



Scalable, cloud based, business communications

Mobile, remote working is the key to business success.

Greenlight Voice is a cloud based, fully-featured, intuitive, mobile, desk and softphone communications platform - designed to meet & exceed the needs of any business, no matter their size or where staff & customers are located.



Powerful features

Mobile first ethos - Empower your business with the flexibility to deal with mobile and remote working, without interruption

Complete communication suite - App for smart phones, Softphone for PC's- plus a wide range of fully featured desk phones

Instant messaging - staff can chat to keep up the pace of any project

Complete collaboration - online video meetings so staff can work as efficiently as possible

Comprehensive admin interface - call management & reporting suite to keep up-to-date across all of your sites, on one simple dashboard

Receptionist/Attendant console option - cloud based, intuitive interface to welcome visitors with professionalism

Call Centre - hosted inbound call center services with automatic call distribution and comprehensive reporting tools

CRM integration - leading brand integration as standard

Make the workplace more productive wherever it may be ...

Greenlight Voice offers all of the key functions that your business needs in order to present a professional image, wherever your team is working.

Limited capital costs makes this a winning solution for any business, large or small, new or established.

Super quick deployment

With no PBX & with the system hosted in the cloud, moving your business communications to Greenlight Voice is simple & quick- continue your daily business without interruption.

Simple interface, comprehensive reports

Simplicity is our watchword. Simple setup, simple interface and simple to use = low cost, better customer service and increased profits.

Phone Manager

An intuitive and easy to use application to manage unified communications settings from the desktop or mobile application.

Reduce call costs

Greenlight Voice offers significantly lower call costs compared to a PBX/Analogue system.

Flexible, scalable

With no PBX to limit your opportunity to grow, Greenlight Voice enables businesses to thrive & scale.

To learn more call 0161 883 1681 or visit
<https://www.greenlighttelecoms.co.uk>



Desk phone

- Gimmick free, professional handsets
- Wide range of styles
- Modular options for receptionist

Soft phone

- Convert your computer into a multifunction communication device
- Simple, Intuitive design
- Fully featured

Mobile

- Mobile app on iOS or Android
- FMC SIM with native dialler option, Powered by EE

Call centre

- ACD Supervisor in Phone Manager application
- ACD Agent's mobile app & phone manager with stats & reporting

Market leading devices

A comprehensive suite to meet any business need



Full colour, fully featured traditional desk phone



Full colour, full featured low style desk phone



Basic Desk phone, perfect for smaller installations



Both rugged & office DECT handsets. Including Anti-bac!



The perfect device for team conferencing with remote mic



Lightweight, multicell DECT headset with hot-swap battery



Over ear headset connects to your phone or your PC



Wired binaural headset, designed for maximum comfort



Smarter communication

Improve image, improve service, add efficiency & agility



Instant Messaging

Instant Messaging is available for all employees to send quick notes when a phone call isn't necessary.



Collaboration

Collaborate with colleagues- simple and fast video conferencing, without the need for any additional software.



Call History

Full history of calls, split by All/Missed/Incoming/Outgoing/Forwarded. Full caller information. Blacklist numbers that you don't want to receive calls from.



ACD Supervision

ACD Supervisor can oversee the call centre and control the flow of calls. The Supervisor has full visibility of agents and can allocate calls/breaks with ease.



Call Rules & Services

Easily divert your calls to a colleague or your mobile. Divert calls to your voicemail or set an 'away attendant' – an automated recorded message telling the caller where you are, and when you are next free.



Groups

Manage calls into a department or other function within the organisation. E.g. a sales team can use groups to send sequential or simultaneous calls to the group members who are available to prevent calls being lost, and allowing for an increased volume of calls.



Phone Book

Personalised phone book, individual to each user. Import Contacts from CRM or MS Outlook. Share contacts between users. Intuitive search by extension or DDI.



Voicemail

Listen to individual or group/department voicemails. VM can be sent to the users email account for notification and can contain audio file attachment if required. Scan through a full log of voicemails. VM is available on all devices. Personalise your message or use a company theme.

Mobility & Flexibility

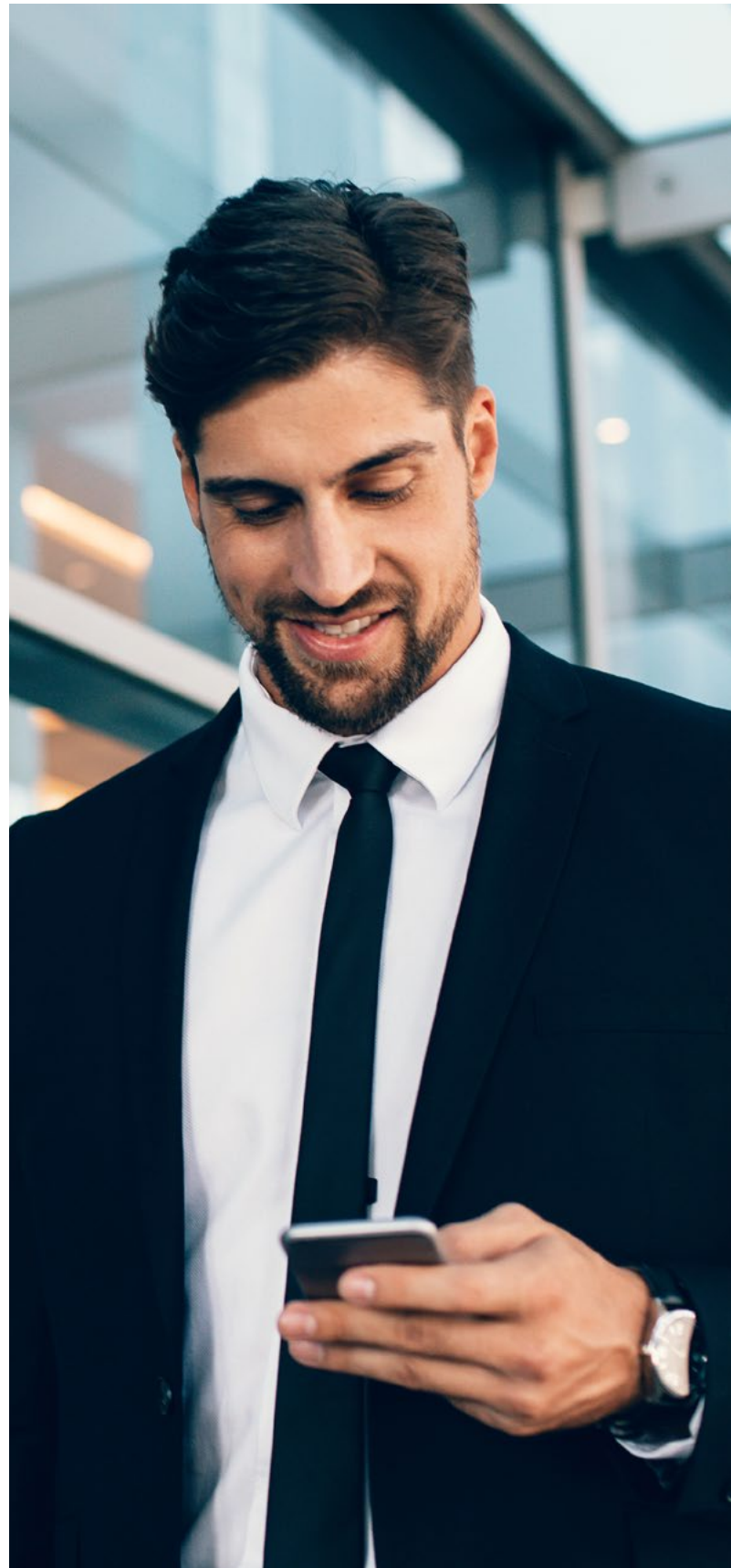
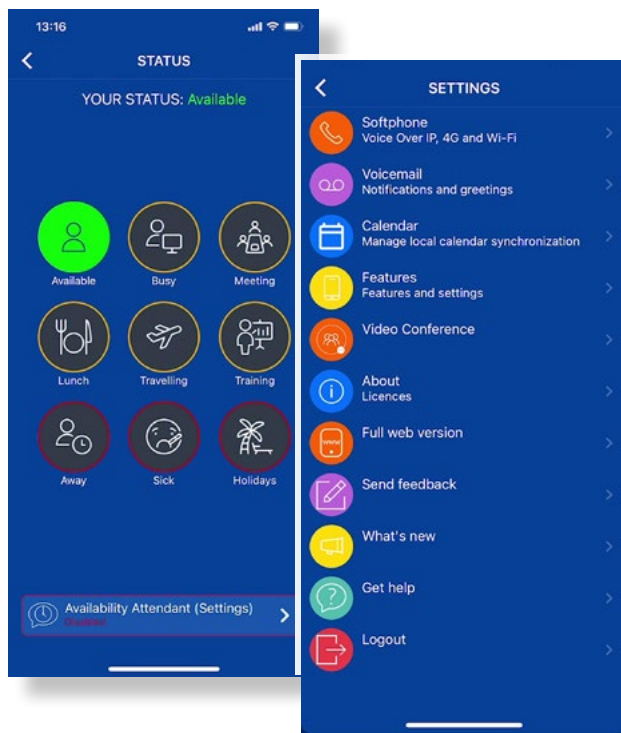
Improve image, improve service, add efficiency & agility

Greenlight Voice is your 'go to' solution for mobility. With fully integrated mobile, desk and softphone options- your team will always be available to provide outstanding service to your customers.

Mobility has become paramount to all businesses. The flexibility to deploy staff effectively from office, home, or on the move- is a key to retaining existing customers and gaining positive reviews that help to attract new ones.

With a comprehensive combination of mobile device, softphone and desktop handsets, coupled with the complete suite of business-class features - Greenlight Voice is a key enabler for best-in-class customer service & operator responsiveness.

Wherever your team are; at home, in the office, or on the move - Greenlight Voice and our range of accessories will help you to service your customers, and maintain your professional standards.



Collaborate

The smarter way for face to face meetings

Ideal for remote working, 'Collab Meetings' offers simple and fast video conferencing, without the need for any downloads or external software. Just open the link in your browser, or on any of your favourite compatible devices, and invite your colleagues to join you in your own virtual meeting room.

With features including private and group video conferencing for up to 25 participants, screen sharing, document sharing, instant messaging and note taking- you can work from anywhere, anytime.

Collab Meetings also allows you to record and replay your meetings at the touch of a button, decide who joins your video conferences and control cameras and audio throughout your conversations.

So, what are you waiting for?

Talk to us today about Collab Meetings and make remote working easier for your business.

Key Features:

- Video conferencing, wherever, whenever
- Up to 25 participants
- Group and private chats
- Available on all devices. You just need a browser!
- Share your screen, documents, messages and take notes too
- Record your video calls and replay them at the touch of a button
- Create your own virtual meeting rooms
- Individually control cameras, microphones and audio
- Everything in one place!



Softphone

Where a desk phone isn't appropriate - use the PC

The Greenlight Voice Softphone is a software module that allows calls to be made and managed via your PC/Laptop to provide a seamless working environment – allowing you to make & receive calls alongside your day to day tasks- in one place.

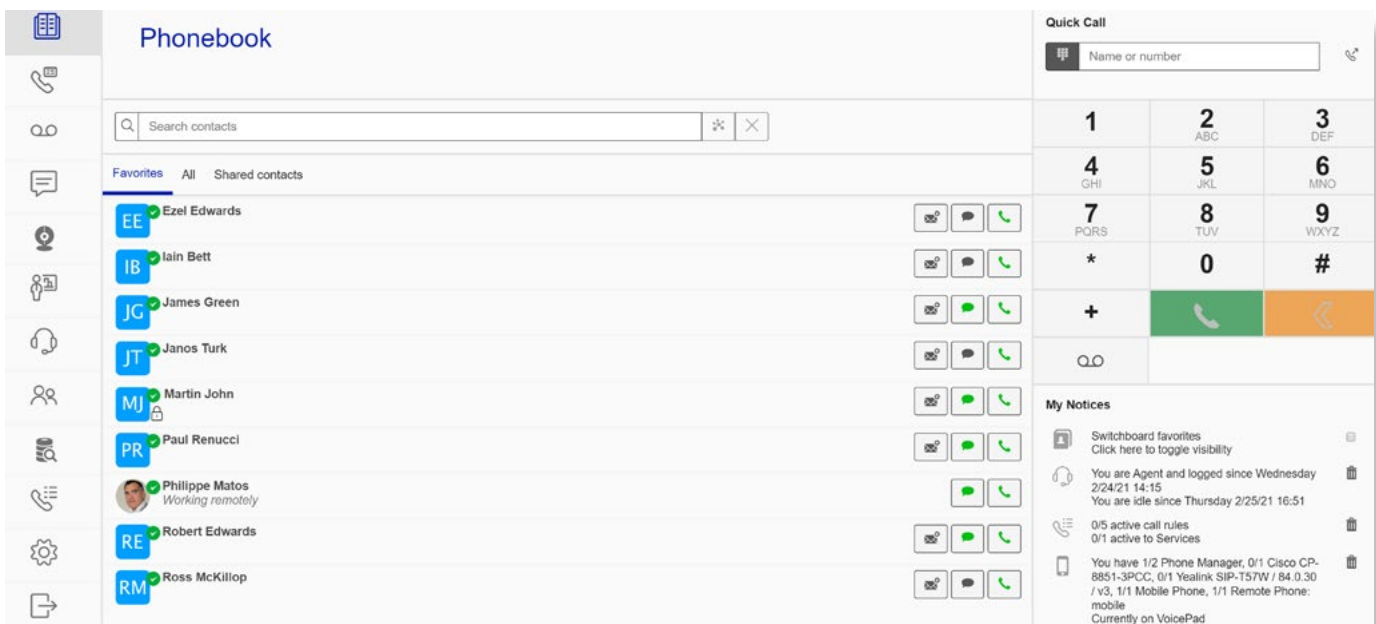
The softphone can be used standalone or connected to your Headset to provide a handsfree solution – perfect for those situations when you need to move around or search for things at the same time without tangling yourself in wires!

A traditional Dial-pad is available within the softphone to make calls, but it is enhanced with the ability to search by name or extension and see the availability for colleagues regardless of their location.

Softphones also are inexpensive and will provide costs savings – there is no reliance on conference phones & internet calls are cheaper than using landlines. Configuration is quick and easy, and the software is intuitive and easy to use.

With the increase of remote working, its more important than ever for organisations to keep in touch and to find new and improved methods of working. Presence based status allows organisations to easily see when colleagues are free. Meetings can be setup with ease and integrated with Teams for video calling at the touch of a button.

CTI control option is available to manage your mobile and deskphone devices direct from your PC.



Call Centre

Take control of your Callcentre with a full web-based suite

The CallCentre add-on module can manage the highest demands from your customers, to enable communications across multiple channels.

Regardless of where your agents are located, CallCentre can provide a global footprint with geographic numbers of your own choice. Our flexible pricing model can allow you to scale your operations at short notice as & when required.

CallCentre replicates the most advanced traditional contact centres- bringing together voice, voicemail, SMS & web chat to enable the most appropriate conduits to suit your customer needs.

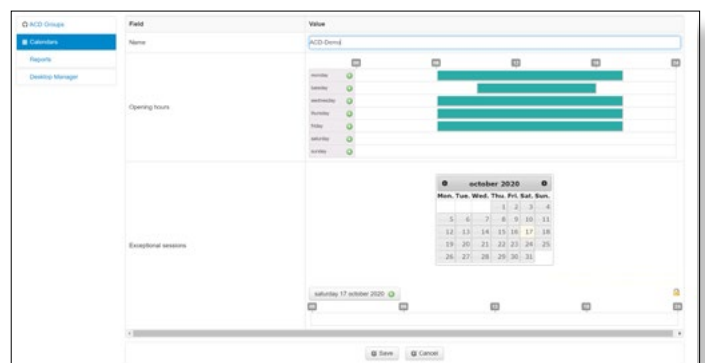
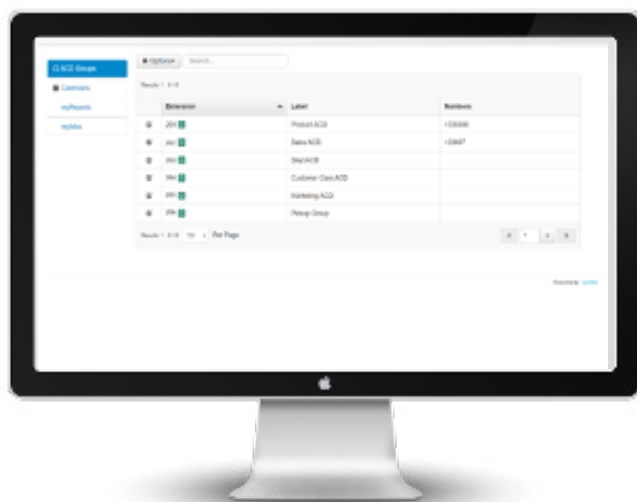
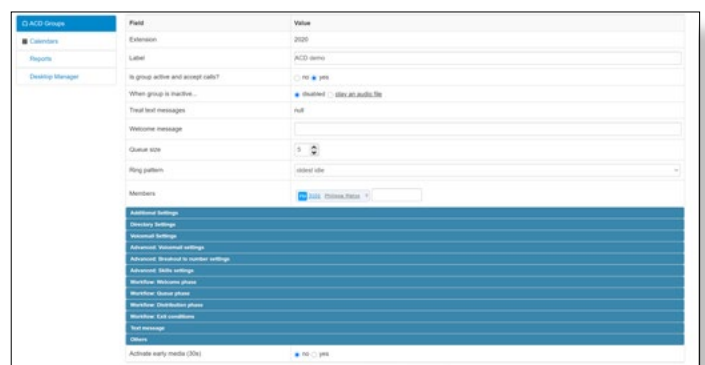
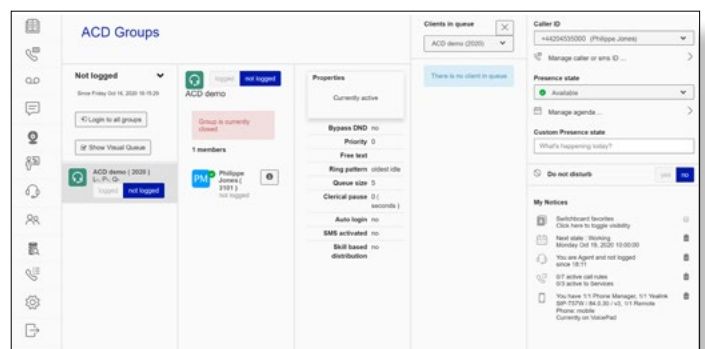
The platform can also make use of Greenlight Voice's ad-hoc collaboration sessions enabling face-to-face video & data sessions for the closest of customer interaction.

With an easy to navigate web interface, the system is simple to customise in all aspects of your call centre activity; from managing groups & call queues with the appropriate welcome announcements, scripts & controls, through to regular management reporting to ensure that agent performance is where it needs to be.

If you require integration with your preferred CRM platform, CallCentre operates with most of the leading CRM vendors for screen popup notification & can also be used alongside Microsoft Teams.

The inbuilt multi-level IVR enables customers to quickly find their own way to the correct queue, freeing up agent time to deal with the most important calls.

Greenlight Voice CallCentre offers the ideal, flexible cloud-based solution to meet your business objectives & enables exceptional customer experiences.



Feature list

Dialling Functions

Voice VPN
Call Barring
Caller ID
Outgoing ID selection

Forwarding filters - Presence based

Call Forwarding
Rule Filter management by condition
Presence Based Rules

IVR Services

Welcome Auto-Attendant
Custom IVR editor
Call Queuing
Call Screening
Virtual Secretary gatekeeper
Away Service
Custom Announcement Service
Voicemail
Remote access to Voicemail administration
Call back on Busy / No-answer
Black-lists / White-lists
Enhanced Caller ID information

Directory & Contact Management

Corporate group Directory
Individual Contacts
Shared contacts
Private contacts
Favourite contacts
Import of contacts
Power Search on all fields
Integration API for external directory

Presence Management

Presence - Telephony presence
Presence - User Presence
Presence Based forwarding rules

Call Control

Intercom
Door entry system
Voice Continuity between devices
Call Pickup
Monitor / Barge in
3-way conference
Hold
Transfer & VIP Transfer
Call Waiting
DND
Call Park
Activate / de-activate Call Recording

Terminals (User phone types)

Hot-desking
Remote terminal
Remote device control (DISA)
Delayed ringing
Mobile softphone integration
Phone manager desktop with softphone

Advanced Group Services

Paging Group
Extension Groups

Receptionist Console

Switchboard interface for receptionist agent

Call Recording

User triggered recording (standard)
Systematic administrator managed (optional)

Conferencing

N-party (via bridge) connect by party call
Conference bridge connect by conference call

Unified Messaging

Instant messaging intercompany chat
Voicemail notification to Email

Phone Manager & Collaboration

Control all your communications needs
Windows desktop version available
Native Salesforce™ integration
Instant Messaging
Corporate directory
Presence and call-based presence
Access to activity history
Leave a voicemail to user
Outlook contacts import
Click to call from everywhere
CLI management
ACD agents functions
Collaboration and video-conferencing
UCC connect express
UCC connect CRM
Call control integration

Admin Interface

Company overview
PSTN number assignment
User & Device management
IVR Configuration
Groups management
Audio resources management



Powered by **LingoGo** a **Marston's Telecoms** service

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