

Voxivo4Teams

The power platform for voice communications



The nature of communications has changed forever

Technology helped us survive the pandemic. Now is the time to go beyond great collaboration and transform your organisation.

Employees now expect to work flexibly and need to work productively from anywhere. To stay ahead of the curve, organisations have to harness the power of their teams through innovative technology. In recent years the growth of Teams has been explosive. Adoption is now widespread but the majority of organisations are only using its basic functionality.

People now expect instant access to each other, when they need to solve a problem they want easy access to information and colleagues.

You'll probably already be using or thinking about adopting Teams and why not? Described by Microsoft as the fastest growing application in its history, Teams is one of the most effective communication solutions around.

It's a powerful platform for business change. But, are you getting the most out of it? What opportunities are you missing?

Unlock the power of Teams with Voxivo

In a hybrid world you need to make the most of every connection. Legacy voice technology, multiple communications platforms and numerous providers, can significantly undermine productivity.

Integrating your voice communications with Microsoft Teams enables your employees to seamlessly collaborate with customers and colleagues. Whenever they need to work and wherever they are.

Teams allows you to perform video calls as well as making and receiving landline and mobile calls. By using Teams, you can eliminate your existing telephone networks and ditch the desk phone.

Vovoxo4Teams is a cloud voice solution that seamlessly integrates with Microsoft Teams. Leveraging the best features of an agile hosted phone system, it greatly simplifies management and helps you drive more value from your investment. By adding voice-over-IP, call recording, advanced analytics, and admin tools you can significantly reduce cost and improve your voice communications.



Streamline your voice communications

Work securely and productively from anywhere



Simplify your infrastructure

Multiple networks, old voice technology and numerous platforms are costly and undermine customer experience. Fixed offices, desk phones and rigid hours just don't cut it anymore.

Voxivo4Teams allows you to completely transform your voice infrastructure. Legacy voice networks can be eliminated, PBX hardware retired and desk phones removed. This also allows you to reduce the number of contracts, vendors and support arrangements.

Voxivo4Teams is a cloud-based phone system which seamlessly integrates with Microsoft Teams. It allows you to easily manage interconnectivity between the public voice network and your Teams environment. Most importantly, Voxivo4Teams extends the collaboration functionality of Teams beyond the enterprise to external customers and contacts. This means that you don't need any other systems to support your external communications.

Reduce regulatory risk

COVID-19 and the switch to hybrid working has made it harder to enforce effective compliance policies. Also, these controls are no longer limited to phone, mobile and email monitoring. Many companies need to protect their brands, revenues, and people by ensuring continuous communications recording compliance.

Financial organisations in particular, are required to record and store all communications relating to deals and investment advice, even if they don't result in a transaction.

Our experts are highly experienced in designing end-to-end compliance solutions for all forms of communications monitoring and surveillance. Including Voxivo4Teams deployments, from licensing and solution design to implementation and compliance recording.

Exceptional call routing

Voxivo4Teams ensures that employees' time is optimised and delivers the maximum value for the organisation, which is essential for an efficient operation.

Handling a customer enquiry effectively with a well-motivated and engaged agent delivers a much better customer experience. Ensuring that calls, whether inbound or outbound are routed as efficiently as possible, is key to maintaining high levels of productivity and customer experience.

Supercharge your Microsoft Telephony with enterprise PBX features, hunt groups, drag and drop dial plan, IVR's, and recording storage and retrieval.

Make administration easy with the Voxivo4Teams integrated supervisor portal. User, call and cost management, can all be done in a click.

Voxivo4Teams also allows you to integrate solutions you've already invested in which are critical to your business. So you'll unlock increased revenues and decrease time-to-market.

Elevating the contact centre experience

Operating a highly effective contact centre needs supervisor and agent portals with real-time reporting and analytics, customisable wallboards, and integration with leading CRM systems.

Voxivo4Teams provides access to extra features including:

Visual dial-plan editor - Using an illustrated engagement model, dial plans can be easily edited for seasonal or ad hoc campaigns. Changes only need drag-and-drop skills.

Intelligent call routing - Offering optimised customer journeys with customised date and time-of-day routing and IVR menus. As well as intuitive skill-based routing.

Professional voice - The platform provides sophisticated features such as multi-line hunt groups and advanced call queuing.

Essential telephony features like auto attendant are included. Additionally, with native CRM and contact centre integration it's easy to capture and share customer information. Adding voice-over-IP, call recording, detailed reporting and analytics, improves first call resolution and the employee experience.

Improving control and simplifying deployment

The Voxivo4Teams intuitive management portal offers additional features such as user moves, adds and changes, as well as call charges and statistics. Also, you can view or modify contact lists and control phone features like adding DDI numbers, extensions, or mailboxes.

Other features include:

Analytics and reports - Providing an overview and a deeper understanding of calling metrics with recordings logged for download and playback.

Real-time cost estimator - Stay on top of unbilled call costs, by assigning account codes to each department and avoid surprise bills.

2-way Teams calling - Using the fully integrated platform, Microsoft Teams Telephony multi-way calling is managed through the Voxivo4Teams portal.

Deploying Voxivo4Teams couldn't be easier because of its intuitive, user-friendly design you don't need in-depth technical skills. In contrast, Microsoft Teams Direct Routing requires a clear understanding of Microsoft licencing, certified session border controllers, SIP trunks and PowerShell coding.



Choosing the best voice solution for your needs

In the new world of hybrid working, helping your people to collaborate wherever they are is essential. Teams is a great collaboration tool, but without integrating it with the telephone network, it's not fulfilling its full potential. To get the best out of Teams it needs to be as easy to make external calls as it is to collaborate internally.

Kerv offers you three ways of doing this:

Microsoft Teams Calling Plan

Using the standard Microsoft calling plan is probably the quickest way of integrating your Teams users with the telephone network, but it comes at a cost. It's best for small companies.

Microsoft Teams Direct Routing

Microsoft Teams Direct Routing allows you to take advantage of Kerv's voice network, giving you access to our competitive rates and international telephone numbers. This also include a cost management dashboard, so you can easily see a breakdown of your calling costs. This is best for small or medium-sized companies who want to control their costs.

Voxivo4Teams

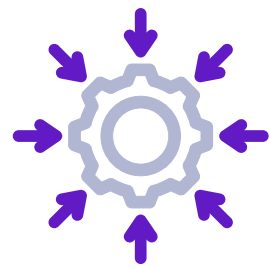
Voxivo4Teams adds extra functionality to the Teams platform, enabling you to make full use of all its benefits. With Voxivo4Teams, you get better resilience and improved compliance, at a competitive price. It's also much easier to manage.

This option is best for medium and large companies who need their phones to work no matter what and need to easily manage their communications, with better uptime, greater control and enhanced regulatory compliance.

Feature	Teams Calling Plan	Teams Direct Routing	Voxivo4Teams
Competitive Kerv Tariff		Y	Y
Cost Management Dashboard		Y	Y
Service Consultation Workshop		Y	Y
Training (Train the trainer)		Y	Y
Change Management		Y	Y
Self-Service Portal			Y
Visual Dial-plan editor			Y
Real-time cost estimator			Y
Outbound number manipulation			Y
Feature codes			Y
Account codes			Y
Call Recording			Y
Native Call Centre Add-on			Y
Typical Service Uptime	99.9%	99.9%	99.999%
Multi-level IVR/ Auto-attendant			Y
Call forwarding			Y
Call Queues			Y
Voicemail to email			Y
Hunt groups			Y
Mobile Twinning			Y
Click to call			Y
Compliant call recording			Option
PCI Compliance			Option
Administration	Using Powershell	Using Powershell	Using Self-Service portal



Enjoy the benefits of improved customer experience and reduced costs with Voxivo4Teams



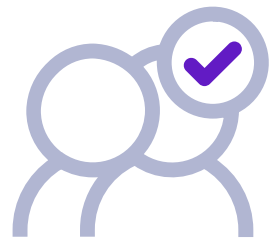
Reduce complexity

Voxivo4Teams allows you to replace your existing PBX, telephone lines and desk phones with a single integrated communications solution.



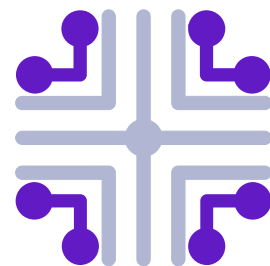
Improve compliance

Voxivo4Teams features built-in call-to-call recording, with the option to upgrade to HIPAA, GDPR, PCI, Dodd-Frank, MiFID II compliant call recording.



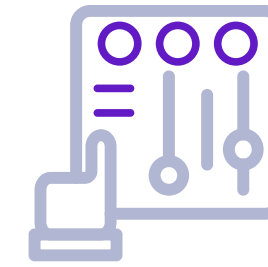
Better customer connections

Put more WOW into your customer experience. Take DDIs with you wherever you go and present local in-country phone numbers. Add Voxivo4Teams call centre features including agent portal, wallboards and supervisor reporting.



Intelligent routing

The easy to use drag-and-drop Visual Dial Plan Editor lets you optimise customer journeys, customise dial plans, implement time-of-day routing and develop IVR menus.



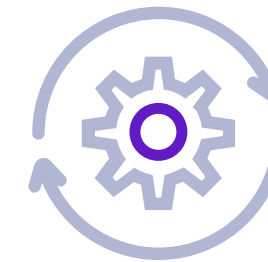
Take control

Voxivo4Teams enables traditional Enterprise PBX features, such as hunt groups, IVRs, and safe recording storage and retrieval. All from one easy-to-use web management screen.



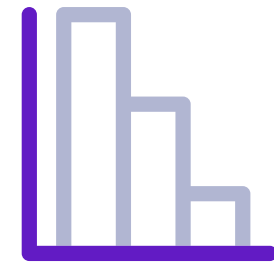
Make it easy

Give your agents a single, easy-to-use desktop that handles every interaction including calls, chat and access to key applications.



Really resilient

Voxivo4Teams offers an alternate soft phone, so if Teams fails for any reason, you can still make and receive all your calls. With Voxivo4Teams you can increase your uptime from the 99.99% that Microsoft offer to 99.999% or beyond.



Outstanding value

The flexible licensing model and competitive price makes Voxivo4Teams an extremely cost-effective voice communication and collaboration solution.





3 reasons to harness the power of Voxivo4Teams

Transform your business communications

“We are struggling to keep up with the pace of ever changing financial service regulation”

How this affects you...

We are unable to easily record and retrieve voice, chat and video communications

What if you could...

Improve regulatory compliance by making it easier to record, archive and integrate all your communications

With Voxivo4Teams you can...

Implement a single call recording platform that seamlessly integrates with Teams and your existing applications

“I need my employees to be able to take service calls at home”

How this affects you...

Our customer experience is suffering because I can't get enough experienced staff

What if you could...

Employ part-time workers and empower to them to be productive when not in the office

With Voxivo4Teams you can...

Ensure that calls be flexibly and securely routed to your team regardless of their location

“Our PBX is out of date and our existing voice connections are from multiple vendors”

How this affects you...

Maintaining our existing infrastructure is expensive and time consuming

What if you could...

Replace your existing infrastructure with a single integrated communications platform

With Voxivo4Teams you can...

Reduce cost, increase flexibility and improve employee productivity with a familiar Teams based interface

Why Kerv?

We help customers transform their organisation by harnessing the power of Microsoft Teams as a universal platform for collaboration, process improvement and communication. From adoption to network transformation and software development we unlock the value of your IT investment.



Our Approach

From day one of Kerv, every decision has been made around the belief that happy employees go hand-in-hand with an exceptional customer experience. It's a crucial part of a culture at Kerv that's anything but flat. That makes 'customer-first' actually mean something.

That's why we invest so much time and effort in helping our team be the best they can be. By encouraging a culture where our experts feel supported and trusted to act with complete autonomy, they can deliver the best customer experience possible. Put simply, the happier our team are, the better they'll look after our customers.

Built to deliver

Kerv has been built from the ground up to be the best we can be. Our practice approach means that our experts have autonomy, the time to get to know their customers and the focus to be specialists in their field. Because only then can we deliver truly bespoke, market-leading solutions that help our customers stay ahead.

Stay ahead

Inside-out, Kerv is focused on one idea, to stay ahead. For our customers, it means focusing on the bigger picture, business goals, tailoring our solutions to what you actually need and making your experience all about you. We'll challenge and push you. Helping you to get ahead of the competition. And stay there.

For the Kerv team, stay ahead means being the best we can be. Ahead of trends, ahead of the game, ahead of the curve. It's what fuels our culture, giving our experts permission to innovate and the ability to grow.

Specialists With Scale

Our range of five expert practices allows us to create innovative solutions at scale.

Rich voice heritage

With more than 20 years' experience, Kerv manages complex IT environments for thousands of public and private sector clients. Our award-winning Voxivo4Teams solution is easy to adopt with intuitive plug-and-play tools, simple onboarding, and 24/7 support.

Professional services

Whether you want to design and set up Voxivo4Teams yourself, or need an expertly managed migration. The Kerv professional services team are here to help you. From provisioning to training sessions, we'll ensure that you're up and running as quickly as possible. We'll walk you through the deployment process and work with you to build a practical rollout plan. Nothing could be easier.

Our people make the difference

We offer around-the-clock support from experienced engineers. Our highly qualified technicians are on-hand to help plug skills gaps. Our teams adhere to best practices including the latest ISO and ITIL standards and PRINCE2 project management methodologies.

About Kerv

Get in touch today to find out how Voxivo4Teams could help you drive more value from your Microsoft Teams investment.

Contact

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KERV

Combining world class cloud solutions and digital transformation with a uniquely collaborative way of working. Kerv's experts focus on clients' business goals. Then create the right digital and cloud solutions to achieve them. This is done by our brilliant people who focus relentlessly on the customer's needs. It's our commitment that leads to transformative solutions.

