



IP Office

Your flexible phone system
packed full of features



Welcome to IP Office.
Our most popular phone solution combines all the best aspects of a traditional phone system with the benefits of IP technology.

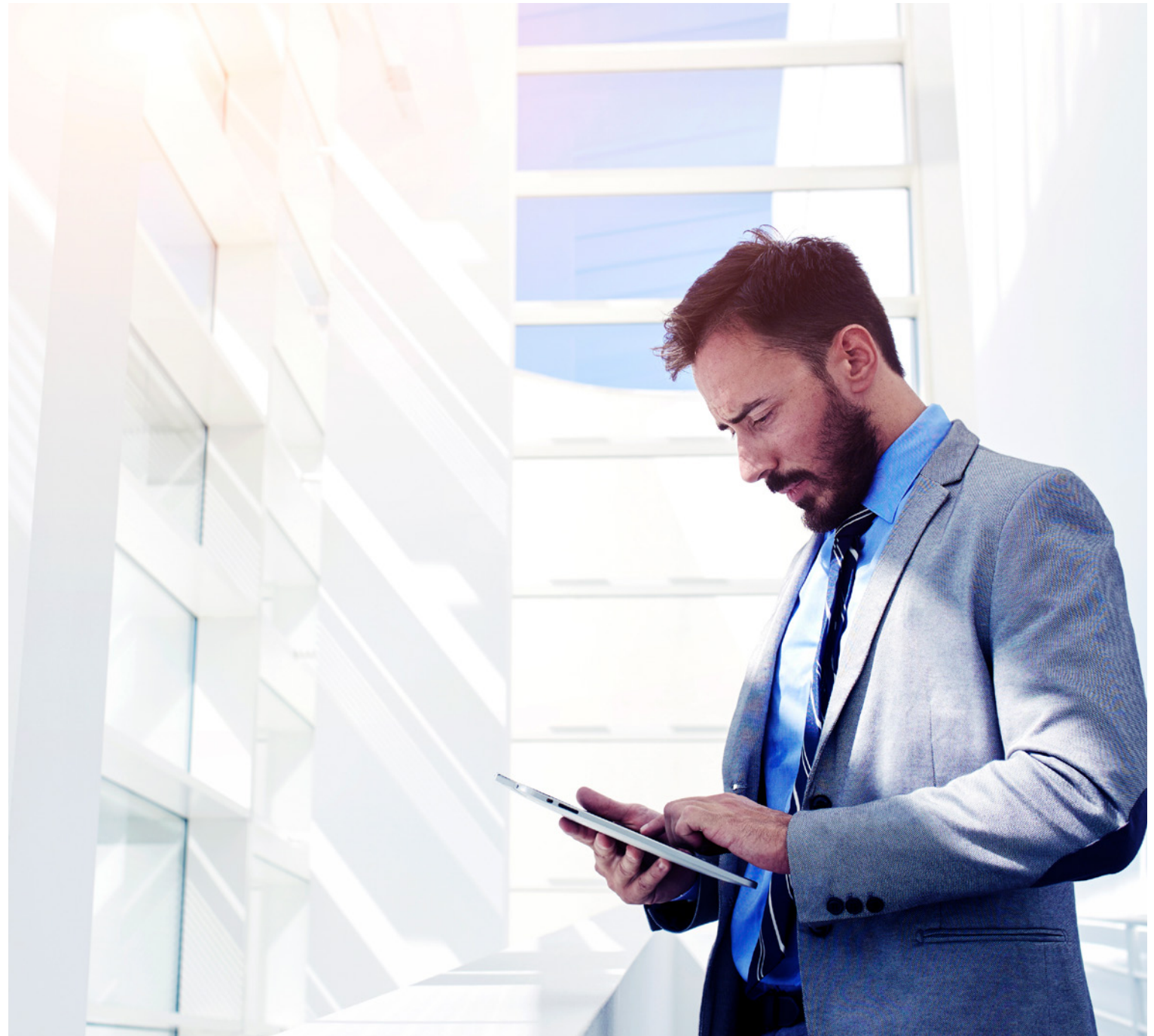
No more juggling devices

IP Office brings calls, messaging and conferencing together. Open voicemails and emails from a single inbox, whenever you're online.

A single inbox can improve your work day

By pairing our network with IP Office by Avaya, you can connect your desk phone, mobile and computer together. That's one place to take calls, catch up with voicemail messages and look through email – so you can stay in touch with your customers and business, wherever and whenever you're working.

IP Office is perfect for SMEs and large businesses alike, handling anything from six employees to 2,000 at the same time. So you can prepare your business for growth and remote working, and provide a more personal, professional service for customers.





Five ways your business will thrive with IP Office



1. You'll get more done

- Take your voicemail and email messages with you when you leave the office.
- Send calls to the right person automatically.
- Get quick answers over instant messenger.
- Conference calls give leaders an easy way to share big news.
- Project teams can share ideas over visual voicemail and Presence.

2. Your customer service stands out

- Set up your home, desk or mobile phone to ring when customers call.
- Add a personal touch with information from Salesforce.com, Outlook and other plug-ins.
- Team leaders can check how many calls are on hold, and who's free to take them.
- Look at long calls or calls you missed to find ways to improve.
- Monitor your teams' performance.

3. You're in control

- Manage your entire phone system from a single location.
- Add or move IP and SIP phones by simply plugging them into your local area network.
- Spot and solve potential issues quickly.
- Set up fast using typical user profiles.
- Equip people for specialist roles, homeworking or travelling between offices.
- Receptionists can use point-and-click call controls to see who's calling and why.

4. There's room to grow

- Use IP Office with up to 2,000 people.
- Measure the value of marketing campaigns and learn how to make more sales.
- Easily add or move IP phones.

5. You can save money on calls and travel

- Make low-price calls over the internet.
- Host conference calls with up to 250 people and save on travel.

Which IP Office solution is right for you?

IP Office Connect

Ideal for: small businesses who just want the essentials

Our basic system can keep up to 24 people connected. You can manage the phone network using software, a web portal or individual phones. And you can upgrade without swapping your hardware – stepping up to Essential Edition is as easy as buying a licence.

IP Office Essential Edition

Ideal for: small businesses who want conference calls and call steering

Adds caller ID and call transfers. Office Essential is a hit with small businesses who want:

- **Secure conference calls** Your people can host password-protected conference calls.
- **Intelligent routing** Essential Edition can put customers through to specific people, based on phone number or location.

Payment options to suit your budget

With finance leasing, there are no up-front costs. Pay for IP Office over three to seven years – repayments might even be tax-deductible.

IP Office Preferred Edition

Ideal for: small businesses who need sophisticated call routing

Preferred Edition comes with intelligent communications capabilities, allowing staff to collaborate easily and respond quickly to customers and colleagues.

This system uses communications to establish a competitive edge through intelligent call routing, sophisticated messaging, call handling and application integration.

IP Office Server Edition

Ideal for: large businesses with many employees across multiple locations

Server Edition is powerful enough to keep up to 2,000 users connected to phone, email and instant messaging, across 32 offices – and keep 150 voicemail channels open.

Despite its size and power, you can manage this system and licensing using a single web portal. Add on Multimedia Contact Centre for features designed for call centres – these let your customers contact you in their preferred way, so you won't miss a thing.



Faults? We've got you covered

You can report a fault with your IP Office system at any time – although we might just surprise you and already know about it. Why? Because IP Office comes with Proactive Remote Monitoring (PRM).

With PRM, we're keeping an eye on your phone system 24/7, making sure everything works as it should. If there's a problem, PRM will give our Fault Control Centre a nudge. Then we'll get our engineers working on a fix, day or night – even outside of your regular office hours.

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