



Transforming business
communications to reflect the
changes in your business





Contents

3. Why Choose Quiss?	6. Qvoice Solutions	12. Qvoice Line & Call Charges
3. Qvoice Non-Telephone & Data Services	8. Qvoice reporting	13. Qvoice Fibre
4. Qvoice Explained	9. Qvoice Teamwork	13. Qvoice Training
5. Qvoice Advantage	10. Qvoice CRM Integration	14. Qvoice maintenance & Support
	11. Qvoice Recording	

Why Choose Quiss?

Focused on client-centric solutions.

Quiss Technology provides a professional consultative approach to design and implement the best telephony solution for your business, whilst minimising expenditure and maximising the benefits for your business.

With more than three decades of industry experience, our success is built on a strong team of highly accredited people, across the spectrum of services and products needed to take ownership of challenges and deliver a total solution for your business, whatever the sector.

We provide a comprehensive range of hosted and on-premise telephony and IT support services for businesses across the UK, backed by our ISO27001-2013 certification.

Qvoice Explained

Client focused on solutions, delivery & management.

Qvoice, a division of Quiss Technology plc, specialise in the specifying and installation of business telephone systems (on-premise and hosted VoIP) to all sectors of industry across the UK, Europe and Worldwide.

Established in 1988 the company has grown steadily over the last 3 decades to become one of the UK's leading providers of Voice and IT support services, achieving several key milestones along the way, including:

- ISO27001-2013.
- Growth last year was 100% above average growth for the UK's top 397 ICT companies.

All our services are designed to save you time, improve the productivity of your people and ultimately help you increase your revenues. And we are committed to being a valued asset to the daily operations of your business.



Quiss offered something unique; an all-inclusive, customer focused solutions which met our needs perfectly.

Jonathan Swan,
Operations & IT Director,
Roythornes Solicitors

Great features included as standard.

As well as the very latest handsets, our VoIP telephony solutions include a range of great features as standard:



Softphone / Desktop, Mobile or Tablet



Personalised Conference Bridge & Desktop Sharing



Call Reporting



CRM Integration



Mobile Phone Application



Music / Marketing on Hold



Voicemail to Email



Click to dial from Outlook

Also included: Presence, Collaboration, Instant Messaging, Video & an allocation of free UK Landline & Mobile calls.



Our partnership with Quiss has enabled us to revolutionise the way we do business.

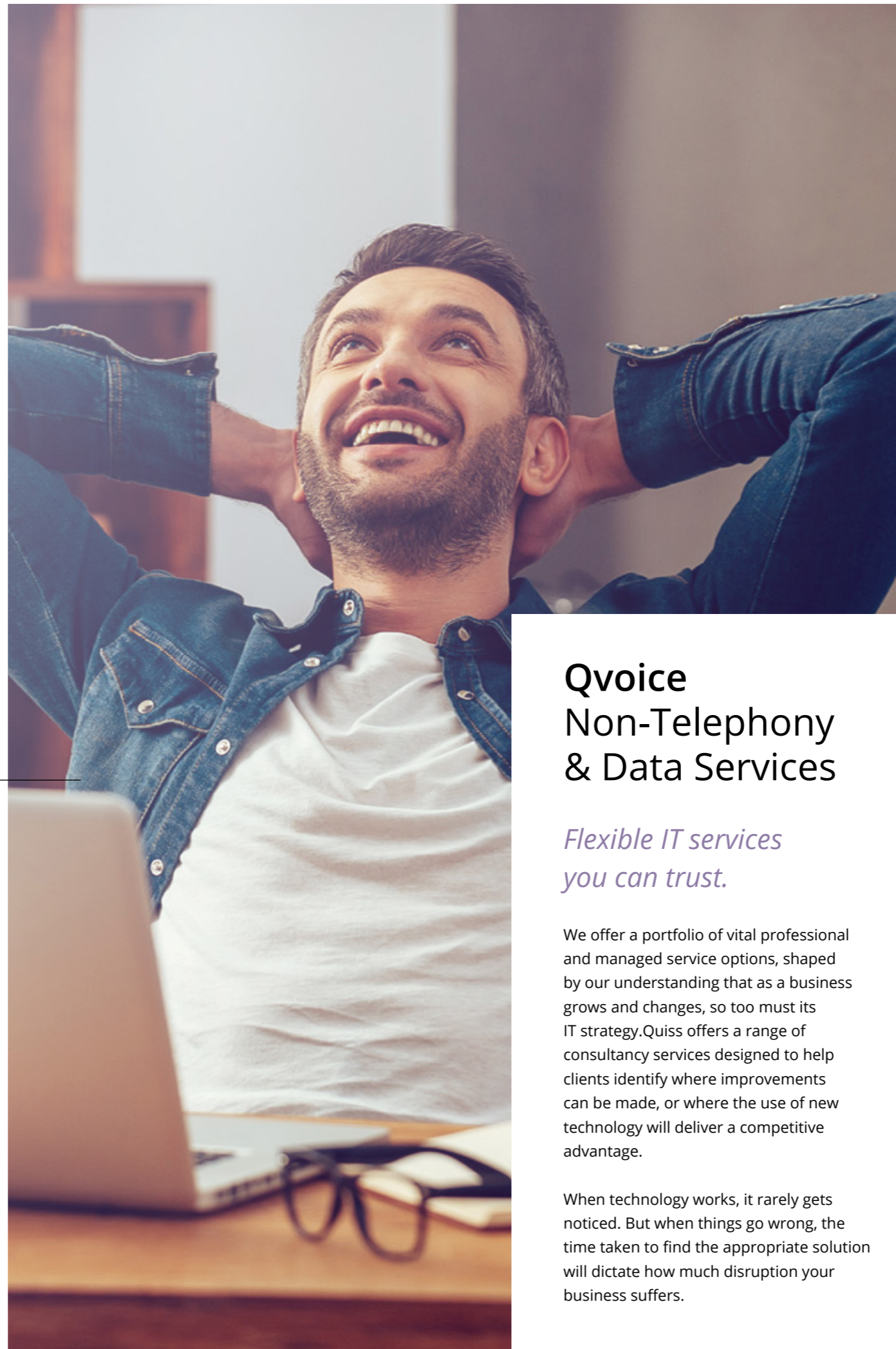
Peter Smith,
Chief Executive,
Freeths LLP

Qvoice Solutions

A single provider for all your needs.

We provide a complete telephony service for your business, which means you only have a single service provider and one contact to remember.

We are committed to becoming a valued asset integral to the daily operations of every one of our clients, which we achieve by fully understanding every aspect of their needs and providing professional services and support.



Qvoice Non-Telephony & Data Services

Flexible IT services you can trust.

We offer a portfolio of vital professional and managed service options, shaped by our understanding that as a business grows and changes, so too must its IT strategy. Quiss offers a range of consultancy services designed to help clients identify where improvements can be made, or where the use of new technology will deliver a competitive advantage.

When technology works, it rarely gets noticed. But when things go wrong, the time taken to find the appropriate solution will dictate how much disruption your business suffers.



Working with us you will benefit from:

- The latest IP & Digital Handsets.
- Softphone & desktop applications.
- Mobile applications.
- Reliable & stable networks.
- No upfront costs.
- Reduced call rates & line rental means great savings.
- Client specific professional service & support.
- Optional Microsoft Teams Integration.



What sets us apart from the average managed IT services provider:

- Specifically designed training schedules
- User Training
- Supervisor Training
- Administration Training
- Telephone & Application functionality
- Microsoft accredited training / test centre
- Third-party systems training (e.g. CRM)
- Remote support and advice
- Macro and template development

Vital information to monitor your service levels.

To ensure you maximise the benefits of your system, we provide vital statistics displayed in an accessible format, with access to real-time call metrics. You can recover potential lost revenue from abandoned calls and enjoy broad reporting functionality.

Our fully customisable wallboards allow for easy monitoring of your communications and help you quickly identify areas for improvement enabling you to enhance the experience for your customers.

All this relevant information supports strategic business planning and informs better decision-making, whilst allowing you to monitor your estate remotely, via live stats displayed on our wallboard app.



Just some of the features of our reporting, include:

- Abandoned call recovery
- Real time statistics & reporting
- Account codes reporting
- Hunt Group monitoring
- ACD Statistics
- ACD Group Analytics
- Alarms (in case of SLA breach)
- Charting
- Automated reports delivery
- Wallboard App
- Call Control
- Call Recording Plug-In
- Time charging systems integration



Microsoft Teams integration options.

The recent need to work from home has allowed many users to explore the benefits and advantages of Microsoft Teams, which delivers the collaboration, connectivity and flexibility modern businesses need.

Quiss will help you understand the differences between a hybrid and a hosted solution, whilst demonstrating the potential to integrate your Teams application with your In/Outbound calls, to remove the need for a traditional telephone system.

All of which could potentially reduce your day to day telephony costs, significantly.



Quiss can provide:

- Microsoft Gold Partner Consultation
- Integration Management
- Existing number porting or new numbers
- Bundled calls inclusive packages
- Full Configuration Services
- Fixed pricing plans
- Client specific professional services & support

Powerful tools that benefit your business.

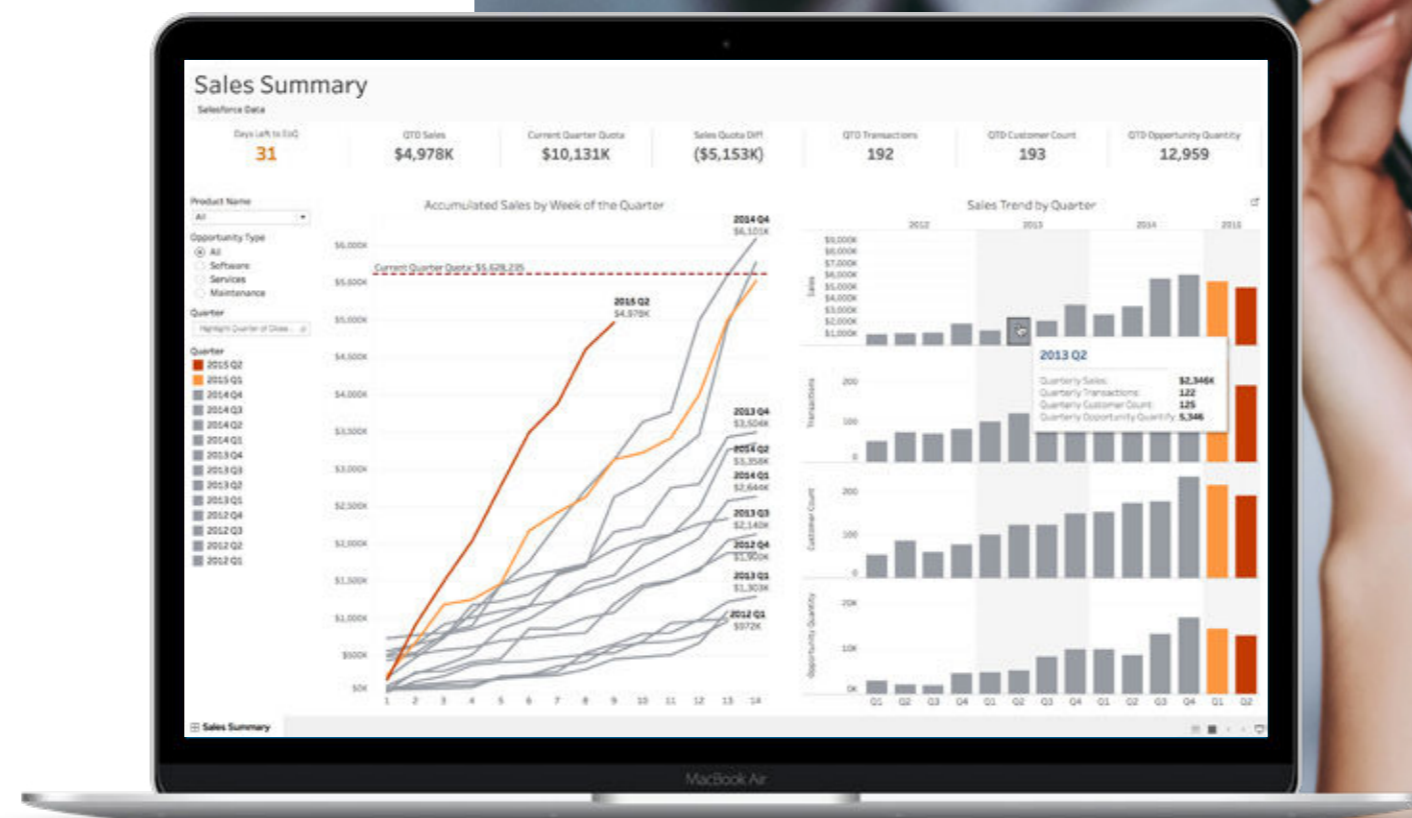
Teams of 10 or 10,000 can meet in one place, no matter how many locations they join from. Instantly go from group chat to video conference and screen share at the touch of a button.

Qvoice CRM Integration

Save time and money, whilst improving the client experience.

We can help integrate your telephony with your chosen CRM system, to accelerate and grow sales, enhance customer loyalty and increase your marketing capabilities.

- Screen pop on incoming calls
- Click to dial
- Call history
- Screen transfer



Qvoice Recording

A single solution for training & compliance.

Out of the box integration with CRM systems, including:



tikit

OTRS

zendesk

BESPOKE

Microsoft
Dynamics 365

servicenow

SIEBEL



Recordings provide valuable evidence in dispute resolution and also provide a useful training resource to help improve sales conversion rates and increase customer retention.

Our FCA, GDPR & PCI-DSS compliant recording features incorporate:

- Resilient core, secure cloud storage.
- No on-site resource required
- Intuitive web-based portal
- Easy call recovery and export features.
- Records calls in office or if home working.
- Live call monitoring
- Call tagging
- Reports based on time - remote and local party
- Intuitive interface for fast recording access

Qvoice Lines & Call Charges

An easy way to make serious cost savings.

We provide a full management service of analogue, ISDN and SIP networks. Moving your lines and call charges to Qvoice involves no cost and is purely an exercise in paperwork, but it could deliver significant savings - all gain and no pain.

Typically, the savings you make offset the costs associated with implementing a new hosted-voice solution. And remember, BT will be switching off their PSTN and ISDN network in 2025, so we can help you your business plan now, for the inevitable.

Switching to Qvoice offers you:

- 30%+ reduction on BT Line rentals.
- Up to 70% saving on BT call charges.
- Monthly billing
- Transfer lines to low cost SIP services.
- 08 and 03 number allocation.
- Number porting to Hosted Voicea



Qvoice Fibre

Managed and resilient solutions.

Your Cloud solution is only as good as your network and we help you get the most from your investment with competitively priced, high performance fibre data circuits.

We deliver and monitor an uncontended business internet service, whilst managing your company's Wide Area Network.

Just some of the advantages of switching to Qvoice Fibre include:

- Fully Managed 24/7 service
- Resilient solutions
- Connections to cloud services
- Enterprise grade
- Direct HSCN, AWS & SIP connectivity
- Bandwidth Management
- Scalability
- Secure infrastructure
- Point to point connections
- Quality of Service (QOS) configuration
- Firewall and Network consultancy

Qvoice Training

Develop skills and behaviours to achieve high performance

To help you maximise the return on your investment, we provide a range of training based on our understanding of the multiple applications and software services implemented by your business.

This unique approach ensures maximum productivity from your people, whilst enabling them to provide a higher quality service to your clients.

Our training services include:

- Specifically designed training schedules
- User Training
- Supervisor Training
- Administration Training
- Telephone & Application functionality
- Microsoft accredited training / test centre
- Third-party systems training (e.g. CRM)
- Remote support and advice
- Macro and template development

Qvoice Maintenance & Support—

Single point of contact to manage your solution

Our experience delivers managed and resilient solutions, recognising that however well a system is implemented, issues that require external support to resolve them, are always likely to crop up over time.

To ensure no issue turns into a major problem, our 40-strong team of helpdesk technicians is available to quickly resolve them. The helpdesk is not only an integral part of our business, but epitomises our commitment to quality and customer service.

Working with us you will benefit from:

- 32 years managed IT support experience
- Client Management
- Dedicated support team
- 40-strong UK-based helpdesk team
- Service levels designed for your business
- Remote additions, moves & changes
- Advice and Consultancy
- Network Monitoring
- Bespoke cover services
- ISO 27001:2013 & 9001:2008 certified
- Field-based engineers
- UK & Worldwide support services

*Everything has worked
very well; it's been a
smooth upgrade. The
team at Quiss have been
very helpful & a pleasure
to work with.*

Julie Pryer,
CEO,
Mackrell Turner Garrett

Are you ready for an IT support
service designed for your specific
business needs?



quiss.co.uk

Registered Office: Quiss Technology PLC,
Claymore, Tamworth, B77 5DQ

0333 222 4334
enquiries@quiss.co.uk

Quiss
Excellence through experience