

One number access for employees on the move

As an Avaya authorised partner, Qvoice can help your business utilise the latest technology to develop an innovative and unified communications strategy.

With the growing trend towards a more mobile workforce, it is important that colleagues and clients can get hold of your staff easily, even if they do not have a laptop with them.

IP Office Mobile Worker (available with IP Office Preferred Edition and Advanced Edition) keeps your employees readily accessible, wherever they're working.

It does not matter if they are with clients, between offices or store locations, on a different floor, in the warehouse, or on the road, your employees can still be reached with a single number.

Mobile Worker turns any phone into an extension of an office phone, with many of the same call handling features as are available in the office.

Your staff member gives out just one phone number, their office number and when a call comes in, it rings their office phone and their mobile device simultaneously. There's no more missed calls or rounds of telephone tag, it makes it easy for customers, colleagues and vendors to reach them wherever they are.



Capabilities

Now manage your office from your mobile device – provide customers and colleagues with just your office phone number and have any calls ring simultaneously on any other phone (mobile, remote office, home office), easily eliminating missed calls when out of the office or away from your desk. Create and manage conference calls right from your mobile device with just a single click. You can simply extend your presence and instant messaging capabilities to your mobile device, showing you who is currently available and instantly contact them through IM.

Walk the office – If you have a large workspace, you can purchase a wireless IP phone to allow any member of staff to roam your site, whilst staying completely accessible, as though they were at their desk.

Easy access to messages – Whether you are using a smartphone, laptop or mobile phone, it's easy to retrieve and respond to your messages. Voicemail and email appear in a single inbox and using visual voicemail (on smartphone or PC) you can prioritise messages. You can also listen to and reply to emails over the phone using text-to-speech technology.



“When you have employees away from the office on a regular basis, they can now remain accessible to colleagues and clients, with single number accessibility.”

Qvoice
Converged telephony

Benefits

Enhanced customer service – Regardless of where they are, mobile members of your workforce can remain connected and responsive to your customers.

Increased productivity – Simplifying access to people, messages and information will help your mobile employees deliver results, whether they are in the office or out on the road.

Increased customer knowledge – All calls that go through IP Office can be tracked and monitored to capture data on customer interactions.

Reduced costs – Calls that are routed through IP Office take advantage of business calling plans, which can significantly reduce overall calling costs.

Feature Detail

- Data based unified communications.
- Call control (click-to-call, click-to-conference, etc.).
- One number access.
- Simultaneous ringing of mobile device when calls arrive at IP Office desk phone.
- Visual voicemail.
- IM and presence (both call and calendar).
- Corporate directory access.
- Make calls through IP Office system via mobile devices.
- Calling party receives CLI of IP Office (called party requires CLI from local service provider).
- Email reading and reply using Text-To-Speech technology.
- Integrated geo-location.
- Add 'Follow' Feature to get real-time notifications on a person's availability.
- Set your presence status even while on the road.

Avaya IP Office works with IP, digital, analogue, SIP or wireless technologies, allowing you to use the devices you want, wherever you need.

About Qvoice

The world in which your business operates is more reliant on communications than ever before, with greater demands placed on your telephone system and how it integrates with and utilises your IT resources. Communications within your organisation and with your clients needs to be immediate, responsive and fully integrated if it is to help you meet the challenges faced by businesses today.

Qvoice can help you decide if your business will benefit from a converged communications strategy. It is now vital that voice and data is integrated seamlessly, especially given the growing use of mobile devices like laptops, tablets and smartphones and their necessary integration with servers, desktop computers and phones.

The partnerships Qvoice has developed with the leading telephone application providers and our unrivalled expertise in optimising IT hardware, software, networks and systems offers you a single point of contact to deliver a fully integrated communications strategy for your business. A unified communications platform will deliver competitive advantage and ensure you are future-proofing your business for the challenges ahead.

