![Splicecom logo] **Splice**com

SelectCloud

SelectVoice communication services & solutions
in the cloud for smaller businesses

The Right Choice for Voice

Vision Record
Record voice calls for compliance or quality monitoring.

Vision Live*
Real-time information direct to your Wallboards or PC screens. Get the big business-wide picture or focus on departmental or individual user performance.

Vision Reports
Easy-to-view reports show you what's going on in your business. Browser-based so you can view reports on any device, wherever you might be.

Vision Call Centre*
Delivers an extensive range of inbound call centre capabilities for requirements large and small.

Connectivity Services
Connectivity lies at the heart of a successful voice solution. Offering voice only, converged voice and data or MPLS services, you can be assured of the most appropriate solution.

SIP Trunks
Lower call charges with 5,000 free minutes to UK landlines and mobiles. Disaster Recovery routing options, fraud monitoring and number portability too.

Cloud Hosting*
A range of virtual servers in the cloud (vMAPs) for Splicecom's SelectVoice and core system applications.

On Premise Survivable Gateway
Deployed with SelectVoice cloud solutions to provide advanced resilience and DR with local call breakout over SIP or ISDN trunks.

Legacy Analogue and ISDN Gateways
Integrate your legacy services and devices with the cloud using our Intelligent ISDN and analogue phone gateways, which support door entry systems too.

On Premise Platforms*
A choice of standalone Multi App Platforms (MAPs) for deploying Splicecom's SelectVoice and core system applications.
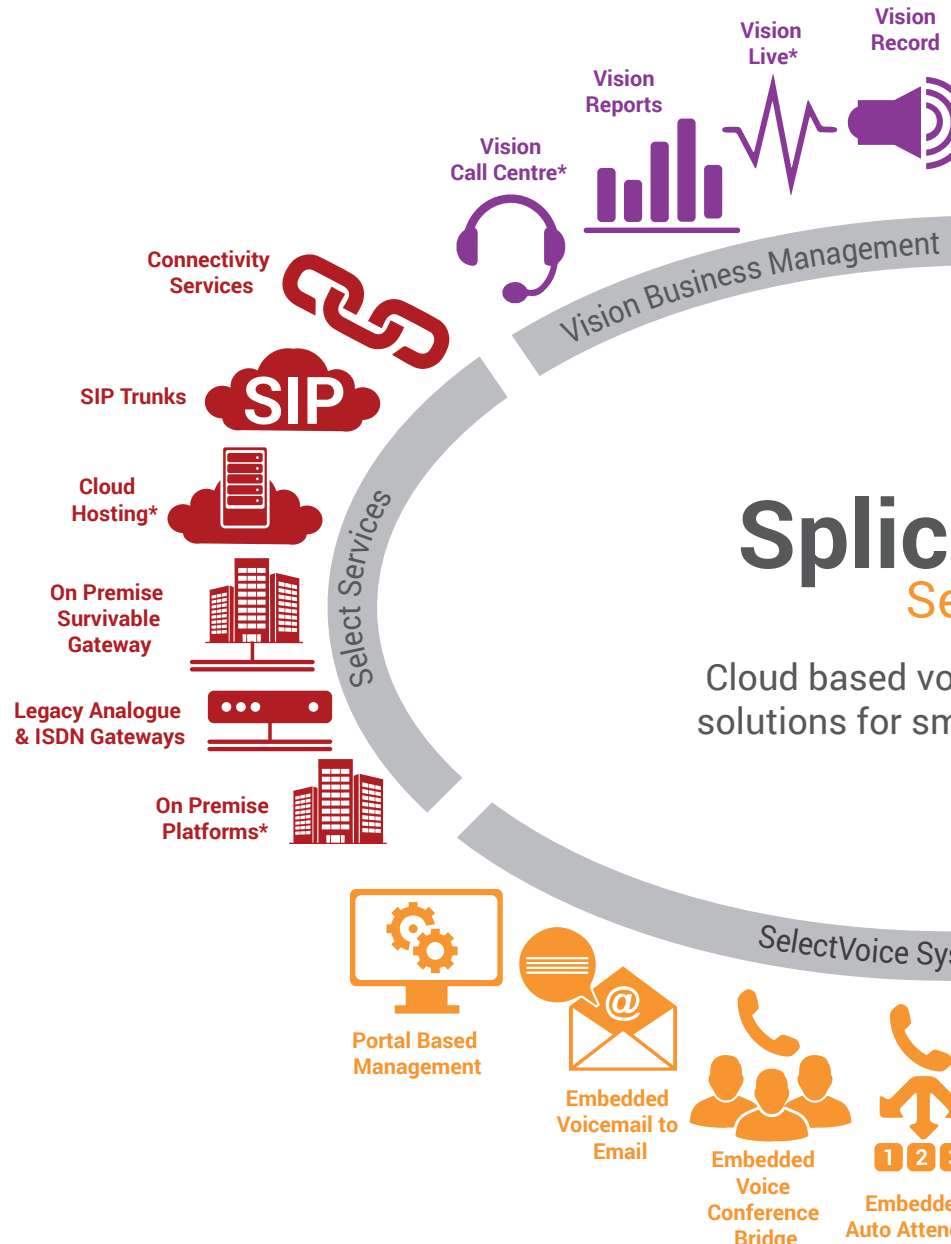
Portal Based Management
Multi-level access control providing configuration and management access for system admin, helpdesk staff and Splicecom specialists.

Embedded Voicemail to Email
Receive all your voicemails in your email. Integration with our system Contact Directory provides easy caller identification and message search.

Embedded Voice Conference Bridge
Easy-to-set-up voice conferencing greatly improves project planning, issue resolution and business development.

Vision Record
Vision Live*
Vision Reports
Vision Call Centre*
Connectivity Services
SIP Trunks
Cloud Hosting*
On Premise Survivable Gateway
Legacy Analogue & ISDN Gateways
On Premise Platforms*

Vision Business Management

Select Services

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SelectVoice Sys

Portal Based Management
Embedded Voicemail to Email
Embedded Voice Conference Bridge
Embedded Auto Atten

There is a Splicecom SelectCloud solution that is ideal for every business and organisation. No one is too small. Whatever industry you are in, whatever your particular voice requirement and whatever your IT strategy might be, there is a Splicecom SelectCloud solution that's just right for you.

Navigate UC and CRM*
Voice enables Skype for Business and Outlook integration, then adds support for all the leading CRM and market specific databases.

Navigate Pro Phone Partner
PC based call control for your Splicecom IP desk phone.

WebPartner
Browser based call control for Yealink, analogue and smartphones as well as Splicecom's IP desk phones.

Operator Console
Elevates business productivity and enhances the image created at the main point of customer contact, through better service.

IP Desk Phone
Splicecom phones provide access to highly desirable features in a consistent manner. Yealink phones are ideal for everyday use, or where budgets are tight.

IP Wireless Phone
A wide range of IP wireless devices, ideal for office mobility, are supported.

Navigate Pro IP Softphone for Windows
Delivers Splicecom desk phone features in a softphone on your PC. Reduces costs, frees desk space and encourages headset working.

iPCS Softphone for Smartphones
Splicecom's iPCS smartphone apps provide core desk phone features on your smartphone, over WiFi/3G/4G connectivity.

Call Forwarding
Route calls to your device of choice when out of the office, or have both your office phone and mobile phone ring simultaneously.

In-queue Announcements
Simple pre-set announcements greatly improve overall customer satisfaction.

Flexible Call Distribution
Unlimited Hunt Groups, Call Presentation options, time of day routing and CLI identification ensure efficient customer service.

Embedded Auto Attendant
Give your callers the ability to choose which department they want to talk to, ideal for avoiding switchboard congestion.

Embedded Apps

Unified Communications

SelectVoice Features

Deployment

* - Options

Navigate
UC & CRM*

Navigate Pro
Phone Partner

WebPartner

Operator
Console

Call Control

ecom
electCloud

ice services and
aller businesses.

Devices

IP Desk
Phones

IP Wireless
Phones

Navigate Pro
IP Softphone
for Windows

iPCS Softphone
for Smartphones

stem Features

Call
Forwarding

In-queue
Announcements

Flexible Call
Distribution

What is it?

Splicecom's SelectCloud for Smaller Businesses is a complete business communications service that provides an extensive range of fixed and mobile voice capabilities to businesses with under 80 employees (there's a wide range of solutions for larger businesses too). It offers a range of business focused features with an emphasis on flexibility and IT integration, delivering an overall voice solution that matches your IT strategy and meets your exact needs, allowing your workforce to manage their calls easily and effectively to maximise productivity.

Features & Benefits	Core Features	Advanced Benefits
Portal Based Management	Easy-to-use SelectVoice admin portal for adds, moves, changes and control.	Allows you to manage your own system.
Flexible Call Distribution	Comprehensive call routing offers initial and alternate distribution for group calls. Options for voicemail, out-of-hours and bank holiday/exceptions	Getting calls to the right person or group is fundamental – our competitors charge extra for this!
Call Forwarding	Forward personal and group calls to mobiles, home phone, etc. Options to divert to another phone on busy, or no answer, or set two phones to ring at the same time.	Easily controlled from your Splicecom desk phone, IP softphone, PC partner or smartphone app.
In-Queue Announcements	Record your own announcements for your customers to hear if they're waiting in a queue.	Improve your customer service by promoting the image or services you want to tell them about, whilst they're waiting to be answered.
Embedded Auto Attendant	Automate repetitive call handling tasks.	Enhance customer service by getting callers to exactly where they want to go – quickly.
Embedded Voicemail to Email	Automatically forward your voicemails to your email account so that you can play them back as audio files.	Get all your messages in one place. Great for the times that you're working away from the office.
Embedded Voice Conference Bridge	Set-up, manage and control your own voice conferences for three or more parties.	Save costs and time by hosting your own conferences, rather than outsourcing them
Vision Call Reporting	Historical call reporting offering a wide range of reports in graphical and tabular formats.	Permissions based access allows directors, managers and administrators to only see what they're entitled to. Email report scheduling allows management reports to be generated and distributed automatically..
Vision Call Recording	Verify exactly what was said, or use for staff training. 30Gb storage capacity as standard for SelectVoice customers. Option to increase capacity/storage via external device whilst retaining search and playback facility.	Call recording control via desk phones and softphone for FSA and compliance requirements. Permissions based access for search, listen, download and forward to email with audit trail management.
IP Desk Phones	Extensive range of business phones offering value added features and a low-cost of entry to meet every requirement and budget.	From basic corridor phones to high quality LCD/colour screen models and Android based options with video. Built in Bluetooth and WiFi choices too.
DECT Wireless Phones	Wide range of cordless DECT phones, DECT conference phone and DECT based desktop phones.	Make and receive calls anywhere in the office.
Navigate Pro Phone Partner & Navigate Pro IP Softphone	Control your desk phone from your PC in Phone Partner mode, or connect a headset/audio device to use your PC as a system phone.	Delivers advanced phone features. Skype for Business and Outlook integration.
iPCS Softphone for Smartphones	Smartphone softphone application for Android, Apple and Windows phones.	Use your smartphone as your sole business phone, or in conjunction with your desk phone.
Web Partner	Manage and control your desktop phone from your web browser.	Ideal for DR requirements and PC based thin-client deployments.
Select SIP Trunks	Choose your own or take ours - 5,000 bundled mins for free calls to UK landlines/mobiles.	Reduce the cost of your telephone calls and get Business Continuity and Disaster Recovery too.
Select Connectivity	Use what you've already got, or take ours (broadband, fibre or leased-line services), for end-to-end connectivity.	Splicecom Select Connectivity ensures a full on-net delivery for maximum performance.
On Premise Survivable Gateway	Blends SelectVoice in the cloud with Splicecom's fully integrated on-site Survivable Gateway for the optimal Disaster Recovery solution.	Offers enhanced levels of DR should connectivity outages occur. - Full internal comms, ISDN/SIP service support, call recording back-up, AA services, etc.
Legacy Analogue and ISDN Gateways	Easy-to-deploy intelligent gateways supporting ISDN trunks and analogue phones.	For high capacity analogue phone deployment, legacy door entry, PA systems, or ISDN Trunks.