



# CallPort Next Generation Telephony

## **Business advantages of CallPort:**

- *Free local and national calls*
- *Significant reduction in operational cost on line rental*
- *Flexible work force that can be contacted on a single number regardless of location*
- *Centralised system administration enabling increased flexibility in the management of inbound and outbound communications*
- *Increased resilience with business continuity features*
- *Fully managed access to a rich range of corporate grade features*

## **CallPort - 8el's next generation IP telephony service**

8el's ground breaking CallPort Next Generation Network (NGN) IP telephony service has been designed to deliver a range of features and benefits to the corporate market, enhancing business performance and reducing the total cost of ownership.

NGN technology maintains call quality and delivers a superior range of functionality, enabling a more interactive and intuitive approach to corporate communications.

## **Corporate VoIP services**

8el's CallPort platform replaces the need for a traditional Voice over IP (VoIP) or ISDN phone system with a fully managed, network based solution. Through fully resilient interconnects with BT, 8el has a full UK porting agreement in place, allowing customers to move forward with existing local area code numbers and benefit from next generation services. 8el is already porting its customers' existing ISDN number ranges onto the CallPort platform to deliver a lower cost, flexible and future proof solution.

8el's CallPort platform allows companies to work in synergy with modern business trends such as hot-desking, remote and home working and business continuity planning, enabling huge productivity gains. 8el's NGN solution will also deliver advantages such as savings on infrastructure costs, cheaper

calls and the introduction of innovative new services that exploit the convergence of real-time voice and data communications.

## **Evolving beyond the IP PBX**

8el's IP Centrex service provides a direct alternative VoIP for customers considering implementation of an IP PBX solution.

The 8el IP Centrex solution is a fully managed PSTN grade VoIP service. Customers pay a monthly charge per user to access the full stability and functionality of an NGN network; avoiding the site specific expenditure and maintenance costs of an IP PBX solution.

The solution is designed to boost productivity and working practices, breaking geographical boundaries to create a communications experience that allows flexible and mobile working.

## About 8el

8el is a trusted supplier to leading companies nationwide, delivering services to over 40,000 users. Designed by industry experts in collaboration with end users, solutions complement existing business infrastructures and provide a clear ROI.

Our reputation for providing efficient, cost effective communications networks comes from our ability to combine cutting edge technology with quality expertise and accessible, proactive support.

### What makes us different?

- Flexible networks to match your changing business needs
- Dependable support you can rely upon
- Innovative technologies to deliver business benefits
- Knowledgeable team providing a consultative approach
- Passionate about customer experience



CallPort is one of the first market ready, corporate grade IP Centrex solutions and it boasts a number of advanced features including:

### Operator Console

The Operator Console is a key component of the CallPort platform giving the user basic and advanced call handling functionality through a Windows based user interface. The console delivers centralised call answering, conferencing facilities and remote usage available if required to cover sickness, holidays or disaster recovery scenarios.

### Active Directory

By linking to a corporate directory structure, the CallPort solution maintains up to date information for handsets and offers instant access to multiple numbers. Up to 5000 users can be stored and divided up into several sub menus.

### iPath Softphone

The 8el softclient, iPath, is intuitive and easy to adopt. The softclient resides on the user's PC and can be used on its own, with a headset, or it can be 'paired' with an IP phone to provide information on the screen relating to the call.

Users can access their own softclient from any PC by means of a unique code allocated to them. Through the use of the .msi file format, administrators are able to easily roll out new software upgrades across the organisation, with all of the upgrade and maintenance expenses included in the solution cost.

### Call Conferencing

The CallPort conferencing service is a versatile audio conferencing application for both NGN IP and traditional telephony networks. It provides a complete, cost effective solution for managed and impromptu conferencing.

### Call Recording

CallPort delivers a flexible call recording and monitoring platform which can be tailored to suit business requirements; whether it is for training purposes in a call centre or legal grounds at a solicitors firm.

The call recording platform can automatically or manually record, store and enable the retrieval of telephony interactions, providing real time management and monitoring of calls as a method of best practice and tool for training.

### CallWatch Interactive

CallWatch Interactive is a powerful web billing and analysis tool. Accessible online, CallWatch Interactive allows customers to manipulate large quantities of data and process it quickly into managed, tailored voice reports. This valuable capability helps network managers to more easily identify potential savings and beneficial network modifications.