VSL
Telecoms & IT for the SME

Hosted
Complete

Collaboration and communication in the workplace are changing. With Hosted Complete from VSL, your business can take on these challenges and thrive.

## BT WHOLESALE
Premium Partner

Hosted Complete

Hosted Complete offers businesses the choice and flexibility to build a communications platform suited to its ever-changing needs.

Hosted Complete offers traditional telephony features with the options of both a physical device or application, catering for both mobile and desktop workers.

With a record number of people now working from home, digital transformation is here. Video calls are now an everyday experience, and instant messaging often preferred over email. Now is the time for businesses to embrace new innovative ways of collaborating if they are to succeed.

Hosted Complete is built on a network that boasts 99.999% availability and is managed by cyber security experts 24/7 to give your business peace of mind. Security and compliance certifications includes ISO27001, ISO9001, G-Cloud 7 and Cyber Essentials Plus.
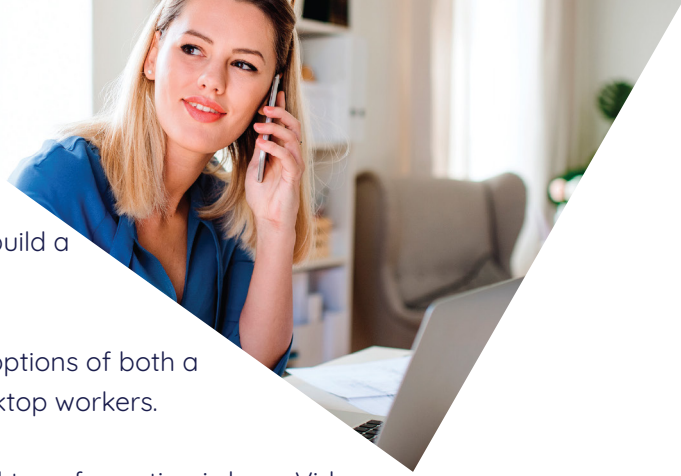
Teams Connect

Perfect for existing Microsoft Teams users, powered by VSL's Hosted Complete telephony, which delivers a reliable and robust solution. Teams Connect includes a 1,500 minute call allowance, per month.
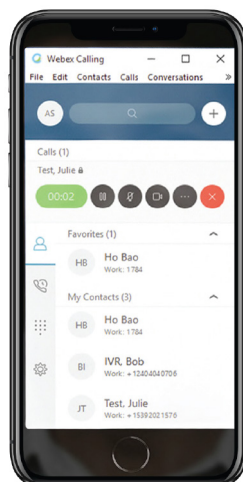
Entry

Ideal for users who require basic communications, choice of handset and the ability to add call analytics and call recording. Entry includes a 1,000 minute call allowance, per month.

Fixed

Our most popular package, Fixed users gain the Entry feature set with the addition of voicemail, busy lamp field and the latest Cisco Webex softphone (mobile or desktop). Fixed includes a 1,500 minute call allowance, per month.

Mobile

Ideal for mobile users who travel. Mobile users gain the Fixed feature set with the addition of hot desking, Cisco Webex instant messaging, screen sharing, file sharing and whiteboarding. Mobile includes a 2,000 minute call allowance, per month.

Features

User Features	Teams Connect	Entry	Fixed	Mobile
Inclusive Call Bundle*	•	•	•	•
Standard Features	•	•	•	•
Lifetime Technical Support	•	•	•	•
Multiple Lines	•	-	•	•
Webex Softphone App	-	-	•	•
Hot Desking	-	-	-	•
Webex Basic Collaboration	-	-	Optional	• **
Handset Options (3yr term)	-	T43u, T46u or W53p	T43u, T46u, T48u, T48w Pro or W53p	T43u, T46u, T48u, T48w Pro or W53p
Call Analytics & Reporting	Optional	Optional	Optional	Optional
Call Recording	Optional	Optional	Optional	Optional

* Includes UK 01, 02 & 07 (FM1, 3, 4, 5, 6)
** Basic is included in the Mobile Feature Set

Optional Bolt-ons

ACD - (Automatic Call Distribution)	» Call queuing with comfort announcements. » Comfort announcements. » Estimated wait messages including queue position and wait time, as well as different high volume messages. » Overflow to alternate destination for unanswered calls. » Redirection of calls outside business hours. » Music on hold. » Uniform call distributions. » Agents need to be Fixed or Mobile users.
Call Recording	» Options for 30 day, 180 day and 7 year storage available. » Calls can be downloads and archived if extended storage is not selected.

Call Analytics & Reporting

Report

» Enables businesses to use web portal to review all of their call statistics in near-time using pre-defined or customisable reports, dashboard and/or wallboards.

» Schedule reports for 'yesterday', 'last week', 'last month' or use custom dates.

» Browse an extensive catalogue of reports or use filters to customise your own.

» Report on call activity by extension, department, hunt group, DDI and user, including total calls, destination, talk time and ring time.

» Incoming call analytics measure call volumes, targets, grade of service, percentage calls answered, calls abandoned, longest waiting and unreturned missed calls.

» Customised dashboards and wallboards.

Premier Analytics includes Report plus:

» Real time porting, live calls waiting and call handling.

» Report on total calls destinations, talk time, grade of service, percentage calls answered, number of calls in queue.

» Supervisor management tolls.

» What if calculations for forward planning of shifts.

Collaboration

Basic - Everything included in Softphone package plus:

» Instant messaging

» Screen sharing

» File sharing

» Whiteboarding.
** Basic is included in the Mobile Feature Set

Standard - Everything included in Basic package plus:

» High-definition video conferencing for up to 25 people.

» Multi-party chat.

» Desktop or application sharing.

» External guests in meetings.

» Personal meeting rooms shifts.

Hardware

Some customers may elect to use computer soft phones with a headset, and therefore will not need a handset. We provide a variety of Yealink desktop phones and a range of market leading headsets.

Established in 1997, we are a leading independent supplier of communications solutions for business. With a customer-service focused offering, backed up by excellent technical and product expertise and comprehensive service and support contracts, we deliver business benefits for our customers, both in cost-savings, business efficiency and the ever-changing world of compliance.

Arrange a consultation to see how we can help your business

Call 0800 093 3000

VSL

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