



Hello Telecom delivers its Hosted Business Telephony solution using Contrex, our cloud-based telephony platform. The Hosted Telephony service is fully managed and supported by Hello Telecom in return for a monthly fee per user.

Excellent Voice Quality

With Hello Telecom's Hosted Business Telephony the call quality and performance is the same as it is across the ISDN phone network, with the added benefits of additional features and control, provided by our Next Generation Network and cloud-based management portal.

Ideal for any sized business

Our Hosted Business Telephony is fully functional and flexible enough to meet the needs of a wide range of businesses, from a one person organisation, through to larger corporates.

Full suite of numbers

- Choose any UK landline phone number
- Marketing numbers (03**/08**)
- International numbers available for many locations
- Keep your existing phone number(s)

Unified Messaging

- Fax-to-email
- Voicemail to email
- Enhanced voicemail

Inbound call routing

- Time-of-day routing
- Auto-attendants
- Call queues
- Hunt groups
- Flexible divert options

Value for money
Competitive call costs
Minimal capital outlay
Increased staff flexibility
Single monthly fee per user
Feature rich
Cloud-based management portal

Value Added Features

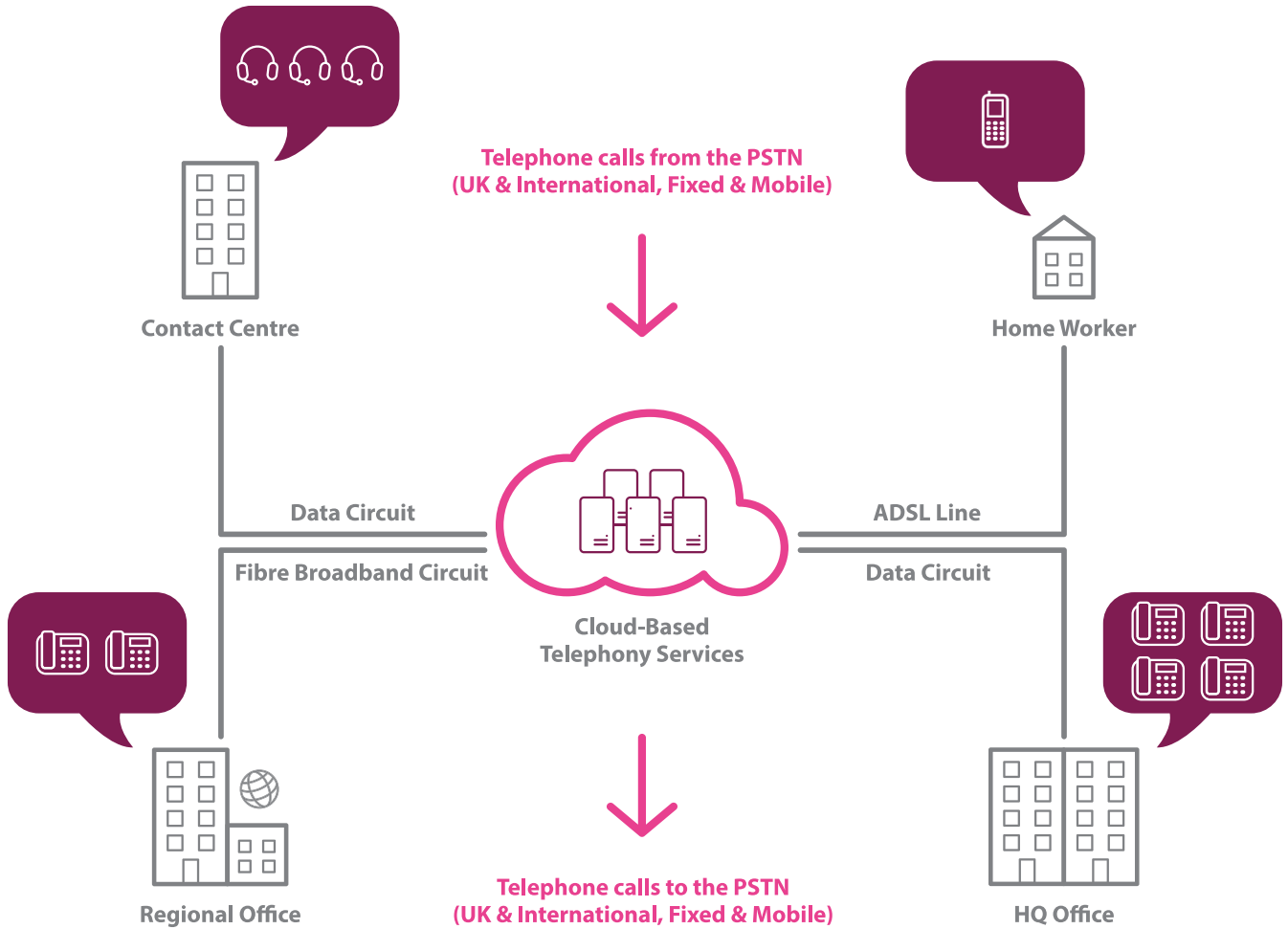
- Management portal
- Secure (FCA compliant) call recording
- Supervisor wall boards
- Hot desk capabilities
- CRM integration
- Contact directories
- Conference rooms

Simple online management

Contrex provides the user with a fully functional web portal to manage the services that the platform supports, as well as a multi-tiered distribution partner management system. The Contrex platform and web portal can be completely white-labelled for our reseller partners and their resellers.

How Contrex works

One platform, multiple applications



Leave security to us

The Contrex platform sits behind hardware firewalls that are managed by the Hello Telecom Technical Team. Hello Telecom's Fraud Monitoring and Detection system continually watches over the Contrex platform, checking for unusual call patterns and proactively alerting and suspending customer accounts when needed.

Why Partner with Hello Telecom?



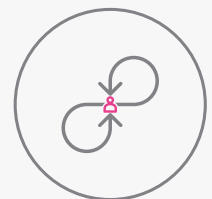
Over 14 Years Experience



Award Winning Technology



Customer Focused Support



Flexible Partner Programmes



Hosted Business Telephony

Product Sheet

Features	Voice Extension	Fax Extension	Hunt Group	Call Queue	Auto-Attendant	Conference Room
Multiple DDI Numbers	●	●	●	●	●	●
Divert: Always, Busy, No Answer	●		●	●		
Disaster Recovery Divert	●					
Time of Day Routing	●		●	●	●	
Service Modules	●		●	●	●	
Flexible Voicemail Options	●		●	●		
Call Logs & Reporting	●	●	●	●	●	
Wall Boards			●	●		
Call Recording (FCA & PCI Compliant)	●		●	●	●	●
Anonymous Call Rejection	●		●	●	●	●
Distinctive Ringing	●		●	●	●	
Group Name Presentation			●	●	●	
Call Waiting	●					
Caller Display	●					
Phone Book / Directory	●					
Handset Short Codes	●					
Web Portal Administration	●	●	●	●	●	●
Restrict CLI	●					
Non-Network CLI Presentation	●					
Paging	●					
Call Pickup Groups	●					
Automated Handset Provisioning	●					
Speed Dial Capability	●					
Hot Desking	●					
Inbound Faxes Delivered to Email		●				
Ring Group Options			●	●		
Silent Listening	●		●	●	●	
Queue Depth Setting				●		
Queue Type Ring Options				●		
Announcements			●	●		
Ringtone or Music When Waiting				●		
Periodic Announcements			●	●		
Position in Queue / Wait Time				●		
Multiple AA Levels					●	
Multi-vendor Handset Support	●					
CRM Integration	●					