benefit gained from any high quality internet connectivity that you already have.

### Future-proof & Scalable

Sure Cloud Voice employs scalable technology that grows with you, supporting business expansion across multiple users and sites and a mobile workforce. New features and functions are available on demand without complicated upgrades and downtime.

### Numbers

You can keep your phone numbers or we can provide you with new number ranges\* as required.

### Management Portal

Sure provide you with a web based management portal which delivers web based control and configuration of your Cloud Voice deployment. Adding/changing extensions, configuring dial plans, examining call records, call centre functions, ring-groups and voicemail can all be managed via a secure web browser.

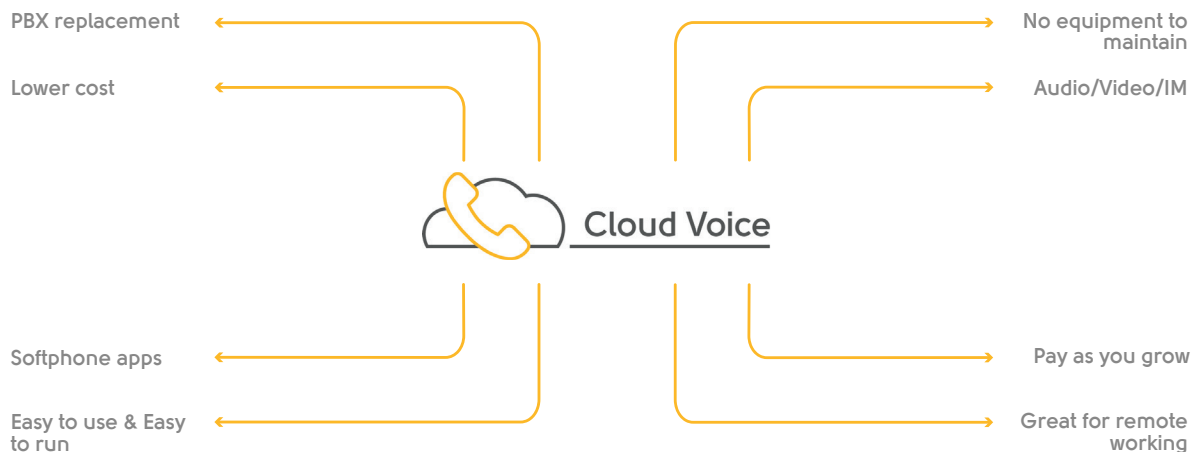
\* Fixed Number Portability not available in Jersey

### PBX functions without the hardware

Sure Cloud Voice supports the following standard features

- Find Me/Follow Me
- IVR/Auto Attendant
- After hours Scheduling
- Music On Hold
- Hunt Groups & Ring Groups with Queues
- Call Recording & Logging
- Conference Calls
- Call Centre Functionality
- Contacts
- Fax Server
- Call Detail Records & Statistics and Management Information
- Web based administration portal

## Cloud Voice Features



## Advisory & Design

At Sure we have a team of specialist consultants with expertise in designing and optimising customer networks including the migration to cloud-based solutions. Ask your account manager how Sure's Advisory & Design Services can help modernise your infrastructure.