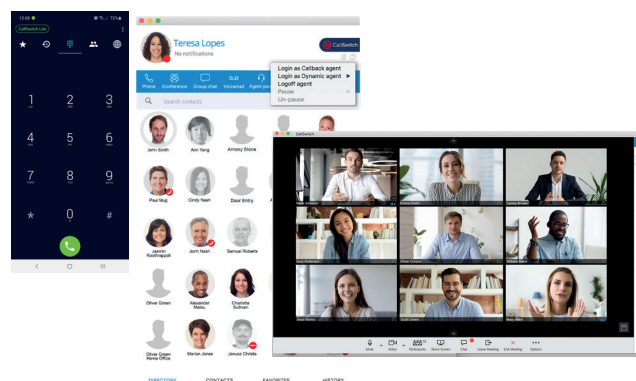




# Hosted Telephony Solutions

Designed to enable your teams to work smarter and safer, our Telephony solution is fully featured, 100% cloud and simple to use.

A simple to use system which enables your team to work efficiently from anywhere, at anytime. Instead of chargeable extras, our solution is fully featured, boasts advanced collaboration tools and our UK based helpdesk support team are only a phone call away.



[www.sharp.co.uk](http://www.sharp.co.uk)

**SHARP**  
Be Original.

# Key Features

**Self Service** - You are in control, no need to call us to reset your voicemail PIN number or add a new speed dial key (although you are more than welcome to).

**Microsoft Teams Integration** - Deliver your call into your Microsoft Teams graphic user interface to allow for a single communications platform for your business.

**Conferencing** - A simple drag and drop interface for easy conferencing both internally and externally, all included within the license cost.

**Click to Dial** - Simply click on the number you want to call in Outlook and start talking from your desk phone, soft phone or mobile.

**CRM Integration** - Full CRM integration at no extra cost. No need to update your CRM every time you call a contact or they call you. Please let us know which CRM System you use to make sure we can integrate.

**Simple Licensing** - Single monthly cost for each user.

**Voicemail** - Our Telephony solution allows you to listen to your voicemails from your desk phone, PC / Mac soft phone or mobile app. We also send you an email with the voicemail message attached and transcribe the message into the body of the email, just in case you can't listen to the recording.

**Call Recording** - There are two types of call recording. Compliance based, ensures any legal or regulatory requirements you may have are taken care of (and needs an additional license fee). If you don't require compliance based call recording, you're good to go on our standard service, which is included in the standard license cost.

**Call Transferring** - Support remote working and transfer calls to your team where ever they may be working.

# Key Benefits



## Single Point of Contact

A single point of contact and ownership for all your Telephony, IT needs and issues.



## Unified Communications

If your team work from different locations or do not have a static desk, they can now easily make and receive calls from wherever they are, from their desk phone, PC (including Macs) or via a mobile app.



## Always-up-to-Date

Always up-to-date, no hardware maintenance contracts or software update costs.



## Remote Changes

We can make changes remotely, no need to program equipment. Have a new team member starting? No problem, we can deliver you a new phone to either your office or their home that will set itself up as soon as it's plugged in.



## UK Cloud Based Service

Totally cloud based (in the UK, so no GDPR nasties), meaning no reliance on equipment in your building such as phone servers/PBX's



## Simple Licensing

Single monthly cost for each user.