Voip Exchange
Powered by Voip Unlimited

Features and benefits of Voip Exchange

Low Cost Seat Charge
With new IP calling rates at an all time low – having reduced costs with no physical lines gives us the ability to offer a per seat cost. Low fees allow you to forecast a telephony spend and factor into your business model accordingly.

Competitive IP Calling Tariff
Very competitive rates on all other networks, with calls to landline, not forgetting some great rates internationally.

Android/IOS app.
For an additional £2 per month per user you can add mobile phones to your telephony system making it easier to manage your entire mobile work force.

Easy to use portal
At the heart of Voip Exchange is the intuitive portal where you can manage every feature of your cloud phone system.

Management of users within sites and departments
Voip Exchange allows Admins to manage User settings across all sites and departments placing the control in your hands.

Bulk User Upload
Easily upload all user information to your new telephony system by simply uploading a CSV within the portal.

On-the-fly changing of DDIs and handsets for users and call functions
Staff changes, direct dials & new users can be changed instantaneously meaning no more missed calls.

Free on hold music
Professional on hold music is provided with Voip Exchange or you can choose to enhance callers time and convert audio into valuable marketing opportunities.

SMS from the portal
Confirming appointments and messaging remote staff can be professionally done all from the platform.

Instant Messenger
Contact anyone in your phone system without requiring external applications.

Spoof any number outbound
Any number you own, with Voip Unlimited or alternative providers can be used within the Voip Exchange phone system as your caller ID.

Highly customisable IVRs
Give your company a professional feel with an IVR that directs callers to the correct department or extension by simply uploading any .wav file to the portal.

Time of Day routing
Have your phone systems reflect your office hours by attaching customisable open & closed times on any feature within your phone system.

Unlimited Conference Rooms
With Voip Exchange your business can have as many conference rooms as you like, making business calls & collaboration easier.

Visual flow diagram for each number, showing full potential caller journey through call functions.
Your telephony system is automatically mapped out within a visual flow to better help you visualise all potential call routes across your organisation.

Call Statistics
With visibility of live advanced call statistics your business could take advantage of call patterns, behaviour and performance enabling you to make smart business decisions and even track marketing campaigns.

Call recording
Easily manage, store and archive calls to Dropbox. Call recording can assist in training, protect yourself and clients as well as monitor staff performance. Listening is easy with integrated software.

Webphone
Remote workers are the main beneficiary for this feature as instead of using a handset they can simply use any PC to make calls.

Click to Dial
Removes the need for manual dialling from handsets, click to dial enables users to simply click a phone number found within the browser and the handset will start the call.

Customisable Voicemail
Easily record & upload personal voicemail messages.

Customisable Outbound Caller ID
Users can anonymise or select any authorised number from your list of numbers assigned to your account.