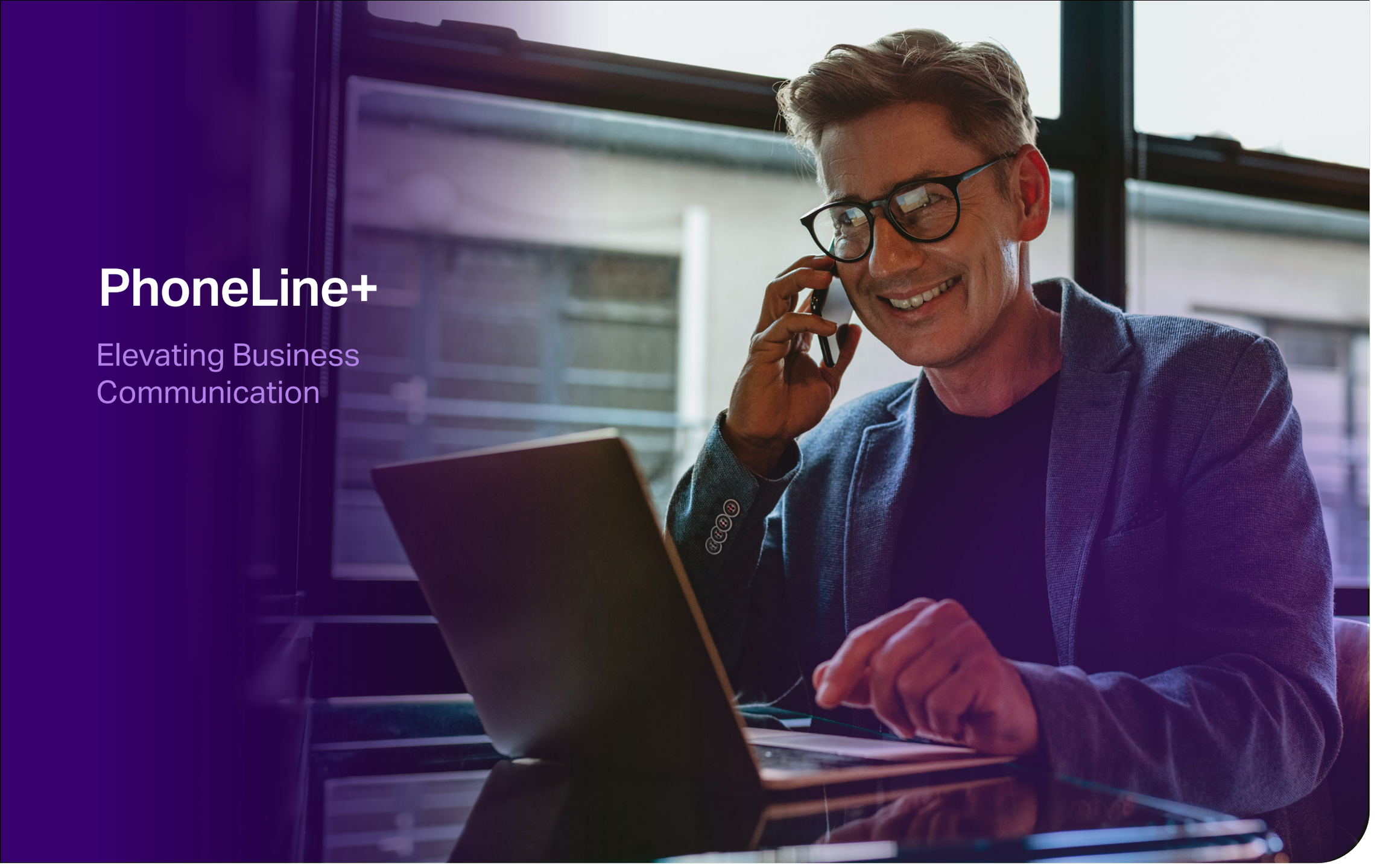
PhoneLine+

Elevating Business Communication



PhoneLine+

Elevating Business Communication



The way businesses communicate with their customers is rapidly evolving beyond a basic phone call.

Today, customers expect seamless interactions across various platforms, including WhatsApp, SMS, over the phone, webchat, and more.

For small businesses, being nimble and responsive across these channels is essential to maintaining high customer service standards and staying competitive.

At the same time, your staff need a consistent experience across all their devices, whether in the office, at home, or on the go. Staying connected and responsive is crucial to delivering an efficient and professional customer experience in today's fast-paced world.

Seamless communication with PhoneLine+

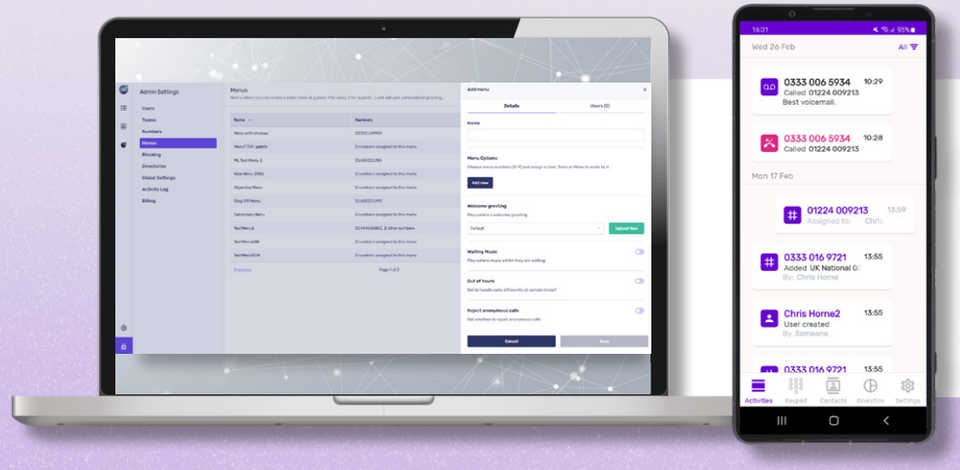
Enable seamless communication and enhance business efficiency with PhoneLine+, a purpose-built telephony platform for micro-businesses. With advanced call management, flexible licensing, and easy deployment, it's never been simpler to manage your business communications.



Key Benefits

As a competitively priced and simple hosted VoIP solution, PhoneLine+ is ideal for micro-businesses seeking an alternative to traditional legacy landlines or fixed phone systems.

It supports essential telephony features and core phone system functionality, accessible on a range of devices, including IP Handsets PCs, laptops, tablets, smartphones, and existing analogue handsets using ATA devices. **PhoneLine+** ensures flexibility and affordability for every business.



Apps & clients

iOS

android

Combining advanced call management, flexible licensing, and easy deployment, PhoneLine+ offers a simple, user-friendly interface allowing you to easily manage your own communications.

Stay Connected and in control with PhoneLine+

For micro-businesses, seamless communication is key to delivering great service and building lasting customer relationships.

PhoneLine+ ensures your business stays accessible, professional, and easy to manage, so you can focus on what matters most.

Designed for micro-businesses and powered by cloud technology, PhoneLine+ delivers calls over an internet connection, giving you advanced call management features without the need for expensive infrastructure. Whether you're handling customer service enquiries, scheduling appointments, or collaborating with your team, PhoneLine+ keeps you in control while saving you time.

Designed to work effortlessly across devices, PhoneLine+ provides a simple, consistent, and reliable communication experience, helping you stay efficient while on the move



PhoneLine+ Key Features



Activity Feed

Stay on top of your business communication with a consolidated view of calls, voicemails, SMS messages, and WhatsApp interactions. Filter by activity type or contacts to easily find what you need and gain a holistic view of your customer interactions.



Hunt Groups

Ensure no call goes unanswered with hunt groups that distribute incoming calls based on your preferred routing method. With the option to choose from linear or simultaneous and add custom schedules to fit your business needs.



Number Presentation

Take control of your outbound telephone number with PhoneLine+. Choose from multiple numbers to match your branding, support campaigns, and maintain a consistent, professional presence in every customer interaction.



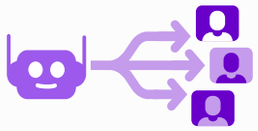
SMS Messaging

Send and receive SMS messages seamlessly through the PhoneLine+ platform. Ideal for appointment confirmations, quick updates, and staying in touch with customers in real-time.



Call Notes

Add notes during live calls to capture key details and insights. Notes are saved alongside call records, making it simple to refer back or share with your team for streamlined follow-ups.



IVR/Auto Attendant

Simply create interactive voice menus to guide callers to the right destination. Use customisable keypress options, welcome messages, and time-based routing to deliver a professional caller experience.



WhatsApp Integration

Respond to customer messages directly from **PhoneLine+** with WhatsApp Business integration. You can view all interactions in your activity feed and ensure prompt responses without switching platforms.



eSIM Support

Stay connected anywhere with eSIM-enabled calling. Link PhoneLine+ to your smartphone's native dialler for seamless mobile connectivity, with no extra apps or mobile data needed.

Call Analytics with PhoneLine+

Elevate Customer Experience

PhoneLine+ offers simple yet powerful Call Analytics to help you maintain customer service levels. With easy-to-read insights, you can track how calls are being answered, analyse wait times, and allocate resources more effectively. With customisable reports, **PhoneLine+** gives you the tools to optimise customer service, ensuring a better experience for both your team and your customers.

Key Benefits

Monitor Call Activity

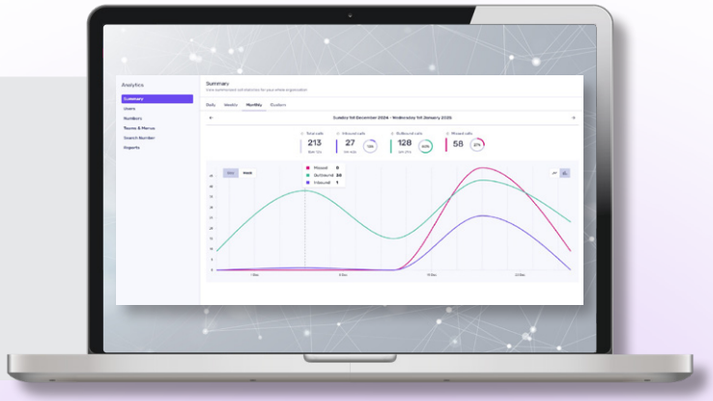
Gain insights into your team's call management, including missed calls, to help ensure your customers receive the best possible experience.

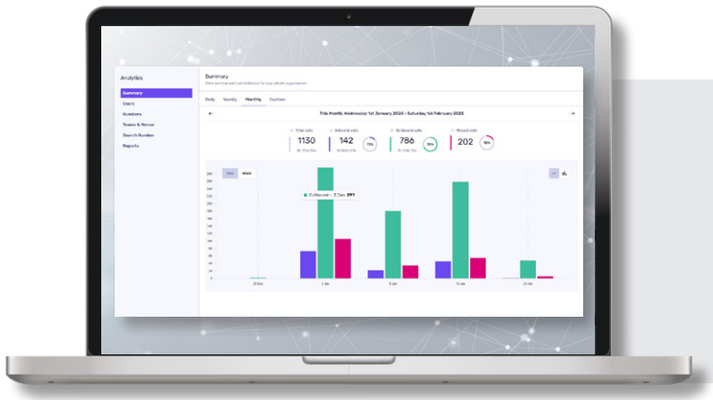
Track Performance

Analyse call duration and response times to improve efficiency and service quality.

Identify Trends

View call data by day, week, or month to spot peak times and adjust staffing accordingly.





Actionable Insight

Downloadable Reports

Generate custom CSV reports for detailed analysis and easy team sharing.

Improve Response Times

Use data to reduce wait times and provide faster, more reliable service.

Manage Resources

Anticipate high call volumes and ensure your team is prepared for peak call periods.

Increase Satisfaction

Gain insights into call patterns to continuously refine service levels.

PhoneLine+ a solution for Micro-Businesses

No matter the customer requirement, **PhoneLine+** offers a licence to fit. From essential calling features to advanced mobility integrations, select the right option to keep your business connected and secure.

PhoneLine+ STANDARD



Simple, reliable, and hassle-free

Suitable for: Small businesses needing essential call management

- Manage customer calls effectively with enhanced call handling and transfer options
- Keep track of communications with call notes and activity feeds
- Improve customer service with call waiting and speed dials

PhoneLine+ OFFICE



Smarter call handling for Teams

Suitable for: Growing businesses needing more advanced call handling

- Handle high call volumes with hunt groups and IVR menus
- Present a professional image with presentation numbers and call pull
- Enable team collaboration with N-way calling

PhoneLine+ ANYWHERE



Stay Connected, wherever you work

Suitable for: Businesses needing mobile communication

- Stay connected with virtual mobile numbers and eSIM support
- Engage customers through 2-way SMS and WhatsApp integration
- Ensure seamless customer contact from any location

Contact us to see the full PhoneLine+ licences

PhoneLine+ STANDARD

Industry: Trades People

Trades people

As a tradesperson handling every stage of your work, you don't have time to juggle missed calls, voicemails, or after-hours inquiries.

Your landline is your lifeline, but being tied to one location isn't practical. That's where **PhoneLine+** comes in.

Designed for professionals who rely on direct communication, **PhoneLine+** gives you the flexibility to manage calls from anywhere. Whether you're on-site, in transit, or handling paperwork, you can stay responsive without disruptions.

Frustrations

- Spending valuable time shuttling back and forth to attend to incoming calls.
- When off-site calls are missed, left to answerphone or diverted to personal mobile.
- Pressed for time, they cannot afford the luxury of setting up processes, chasing suppliers, or disputing invoices.
- Unable to manage how calls are handled outside of their working hours.



How can PhoneLine+ help?

Effortless Call Management

Handle calls seamlessly from anywhere with **PhoneLine+**.
Users can comfortably manage calls from anywhere without needing to relocate, saving time and hassle.
The voicemail-to-email feature with transcription also allows users to visually prioritise new opportunities, ensuring important messages are never missed.

Flexible Handling of Off-Site Calls

PhoneLine+ enables users to handle calls from multiple devices, regardless of location. With remote answering via the mobile app or soft clients, crucial communications receive timely responses. In the event of unexpected business closures or changes to standard opening times, PhoneLine+ ensures seamless business continuity.

Simple, Easy-to-Use Interface

The platforms user interface is intuitively designed, featuring familiar icons. This user-friendly interface, combined with swift setup options, guarantees that users won't spend valuable time on intricate configurations.

Nuisance Call Management

PhoneLine+ enables users to easily manage unwanted calls as well as control costs by providing options to block both incoming and outgoing calls to or from specific numbers; offering them enhanced control over their communication experience.

PhoneLine+ OFFICE

Industry: Office based

Office based businesses

For consultancies, and office-based businesses, staying connected with customers while managing daily operations is a challenge.

PhoneLine+ Office ensures your team never misses an important call, whether they're in the office, working remotely, or handling multiple inquiries at once.

With multi-device access, seamless call routing, and voicemail-to-email transcription, your team can respond quickly and professionally without being tied to a desk. No complex systems, no expensive hardware, just reliable, flexible communication that keeps your business running smoothly.

Frustrations

- Struggles with managing multiple calls during peak times.
- Missed customer calls and business leads due to lack of voicemail-to-email transcription.
- Limited ability to reroute calls to appropriate departments or colleagues efficiently.
- Inadequate tools to provide professional call handling, such as the correct business number for outgoing calls.
- Unable to handle multiple, advertised numbers in a professional manner.



How can PhoneLine+ help?

Effortless Call Handling

PhoneLine+ Office routes calls among multiple team members during peak periods, helping to reduce wait times for customers. Additionally, it ensures that no calls are missed during busy times by redirecting them to the next available user.

Advanced Features, Professional Presence

Users can display their business Caller ID on outgoing calls, projecting a professional and consistent impression to clients and partners. The solution also enables seamless switching between devices, ensuring uninterrupted communication regardless of location. Additionally, it supports quick discussions, fostering improved collaboration and more efficient decision-making.

Seamless Customer Interaction

PhoneLine+ Office enables the business to direct callers to the correct department or individual automatically, without the need for manual intervention. This improves the customer experience by reducing transfer times and providing immediate assistance.

Simplified Message Management

No critical messages are missed, even when users are unavailable to take calls. Additionally, it simplifies message management by consolidating voicemail into email inboxes.

PhoneLine+ ANYWHERE

Industry: Education

Education

For tutors, training providers, and education consultants, staying connected with students, parents, and institutions is essential, but being tied to a landline isn't practical.

PhoneLine+ Anywhere lets you manage calls professionally from any device, whether you're teaching on-site, working remotely, or traveling between sessions.

With voicemail-to-text transcription, remote call handling, and 2-way SMS, you'll never miss an important message, while keeping distractions to a minimum.

Frustrations

- Reliance on a personal mobile phone for business makes it difficult to separate personal and professional communications.
- Limited ability to quickly send out timely communications to customers and employees.
- Difficulty in reaching customers and staff on alternative platforms, such as WhatsApp, for efficient business communication.
- Managing multiple mobile apps to handle various communication channels.
- Unreliable mobile data coverage in remote or hard-to- reach areas leading to dropped calls.



How can PhoneLine+ help?

Simplified Communication across Platforms

PhoneLine+ Anywhere integrates seamlessly with various communication platforms, including WhatsApp and SMS, enabling users to engage with customers and employees efficiently. By consolidating these channels, it eliminates the need for multiple mobile apps, streamlining communication and improving response times.

Maintain a Professional Image

With **PhoneLine+ Anywhere**, users can present their business Caller ID on outgoing calls, ensuring a polished and consistent impression. This feature helps separate personal and professional communication, preserving boundaries while enhancing professionalism.

Reliable Communication, Anywhere

PhoneLine+ Anywhere addresses mobile coverage challenges with advanced eSIM technology, allowing users to utilise a multi-operator mobile network via the native dialler for reliable communication. This simplifies call handling and provides reliable, uninterrupted communication regardless of location.

Boost Productivity and Collaboration

PhoneLine+ Anywhere offers advanced features like call notes, activity feeds and N-way calling, enabling teams to stay connected and collaborate effectively, even when on the move. These tools streamline workflows, reduce response times, and ensure that critical calls and messages are handled promptly, enhancing overall business efficiency.

We're a certi ied Carbon Neutral* Company. This means you can demonstrate green credentials yourself. By working with us you have a solution that not only helps the environment but also enables you to become greener and conform to new Government environmental policies.