



Introducing

SYS3 Phone Systems

Why change my business phone system?

If you're current phone system runs on ISDN, you will soon have no choice but to upgrade. Shortly, you will no longer be able to order new ISDN services and not long after, the service will stop altogether.

If you run a different system or your current contract is due for renewal...consider a move anyway. SYS3's systems are worth considering if you're currently paying over the odds or tied into lengthy contracts.

What makes SYS3's systems so good?

Having spent years seeing our customers, old and new, suffer with lengthy business phone contracts yet not receiving the support and service they pay for, SYS3 have decide to do something about it. VoIP phone systems use your existing computer network. Same cabling, same server, same internet connection. SYS3 are seeing more and more VOIP systems support issues being passed to IT support...why not **let your IT provider supply your VoIP phones and cut out the middle man!**

Our phone systems provide the following benefits:

- Easy installation with minimal downtime
- **Free** number porting
- **No contracts**
- **Inclusive** local, national & mobile minutes – no extra charges!
- Low bandwidth usage
- Monthly payment plans available to purchase new handsets
- Full feature user portal allowing self-management
- Tie your phones *and* IT services together under one monthly bill

How much will it cost?

Prices start from as little as £13.00 per month with no additional fees.

As ever, our pricing is dependent on the number of phones you require. We keep it this way in order to get you the best deal we can.

The Features

Headline Feature	Description	Silver	Gold
Privacy	Call ID Blocking	✓	✓
	Block anonymous calls	✓	✓
	Block anonymous divert	✓	✓
	Block anonymous reject	✓	✓
	Block anonymous divert to voicemail	✓	✓

Do Not Disturb	DND	✓	✓
	Place caller on hold	✓	✓

Call Transfer	Call transfer attended	✓	✓
	Call transfer unattended	✓	✓
	Call transfer blind	✓	✓

Call Divert	CD Always	✓	✓
	CD Busy	✓	✓
	CD No Answer	✓	✓

Call Forwarding	CF Always	✓	✓
	CF Busy	✓	✓
	CF No Answer	✓	✓
	CF Sequential	✓	✓
	CF Parallel	✓	✓
	CF Overflow PSTN, AA, CQ, VM	✓	✓

Extension Dialling	Short code dialling	✓	✓
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Last Caller	Last caller	✓	✓
	Spoken call history	✓	✓
	Call return	✓	✓
	Call redial	✓	✓

Click 2 Talk	Click 2 Talk	✓	✓
	Clipboard dialling	✓	✓

Music on Hold	Music on hold	✓	✓
	Music on hold selective	✓	✓

Call Pick Up	Call pick up	✓	✓
	Group pick up	✓	✓
	Call pick up directed	✓	✓

Headline Feature	Description	Silver	Gold
Call Park	Call Park	✓	✓
	Call Unpark Bay	✓	✓
Network Failure	Network failure user	✓	✓
	Network failure company	✓	✓
Call Waiting	Call Waiting	✓	✓
Busy Lamp Field	Busy lamp field	✓	✓
	Line monitoring	✓	✓
Mobile Twinning	Mobile to desk phone	✓	✓
Voicemail	User	✓	✓
	Group	✓	✓
	Voicemail to email	✓	✓
	Directed Voicemail	✓	✓
	Voicemail to SMS	✓	✓
Fax	Fax to email	✓	✓
Call Group	HG Pick up	✓	✓
	HG Forwarding	✓	✓
	HG Reporting	✓	✓
	HG Sequential	✓	✓
	HG Simultaneous	✓	✓
Address Book	User	✓	✓
	Shared	✓	✓
	Company	✓	✓
LDAP	Company directory	✓	✓
Event Diary	Diary to email	✓	✓
Reporting & KPI	User	✓	✓
	Group	✓	✓
	Company	✓	✓
Call History	Calls Made	✓	✓
	Calls Received	✓	✓
	Calls Missed	✓	✓
	Call search	✓	✓

Headline Feature	Description	Silver	Gold
Time Based Routing	Time based routing	✓	✓
	Multiple calendar / schedule	✓	✓
	Call management planner	✓	✓

Call Barring policies	User	✓	✓
	Company	✓	✓

CLI Presentation option	CLI selection on outbound calls	✓	✓
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3-Way Call	3-Way Call	✓	✓
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Call Queues	Call queuing	✗	✓
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Call Recording	Call recording	✗	✓
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Auto Attendant	Auto attendant	✗	✓
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Extension Mobility	Hot Desking (Model dependent)	✓	✓
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Phone Buddy	Presence and Pop-up screen	✓	✓
	Presence status and Away when idle	✓	✓
	Directory with company private & external contacts	✓	✓
	IM AService	✓	✓
	Calls and presence status	✓	✓
	SMS	✓	✓
	Send alerts to your contacts	✓	✓
	Email	✓	✓
	Call divert	✓	✓
	Call forward	✓	✓
	Web portal access	✓	✓
	Call history	✓	✓
	Voicemail retrieval and playback, callback	✓	✓
	Faxes	✓	✓
	Call recording retrieval, download & storage	✗	✓
	Clipboard dialling	✓	✓
	Click to dial	✓	✓
	Skype for Business	✓	✓
	CTI Integration: Salesforce, Sage Act, Outlook, Zoho	✓	✓

Phone Buddy Enhanced	Presence based integration across devices (Ringing, On a Call, DND)	Optional	Optional
	Call Control Telephony (Answer, On Hold, Transfer)	Optional	Optional

Headline Feature	Description	Silver	Gold
Diagnostic	Phone Status	✓	✓
	System Diagnostic	✓	✓
Miscellaneous	Pin Protected outbound dialling	✓	✓
	Outbound calling using alias	✓	✓
	Broadcast call (Yealink)	✓	✓
	Broadcast call (Cisco)	✓	✓
Web-portal access	User	✓	✓
	Administrator	✓	✓
Wallboards	Call overview	Optional	Optional
	Inbounds calls	Optional	Optional
	Outbound calls	Optional	Optional
	Agents Inbound calls	Optional	Optional
	Queued calls	Optional	Optional
Softphone	PC, Mobile app	Optional	Optional
Video call	Polycom, Yealink, Panasonic (Handset dependent)	✗	✓
Conference Bridge	Conferencing facility	Optional	Optional

Contact SYS3 today for further information and to discuss your requirements

Email us: askus@sys3.com

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