Take It
It's Yours

Advanced Cloud Communications from In2Com

Introducing the Solution to Your Communications Problems

In2Com is a business communications service with the latest services and applications all delivered from the Cloud. This brings your teams together, wherever they are; in the office, on the road or working from home. All users have a range of sophisticated IP handsets and desktop and mobile apps to maximise their productivity and enhance the usability of the service. Our apps feature instant messaging and presence, follow-me call routing and dynamic audio conference meeting rooms. What's more, as a cloud-based solution our platform is always up to date and we are continually evolving and adding new services. Trust In2Com to drive your business forward today and in the future

Why In2Com is Right for You

1

Number Flexibility

Retain your existing numbers when you move to In2Com or choose new numbers from anywhere in the UK and almost every major town and city from around the world.

2

Web Based Admin

In todays modern and dynamic working environment the ability to make changes in real-time 24/7 without contacting a support desk is critical to maintaining competitive advantage. The Uboss portal allows customer admins to add, remove or change service, or access all reports from anywhere within a browser.

3

Reduced Costs

Migrating to the cloud means you only pay for the users and services you need as a recurring monthly subscription. This significantly reduces the upfront investment required and makes the telephone service a monthly operational expenditure.

4

System Reliability

With a single cloud platform supporting thousands of business customers in the UK and around the world, the In2Com Hosted PBX platform is engineered to provide the greatest degree of reliability and stability.

5

Mobile First

Our mobile apps give users all the features they have at their desk, including “One Number” where they never display their 07 mobile number. All services are available including IM&P, Hold, Transfer, Conference and directory lookup. Put your office in your pocket with In2Com.

6

Scale Gracefully

Easily add or remove users as seasonal or project based demand requires. For customers that have peaks and troughs in their headcount, our Cloud solution is a perfect fit.

7

An End to Obsolescence

Don’t buy proprietary technology that is already dated when you first purchase it. Our Cloud UC solution is updated constantly, often with several feature releases per month, meaning you never again have an out of date system.

8

Multi-Site and Remote Worker Support

Work together in teams, even if you are not physically together. Video calling, presence, instant messaging, calendar integration and MeetMe conference enhance workgroup productivity across multiple locations.

Features That Mean Business

Call Recording
Capture all call transactions for peace of mind. Play recorded calls back almost immediately in the Uboss portal

Meet Me Conference Bridge
Your private meeting room for colleagues and customers to dial into. Control the session with the Moderator app

BroadWorks Anywhere
Push and pull live calls between your IP desk phone and mobile for total mobility and flexibility

Hot Desking
Easily move seats if you operate a flexible seating policy in the office or across sites

Call Screening
Automatically block CallerID withheld or specific numbers or send them to voicemail

Simultaneous Ring
Mobile twinning so that your mobile will ring at the same time as your desk phone

Shared Call Appearance
Multi phone support means users can have several devices connected, an ideal solution for users that have a phone in the office and an app on their mobile or a phone in their home office

Unified Messaging
All voicemail messages forwarded to your email inbox for ease of access. In addition, Play, Save, Delete and Call-back from within the VoiceMail tab in the Unity app

On-Net Extension Dialling
Free on-net short dialling for all users in your business, even across different countries

System Admin Made Easy. With Uboss

Making changes to the In2Com Cloud UC system is as easy as browsing the web with the Uboss management portal. Uboss acts as a management overlay and acts as a central portal . An Administrator can change all elements of the system, including adding and removing users, changing hunt group and call centre settings and running reports. Configurable Dashboard Widgets on the Home screen provide a snapshot of activity on the system and allow users to drill into deeper analytics. A comprehensive array of online and downloadable reports provides deep insight into how the system is being used and inbound calling patterns. Uboss key features:

Call Reporting – Calls are available almost in real-time within the Uboss portal. Each leg of the call is tracked so it can be followed around the business showing any wait time or hold time at each leg.

Auto-Attendant Reporting – What buttons are callers pressing on the auto attendant? Uboss demystifies exactly how callers are entering the business by providing reports on how often each option is selected.

Scheduled Reporting – Configure which reports you want, which statistics to include and when to receive them with our automated reporting.

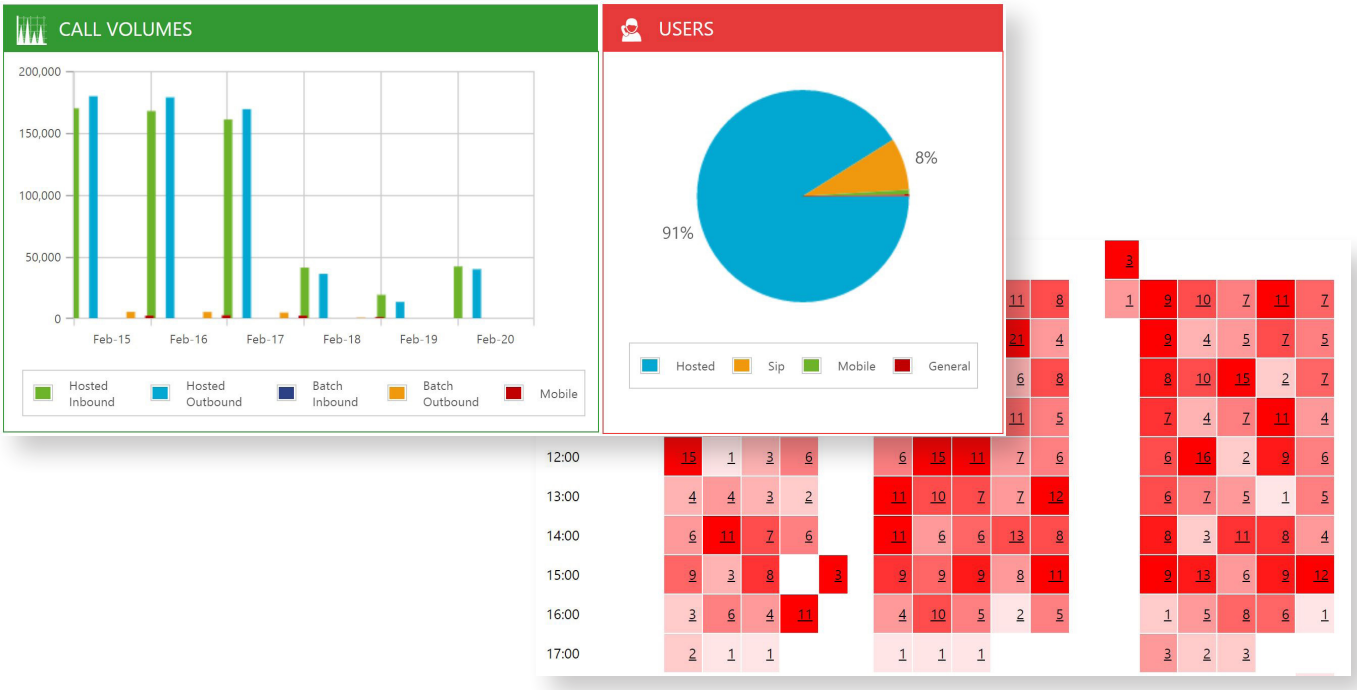
Heat Map Report – Call centre calls can be overlaid against the time schedule to produce the Heat Map report. This graphically represents peaks and troughs in calling patterns. Clicking any box will list all the calls that were received in the period.

Call Recordings – An Administrator with the correct security permissions can playback call recordings up to their level. For example, the call centre Supervisor may have permissions to play Agent calls but not the MD.

Automated Device Setup – Once a device has been configured for a user in Uboss it can be connected to the network and will automatically and securely pull down its profile, greatly simplifying setup for your IT team.

Wizards & Widgets – The elegant Uboss interface features widgets providing a real-time view of what has happened so far in the month. Making changes, such as adding a new user, is streamlined with wizards.

Bulk Change Tools – The ability to manage the platform can scale to thousands of users with bulk change tools. These will allow mass changes to be applied, such as changing what the buttons on the phones do, or changing outbound CallerID for all users, but can also be used to provide a download of the current user configuration.



Our Network

The In2Com platform is built on BroadSoft, the world leader in Cloud UC technology and the platform of choice for the world's biggest telecoms carriers. Combining Uboss and BroadSoft gives us the best of both worlds; the reliability, functionality, rich application sets of a PBX with the flexibility and ubiquity of IP networks. We only trust the best technology vendors on the planet to work with. You should too

Call Recording

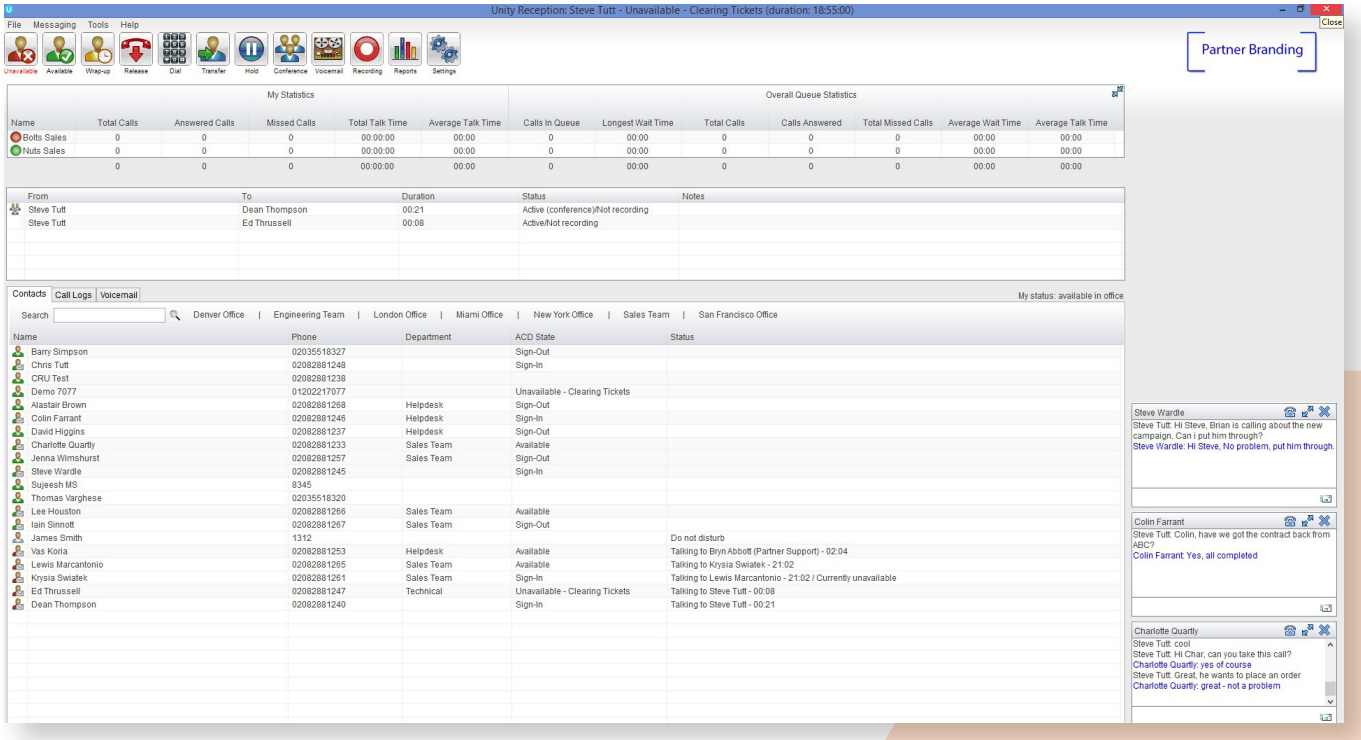
Call recording is an essential tool for productivity and staff training. Using our advanced and secure recording option, calls can be available online in Uboss almost as soon as the call is completed. Only users that have sufficient permissions can access recordings and they can only access another users recordings at the same or lower Security level to themselves. For peace of mind an optional audit log can be activated that will show who has accessed which call recordings

Key Features

- Calls kept in a secure and protected storage
- Recorded calls kept free for 90 days
- Bulk exporting available
- Roles & Permissions based access to recorded calls

Smooth Operator

Unity is a Windows client that combines call control, Instant Messaging, system directories and a busy lamp field to enhance the user experience. In this way, Unity provides more information about incoming calls and makes it easier to transfer, place on hold or conference the caller. The User Status window also provides visual indication of whether colleagues are engaged or available to take a call. Advanced telephone features such as hotdesk login, call diverts and Follow Me services can also be configured through Unity. Featuring an intuitive icon based interface, Unity provides point and click call control within the familiar desktop environment. Unity improves workgroup collaboration by bringing users closer to each other and simplifying internal and external communication. Unity is available in Lite and Pro variants as well as Unity Reception shown below.

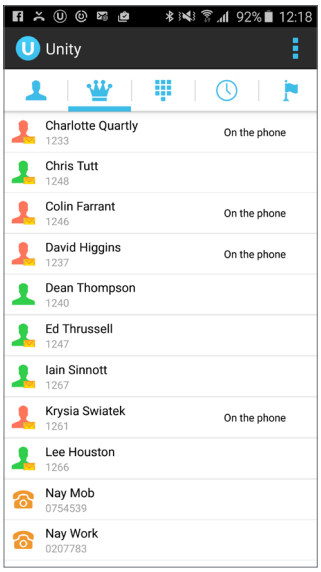


In2Com is exactly your size. Add users one or 100 at a time

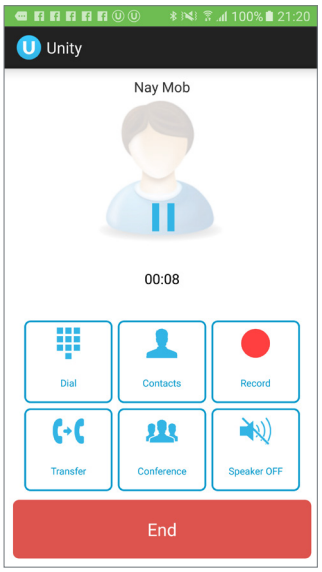
Elegant Call Handling on The Go

Unity Mobile puts advanced office phone features on your mobile. Featuring hold, transfer, conferencing, instant messaging and call recording control, Unity Mobile provides advanced business communication features to knowledge workers on the move.

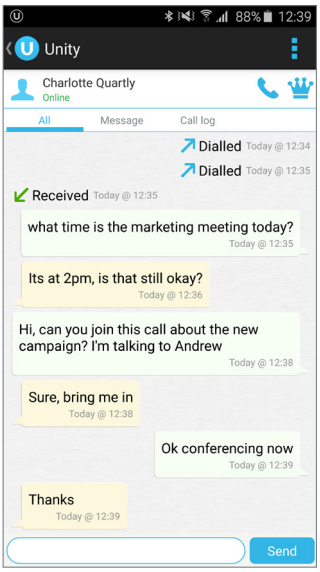
By layering smart call control options on top, and displaying the status of colleagues, Unity Mobile enhances communications and connectedness for mobile employees.



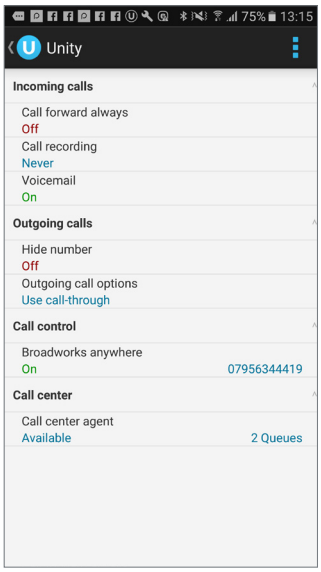
Visual indication of your colleagues' status



Buttons to simply conference and transfer



Instant message co-workers from anywhere



Configure preferences to suit your working model

Reduce costs, improve user efficiency, make it easier for customers

Sophisticated IP Terminals

Desk IP terminals are the focal point for user access to the system. Consequently, they have an important role in enhancing the user experience with a simple on-screen navigation and easy access to advanced features. The Yealink T-Series handsets deliver on this functional promise with a stylish and polished device in a range of variants to suit all users.

Yealink T48G

The T48 is an executive handset featuring a colour touchscreen and Gig Ethernet. Bluetooth headsets are supported with an optional dongle and the T48 has 16 programmable buttons.

Yealink T46G

Designed for power users the T46 provides an LCD screen and programmable buttons. Actions such as holding, transferring and conferencing are performed easily with direct action keys. The T46G features Gig Ethernet.

Yealink T42G

The workhorse. Deployed by the thousand in UK businesses the T42G provides a smaller desk footprint but still delivers an impressive telephony experience. A good fit with office and knowledge workers.

Yealink T41P

A beautiful thing in a smaller package, the T41 still retains a LCD screen and direct buttons for managing calls with Hold, Transfer and Conference. Ideal for home workers or those that will use PC apps for advanced functionality.

Let us worry about the technology, you can just focus on your business

Unity Dashboard

Suitable for both call centre and regular office environments, Unity Dashboard is a graphical interface that will display incoming and outgoing calls in real-time. This provides critical business intelligence and is an essential tool in maximising customer service for inbound callers.

Thresholds & Alerts

All queue and agent statistics can be configured with a wide range of colour based alerts, graphically highlighting any problems that require immediate attention.

Agent Gamification

Encourage self-management and competition among agents by using Dashboard as a leader board, e.g. show the top 5 agents based on total calls answered.

Configurable Statistics

Configure over 50 essential and desirable statistics to highlight metrics that are important to you.

Queue Statistics

Include: Inbound calls, answered calls, calls in queue, average abandoned time, overflowed calls, staff ratio, service level and agents available.

Agent Statistics

Include: ACD state, total call duration, outbound total calls, transferred calls, idle time and many more.

Key ACD State

See essential statistics such as Calls in Queue, Longest Wait Time, Overflowed and Abandoned Calls as well as agents current ACD state.

Scrolling Views

Scrolling allows Dashboard to display a variety of statistics and queues for even the busiest ACD environments.

	Calls In Queue	Longest Wait Time	Agents Available	Inbound Calls	Answered Calls	Average Wait Time	Abandoned Calls	Overflowed Calls – Wait Time
Nuts Sales	2	00:01:05	5	2	0	00:00:00	0	0
VanillaIP Sales	0	00:00:00	3	0	0	00:00:00	0	0
Bolts Sales	0	00:00:00	4	0	0	00:00:00	0	0
Qudo Support	0	00:00:00	5	11	9	00:02:36	1	0
VanillaIP Support	0	00:00:00	5	7	7	00:00:00	0	0
Total	2	00:01:05	22	20	16	00:00:31	1	0

	ACD State	ACD State Start Time	ACD State Duration	Inbound Calls	Answered Calls	Bounced Calls	Transferred Calls	Average Call Duration
Vas Koria	Available	19/09/2016 09:55:30	00:28:39	7	7	0	2	00:00:48
David Higgins	Available	19/09/2016 09:50:13	00:33:56	6	5	1	0	00:00:16
Steve Tutt	Available	18/09/2016 21:18:55	13:05:14	3	0	2	0	00:00:00
Paul Dewey	Available	19/09/2016 10:22:12	00:01:56	3	3	0	1	00:01:47
Alastair Brown	Available	19/09/2016 10:15:37	00:08:32	2	1	1	0	00:00:51
Krysia Swiatek	Sign-In	19/09/2016 08:28:59	01:55:10	0	0	0	0	00:00:00
K S Matthew	Sign-In	18/07/2016 04:45:43	63d 05:38:26	0	0	0	0	00:00:00
Jenna Wimshurst	Available	19/09/2016 10:05:37	00:18:31	0	0	0	0	00:00:00
Andrew Todd	Unavailable (Clearing Tickets)	19/09/2016 08:52:14	01:31:55	0	0	0	0	00:00:00

Can your system pause and resume call recordings mid call to omit caller credit card details?

www.in2com.co.uk