



# VoIPSure

**Empower Your Business With Smart Communications**

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## About Us

We provide a range of excellent products and services including cloud and fixed phone systems, Internet connectivity, business mobiles, engineering services, line rentals and business utilities. Our mission is to provide a level of service that is unrivalled in all sectors of the communications industry. This is why your choice should be VoIPSure!



# Making Communications Effortless



**VoIPSure is our multi-award-winning innovative hosted communications platform, designed to be intuitive and simple. From installation through to operation, business communications are effortless.**

Discover VoIPSure! Our seamless collaboration system is built for small, medium and enterprise-level businesses, providing streamlined functionality and accessibility, meeting all your business requirements. We tailor our telephony solutions to meet businesses' needs in various sectors, offering state-of-the-art hardware and a very generous call bundle. For sure!





# A Message From Our Director



Our team are committed, passionate and dedicated to providing you with unrivalled levels of service and the newest solutions that are right for your organisation. With VoIPSure, we enable you to drive productivity in your team and stay connected with your clients, wherever you are. We will become an invaluable, trusted partner to empower you to do what you do best.

”

Freddie Hawker  
Director at The Complete Communications Company

# What Our Customers Say About Us

The British Theatre Dance Association has been connected with Complete Communications for over 15 years. During our relationship they have supplied and maintained our telephone systems ensuring that we can keep connected with our customers. Their advice, recommendations and on-going support have been invaluable.

”



**Helen Mence**

**British Theatre Dance Association**

We have used Complete Communications for a number of years. We have three branches and use them in all of our offices. I have always found them to be knowledgeable, professional and speedy in their response when issues have arised. Their staff are courteous and helpful, and go the extra mile with their customers. Five stars from me!

”



**Susan Palmer**

**Allsopp and Allsopp**

# VoIPSure Communications

VoIPSure is a complete communications platform that you can use from any web browser to chat, call, videoconference, share screen & files with your colleagues and customers. Our fully integrated service can be used with a desk phone, a softphone on your computer, laptop or mobile app on your smartphone or smartwatch, which reduces unnecessary upfront costs and hardware changes.



## Easy team collaborations

- ✓ Quick remote setup
- ✓ Smart working features
- ✓ Work from anywhere



## One provider = less hassle

- ✓ Save 30% or more
- ✓ Low monthly pricing
- ✓ Established & reliable



## High-def voice & video calls

- ✓ Ultra-low call rates
- ✓ Access on any device
- ✓ Easy conference calls



## 24/7/365 UK-based support

- ✓ Dedicated account manager
- ✓ Robust cloud security
- ✓ 99.999% service uptime

# 1000+

Happy customers

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# 10K+

Active users connected

---

# 6K+

Mobile apps installed

---










# 1M+

Minutes of daily calls

# Smart Integrations

Our seamless integration with a range of CRM solutions brings together the functionality and features of your VoIP phone solution and inserts it into the applications that your business uses on a daily basis.

Due to the dynamic tools enhancing the way you use your CRMs on a daily basis, system integrations will increase your business efficiency to new levels.

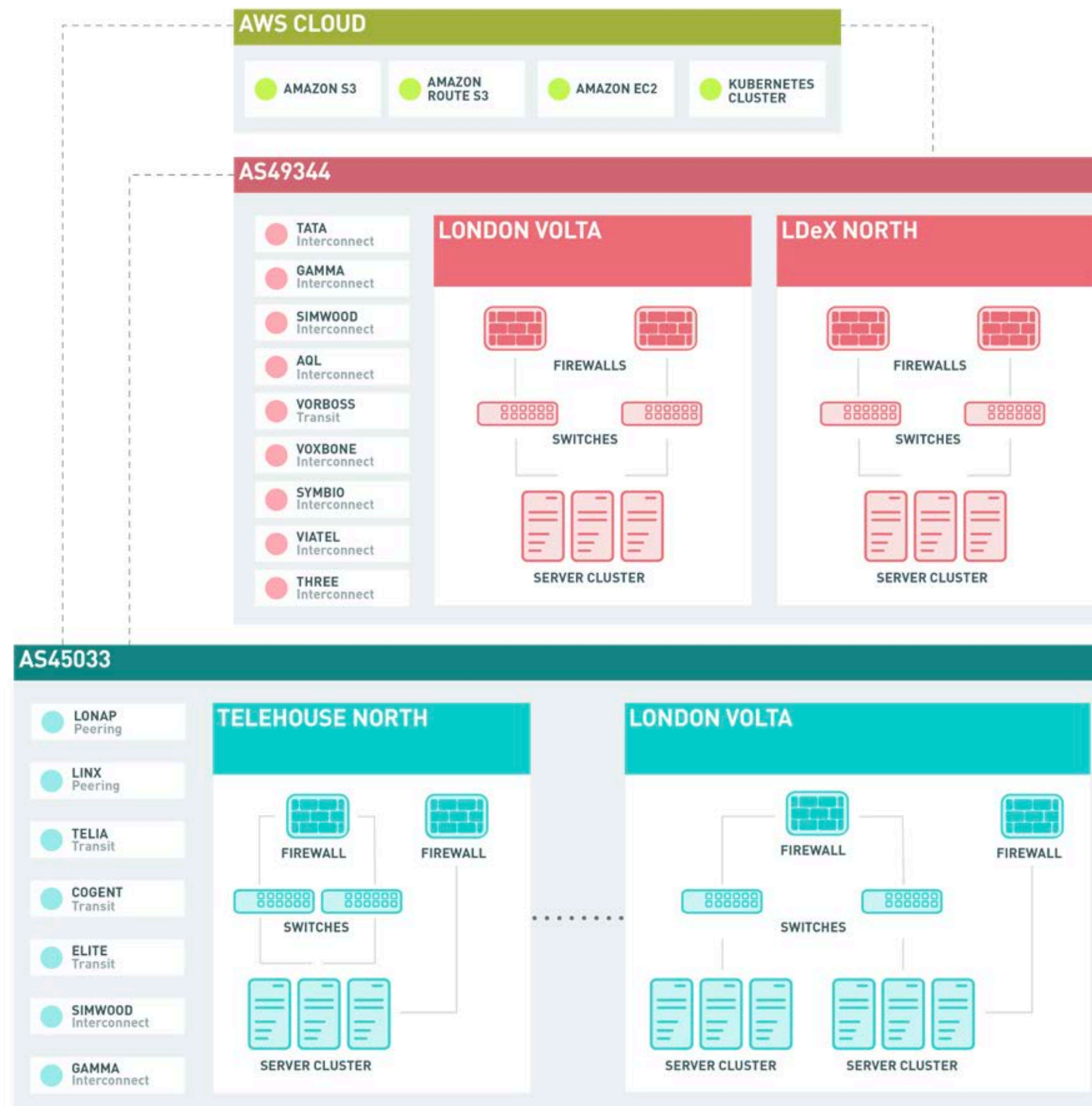
		zendesk	
	HubSpot		pipedrive
	 ConnectWise®	 Bullhorn®	



# The Network You Can Trust

Our server clusters are located across the UK data centres. The primary data centre is London Volta, offering industry-leading resilience for connectivity, power and cooling, and is a co-location centre of choice in the heart of the City.

We run load balanced controllers and hosts across our advanced Linux Based Dell server clusters, providing additional backup, and we connect to the PSTN using direct SS7. Our IP traffic flows directly over uncontended links, and we peer extensively over LINX and LonAP as well as privately, ensuring our traffic is handed to other ISPs locally wherever possible.



“

Our customers need a phone system that goes above and beyond traditional PBX capabilities, with the ability to move freely without interruption. With VoIPSure, you can efficiently work from the office, home, or on the move, using a desktop or mobile application. Now you can stay in touch with colleagues, drive sales, increase productivity, and keep projects running wherever you are, on whatever device you choose.



Joe Magee  
Operations Director



# Communication App

**VoIPSure Communicator App allows users to take their communications channels with them wherever they go, however they work, and on whatever device they choose.**

Our powerful desktop and mobile applications are specifically designed to enhance and simplify your business' day-to-day communications experience.

With VoIPSure remote working solution, your team can easily communicate and collaborate over projects instantly, with all the efficiency and presence of being in the office. Our smart, cloud-based voice, video and messaging tools can help your team serve clients anytime and anywhere.

With an impressive list of features, the VoIPSure collaboration tools can make your telephony system an efficient machine. With all features accessible within a single, intuitive user interface.





# Collaboration Made Easy

VoIPSure is innovative, easy-to-use collaboration platform, available out-of-the-box via our smart applications. Our Communicator applications can be set up quickly and easily for PC, Mac, iOS and Android, giving you the instant ability to enhance your business efficiency.

VoIPSure provides all the features that your employees need to work from home and ensure that your clients are not impacted by remote working.

Say 'hello' to VoIPSure and discover over 50 features to transform communications and activate conversations anytime, anywhere. Increase productivity and connect with your team and customers wherever you are.



Hot desking



Soft phone/mobile client



Directory services & click-to-dial



Instant messaging & presence



Voice & video conferencing



Screen sharing



Auto attendant



Call queuing & parking



Compliant call recording



CRM integrations



Microsoft Teams integration



Secure administration portal





# Innovative Platform Intuitive Design

## VoIPSure For Business

VoIPSure for business is our comprehensive, full feature set platform providing advanced call function capabilities to all.

VoIPSure offers a robust set of business telephony features that are essential to any Unified Communications solution. From simple “find me/follow me” functionality that will simultaneously ring, to fixed-mobile convergence applications, making and receiving business calls on personal mobile devices. All our calling features are tied directly to the business dial plan.

VoIPSure platform integrates seamlessly with advanced telephony features including Contact Centre and ACD and front-office applications like Auto Attendant and Receptionist.

## Key Differentiators

- ✓ Mobile and desktop applications (iOS and Android)
- ✓ Instant messaging, video and group chat included
- ✓ Full CRM integration with leading CRM platforms
- ✓ Call recording with no charges for storage
- ✓ Voicemail to email with transcription
- ✓ FAX to email
- ✓ Click-to-dial & hot desking capability
- ✓ Skype for business & Outlook integration
- ✓ 246 party conference bridge

# VoIPSure Hardware

**Whether your business is a busy call centre of 500+ people, or a small company of less than 5 people, it is crucial that you have a hardware solution tailored to your business' specific needs.**

VoIPSure collaboration platform is best suited to Yealink hardware. The Yealink products that we provide are excellent in quality and feature-rich, with rapid technical support and auto-provisioned. From the award-winning Yealink range, we offer a selection of desk and cordless DECT phones.

Your business can opt-in for traditional IP desk and DECT phones and conference devices or even, use existing phones (subject to hardware compatibility).

**Yealink**





# Yealink Prime Business T53

**Enable productivity-enhancing communications. The T53 desk phone brings versatility to business communications, improving efficiency and productivity.**

Designed for busy business professionals, the Yealink T53 handset is a powerful and expandable office phone that delivers optimum desktop efficient and productivity.

The user friendly design allows you to adjust the LCD screen to easily and flexibly find the comfortable viewing angle according to your personal and environmental needs. As for the audio quality, coupled with the latest version of Yealink Optimal HD Voice technologies, the handset can effectively eliminate background noises, to deliver crystal clear voice even in a distracting environment.

The Yealink T53 desk phone not only furnishes you with Bluetooth connectivity, including Bluetooth headsets and mobile contacts synchronisation when working with Yealink Bluetooth USB Dongle BT41 (sold separately), but also with WiFi connectivity when used with the Yealink WiFi USB Dongle WF40/WF50 (sold separately).



# Yealink Prime Business T53

## Key Features

The Yealink T53 is a powerful and expandable office phone that delivers optimum desktop efficiency and productivity. A built-in USB 2.0 port allows you to enjoy USB call recording via USB flash drive (not included).

The benefits of this Prime handset will help you to keep up with the modern telecoms technology, ensuring your business doesn't fall behind in the coming years.



3.7 inch graphical LCD display



HD audio



Adjustable screen



Bluetooth via Dongle BT41\*



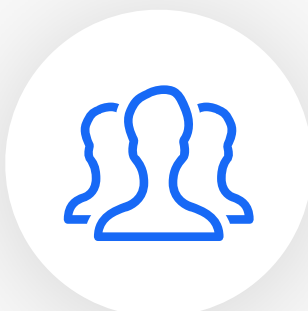
Corded-Cordless phone via DECT Dongle DD10K\*



WiFi via Dongle WF40/WF50\*



Content sharing



Up to 12 VoIP accounts



Opus Codec



USB 2.0

\* Dongle sold separately



# Yealink Executive T54W

**The value of a desktop phone is redefined. The T54W handset has a long list of enriched, advanced connectivity features for unparalleled flexibility and scalability.**

With an adjustable 4.3 inch colour LCD display, the Yealink T54W is an innovative handset, designed with executives in mind.

The handsets built-in USB 2.0 port allows for USB recording on both direct wired and wireless USB headset, or up to three Yealink expansion modules connection. Additionally, Built-in Bluetooth and Wi-Fi connectivity prepare the handset for access to a range of wireless possibilities. Your handset will be instantly ready to access the 5G WiFi network, providing your business communications with a super-fast, reliable Internet connection.

Headsets can be connected seamlessly and the high definition display can be adjusted to suit your personal needs. With these features, your communications system can easily be tailored to your needs, increasing your productivity and efficiency.



# Yealink Executive T54W

## Key Features

Enhance your business communications with the long list of benefits of the Yealink Executive T54W handset.

The built-in USB 2.0 port allows you to utilise USB call recording via a USB flash drive. You can also connect wired/wireless USB headsets directly into the phone, without the need for an adapter.



4.3 inch colour LCD display



HD audio



Adjustable screen



Built-in Bluetooth



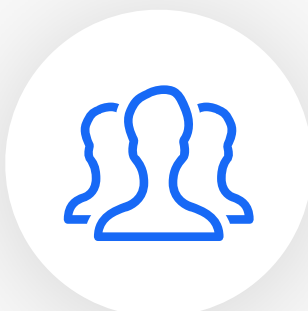
Corded-Cordless phone



Built-in Wi-Fi



Content sharing



Up to 16 VoIP accounts



Opus Codec



USB 2.0



# Yealink Cordless W60P & W56H

**Enabling quick user adoption and smart integration into the working environment, the W60P is a premium cordless phone, ideal for businesses that require greater capability to handle a heavy call load.**

The Yealink W60P, being a high-performance SIP cordless phone system, is the ideal solution for small and medium-sized businesses. Pairing with up to a total of **8 Yealink W56H DECT handsets**, it allows you enjoy superb mobility and efficient flexibility immediately.

To provide a better and higher performance, this DECT IP phone not only supports up to 8 VoIP accounts and 8 concurrent calls, but also speeds up its startup and signal connection, slashes its upgrade downtime as well.

By supporting Opus codec, W60P consistently delivers excellent and professional audio quality in both high-bandwidth and poor network conditions. Offering the convenience of cordless with a simple add-on device without losing the SIP features, it brings a seamless call management for our users while “on-the-go”.



# Yealink Cordless W60P & W56H

## Key Features

The Yealink W60P & W56H cordless phone systems combine quality, reliability and flexibility to offer users a scalable, efficient communications system.

This system is the ideal solution for any small to medium sized company where employees need to handle calls away from their desks or moving around the premises.



2.4 inch colour display



TLS & SRTP security encryption



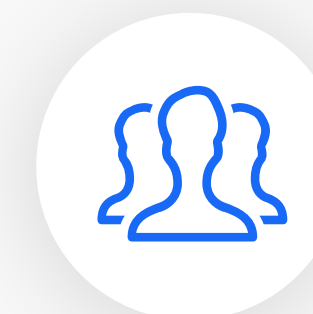
Up to 30 hours of talk time



Up to 8 DECT cordless handsets



Up to 8 concurrent calls



Up to 8 VoIP accounts



Quick charging



Headset connection via 3.5mm jack



Up to 400 hour standby time



Energy saving ECO features



# Contact Centre Solution

**VoIPSure Contact Centre solution is the high-performance call centre solution. With the full feature set of our Business Collaboration App, this plan offers two variations in permissions levels, providing more control over tasks.**

VoIPSure is built for call centres, with features that are transferrable and useful for businesses who need a secure system to manage their team efficiently.

VoIPSure Contact Centre offers users exceptional levels of customer service at the same time as enhancing Agent productivity. Fully scalable, VoIPSure offers real-time monitoring and queue stats while providing additional levels of management and administrator control.



# Contact Centre Solution

## Key Features

VoIPSure Contact Centre's innovative features can be leveraged to better meet your business or call centre's needs.

From real-time queue stats to managed control, your business will gain a competitive edge in their industry. VoIPSure Contact Centre provides the functions allowing you to improve your approach to customer interactions. For sure!



**Unlimited ACD queues.** A sophisticated queuing solution to help keep customers on the line



**Call agents.** Responsible for handling specific services efficiently



**Comprehensive reporting.** Improve campaign success with reporting and analysis



**Real time queue stats.** View what is happening in real time to improve your call strategy



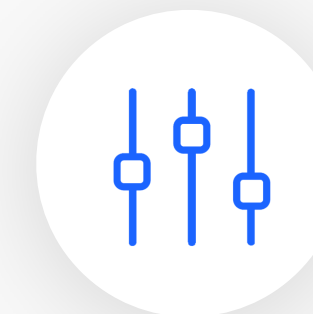
**Real time monitoring.** Act on real time information during every call



**Soft phone.** Adopt desk phone or soft phone or toggle between both



**Wallboard.** Provide targeted updates for all your Agents in seconds



**Managed control.** Control of agent behaviour and supervisor intervention



**Scalability.** Fully scalable according to size and complexity



# Contact Centre Solution

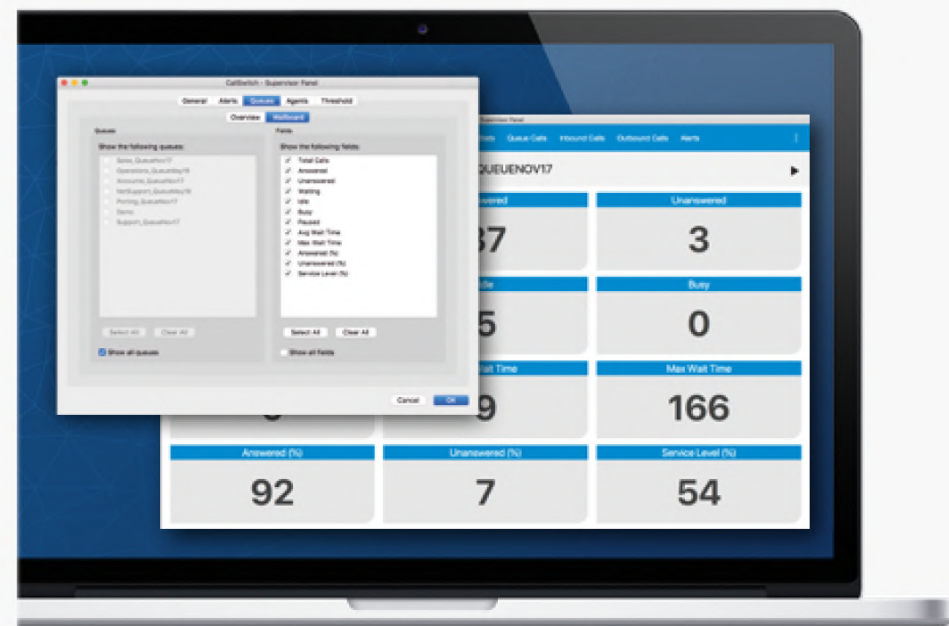


# VoIPSure Wallboard

Our wallboard provides simple, targeted information of all of your agents in seconds. They help keep supervisors up to date with situations as they develop while allowing agents to remain focussed on the job at hand.

Our VoIPSure Supervisor Edition provides detailed personal wallboard on the user's desktop. The data presented can be selected, and the screen will scroll to show multiple queues.

Multiple supervisor roles are also available, allocated by the supervisor and toggle their access to the Agent Edition.

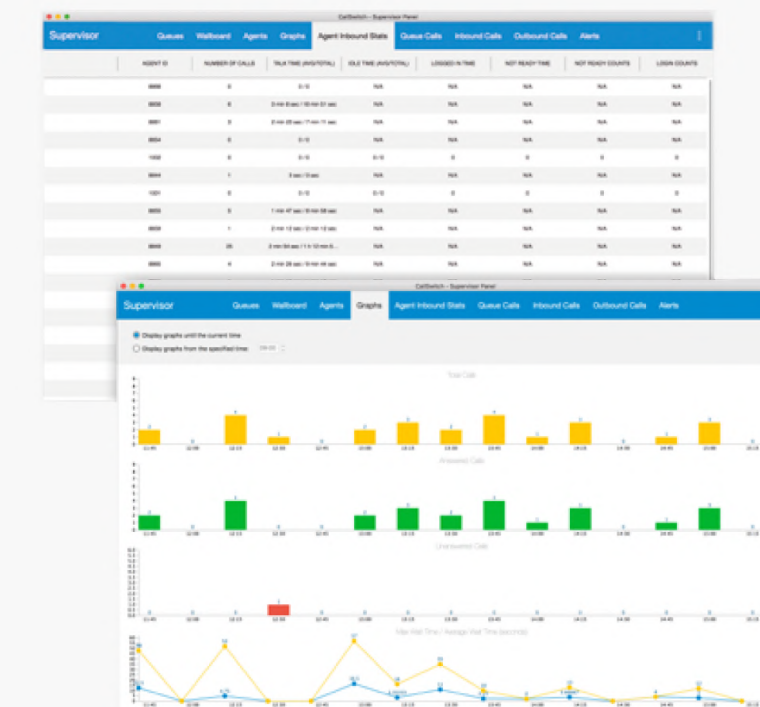


## VoIPSure Real-Time Agent Monitoring

This feature helps managers oversee and track agent calls as they are carried out to act on real-time information during every call.

VoIPSure Analytics tool is used to track agent attainment, oversee calls between customers and agents, and deliver fast, efficient performance feedback. The supervisor can receive alerts from agents seeking assistance and then monitor or intervene on the call.

A rolling graph shows accumulated call and agent performance for the day. It includes functionality to monitor and manage needs and performance, plus allows supervisors to receive escalated calls.



# VoIPSure Compliant

VoIPSure Compliant is an add-on to our Business plan. It allows your business to see how employees are communicating with customers. If your company needs to record calls and take payments over the phone, we can provide you with the perfect compliance-ready solution.

Fully MIFID II and PCI Compliant, designed to be operational in minutes. An intuitive web interface makes it easy to navigate through calls and playback, with features available from a single screen. With just a simple tutorial, your business can be up and running without losing valuable staff time to training.



- ✓ Voice Recording
- ✓ Screen Capture
- ✓ Employee Evaluation
- ✓ Employee Training
- ✓ Employee & Supervisor Notes
- ✓ Compliance Support
- ✓ Call Tagging
- ✓ Call Detail Information
- ✓ Payment Platform Integration



**Record** using our award winning technology



**Encrypt** with compliant 256 bit encryption



**Store** using Microsoft Azure Cloud storage



**Retrieve** with our easy to use HTML5 interface



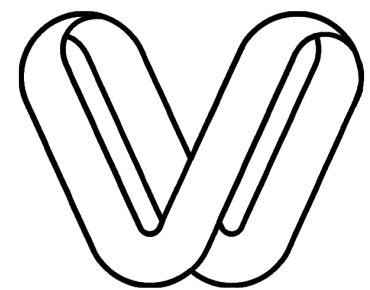
**Evaluate** your agent easily in minutes



**API** to easily integrate into your payment platform



# VoIPSure Communicator Editions



## **VoIPSure Agent Edition**

With VoIPSure Contact Centre, our Communicator is offered in two varieties: Agent Edition and Supervisor Edition. They are designed to maximise workflow and efficiency of both call centre Agents and Supervisors.

On Communicator Agent Edition, agents sign to become active in a queue. An agent may set Pause Status, giving a 'pause' reason. The Agent Edition also displays other selected agents' status in their group and calls waiting in the associated queues.



## **VoIPSure Supervisor Edition**

Our Communicator Supervisor Edition is a real-time hub for monitoring and managing calls and agents.

It displays real time call and agent status and allows the supervisor to 'enable' and monitor agents. The supervisor can receive alerts from agents seeking assistance and then monitor or intervene on the call.

Also, multiple supervisor roles can be allocated and a supervisor can toggle their access to Agent Edition.

# Contact Us



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