

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.