



VOCO BUSINESS CALLS

MOBILE APP TO MANAGE CALLS ON THE MOVE





Telecoms World provide voice and data services to UK businesses from sole traders to countrywide organisations. Founded in 2002, the independent tier-1 communications provider support over 18,500 companies to support sales and customer services using best in class solutions at the most competitive rates. Our mission is to make things simple so you can manage your business fuss-free!

Our research and development team have reviewed the solutions deployed to businesses, the data and the day to day usage - this has lead to the creation of 'Business Calls'. The release of our latest mobile application available on Apple and Android brings a host of leading edge and unrivalled call management features. Managing incoming and outgoing business calls has never been so easy.



VOCO Business Calls

Business Calls is a mobile access, designed for UK businesses with the functions to manage all incoming calls, outgoing calls and view call data to ensure calls are never missed, and clients are called back in a professional manner at all times!

Application users can log in at any time to ensure that business calls are handled with care and that new or existing clients get the perfect first impression of your company 24 hours of the day, 365 days of the year.

TAKE ADVANTAGE OF...



Manage your business calls in and out of hours with the **CALLS IN** feature. Numbers controlled within the app can be routed to a chosen mobile, landline or VoIP service based on the time of day and your availability to answer.



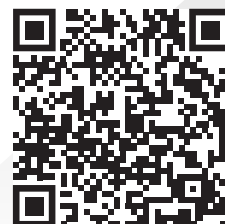
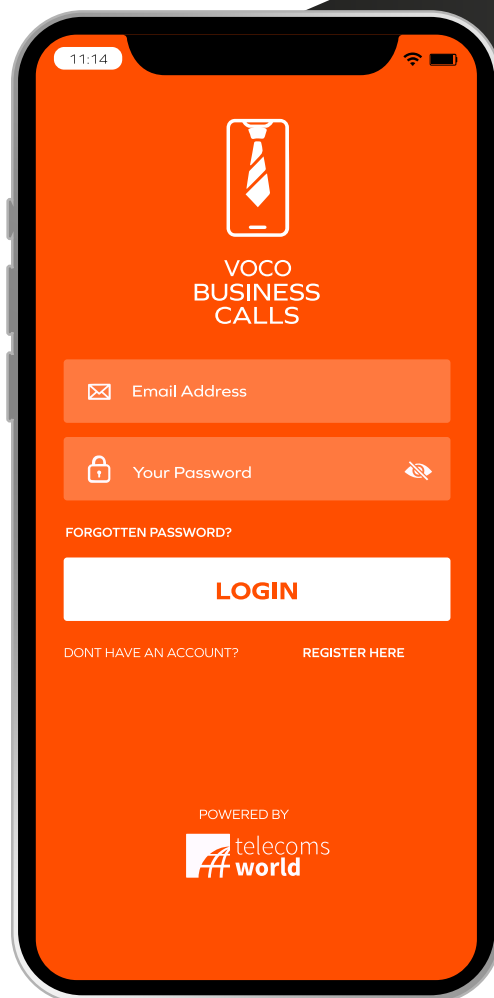
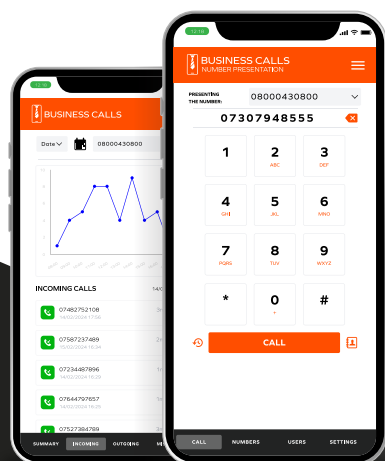
View your business calls made and received in the app with a summary overview and detailed reports of answered, engaged and missed calls within the **CALL ANALYTICS** feature. Use call data to measure and improve your business.



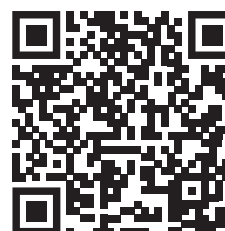
The **CALLS OUT** number presentation feature keeps personal 07 numbers private and builds a professional image of your business with every call. Choose the number you would like to show when dialling out from a mobile phone.



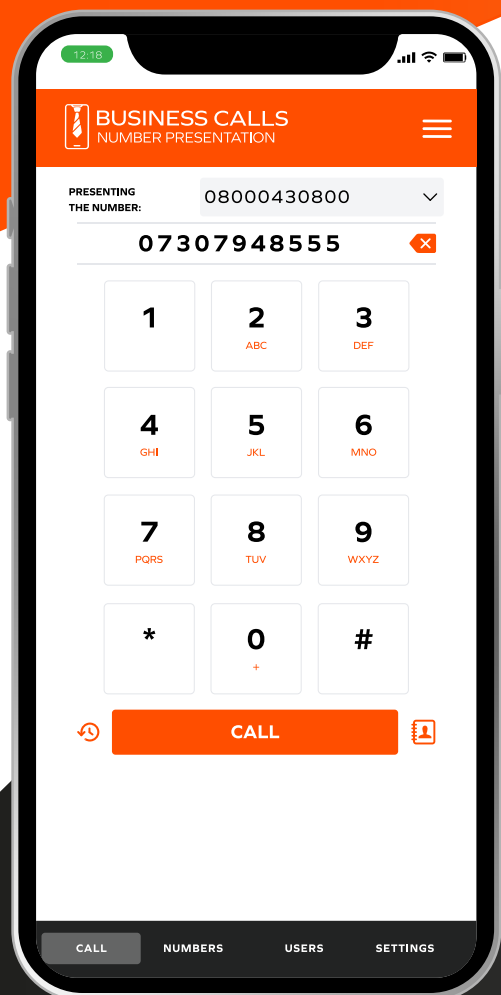
Control the **USERS** within your business calls to allow staff in different departments, sites or teams to download the app and access to the Calls In, Calls Out, and Call Analytics for simple call control across the business - fuss free!



Download the mobile application for Android using the Google Play QR code.



Download the mobile application for Apple using the App Store QR code



Number Presentation

Choose the business number you would like to show when dialling out from a mobile phone.

Create a professional image with every call and ensure that clients answer the phone to a number they recognise. The **CALLS OUT** feature allows app users to select one of their company numbers when dialling out, keeping a personal 07 number private and creating the local feel with every call.



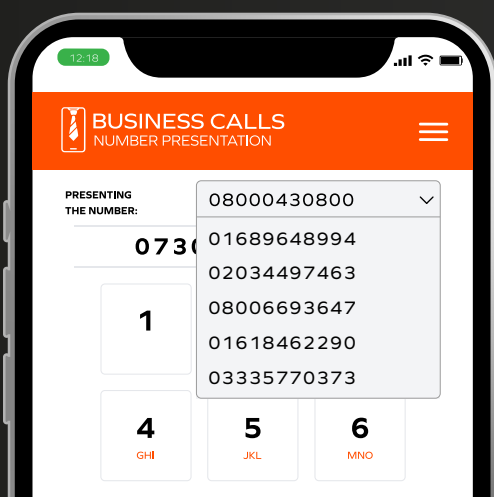
DIALLING OUT

The application feature **CALLS OUT** allows users to dial a number using the keypad feature to make an outgoing call. Users are greeted with a standard keypad, by simply typing a landline or mobile phone number, an outgoing call is launched. Businesses use this functionality to call contacts showing the business number, overlaying the 07 mobile number as a great way to increase professionalism and show the main company number with every call.



PRESENTING A NUMBER

Businesses can often utilise multiple phone numbers, these can be used by different individuals, departments, sites or used with different marketing campaigns. To choose the number that a client will see, the number presentation dropdown within the app allows users to select the number they wish to present. If a single number is used by the business, only this number will show. The master user has the option to manage users and control the number or numbers they can present when making calls.



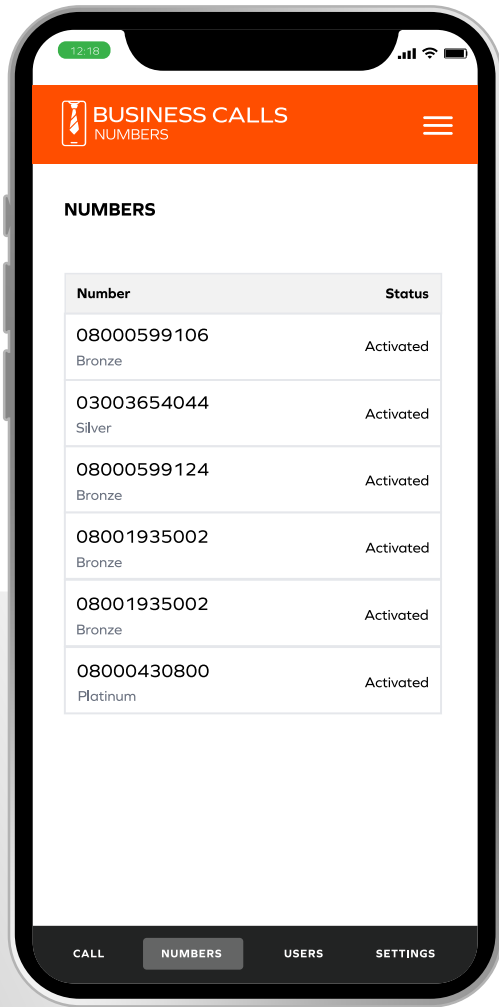
Business Tip

Presenting a phone number from an area code that is local to the client can increase the sales conversion by up to 300%

If you are calling clients that are not local to your main office? Add numbers across the UK to your account and present these dial codes to get more calls answered to win business. Create the effect you are based on the clients doorstep.



Choose virtual numbers from 1000s of local area codes starting 01 or 02. Present the London 0203 number, even if your business being based in Cornwall or Scottish Lowlands.



Within the application, the master user is given the functionality to assign numbers to users for their app to **CALL OUT** and present the number

Within the settings area of the application, **USERS** and the **NUMBERS** on account can be activated and assigned at the click of a button. Your company may have two available number or over 100, using the simple tools within the app a number is given to an end user - completely fuss free!



INTELLIGENT DIALLING

The application is designed to store and present business phone numbers in the UK geographic and non-geographic ranges. As numbers are loaded into our cloud network via IP exchange, users are given the flexibility to choose the number that they present from a local 01 or 02 number, or the 08 and 03 ranges. New connected number and ported numbers can be assigned to the BUSINESS CALLS app.



IN CALL FUNCTIONALITY

When making an outbound call using the application, the user will see the call duration, dialled number, and the contact name (if the called party is stored in the app contacts list. In addition, the keypad is available to enter DTMF keys, the mute function is available, and loud speaker can be activated.



Open the in-call to use keys when prompted in a call



Choose to activate the Mute function during the call



Thespeaker feature plays the call at high volume



DURATION

00:02

CALLING...

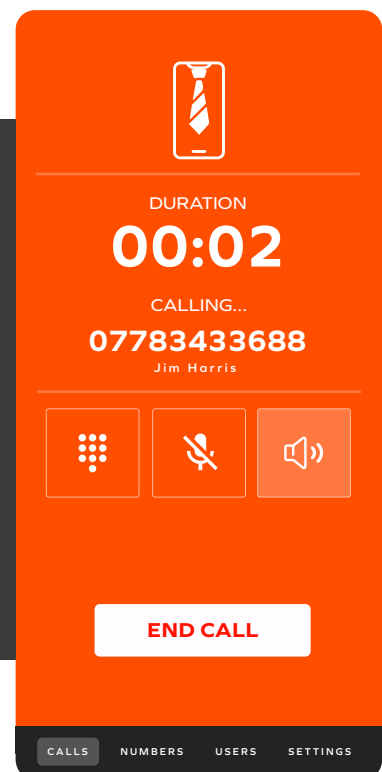
07783433688

Jim Harris



END CALL

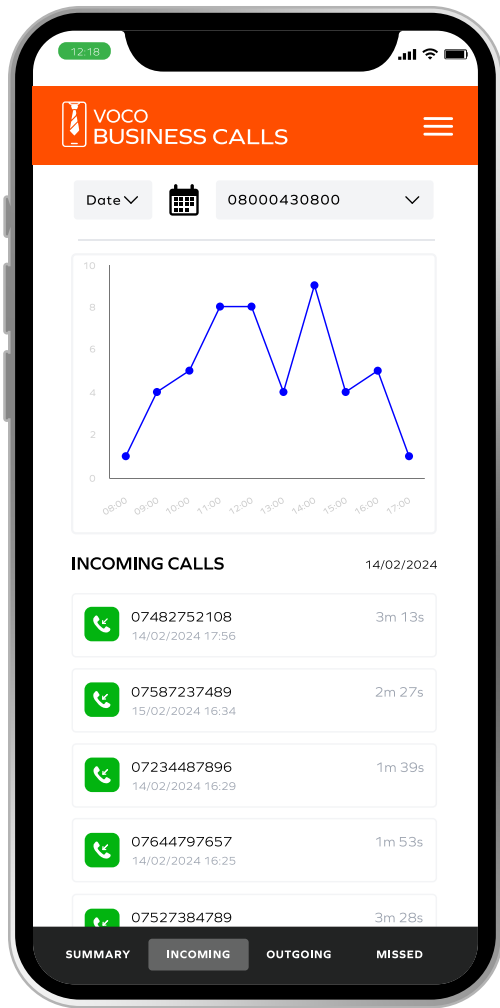
Don't miss the CALL ANALYTICS feature with detail on the incoming and outgoing calls to view interactions over the phone at a glance.



Call Statistics

A quick and simple way to view calls including incoming, outgoing, and missed

Within the application CALL ANALYTICS feature, the users have access to visual renders and data summaries for the calls made into their business number and presented when dialling out. The calls can be filtered by date range, number and call outcome - a quick and simple way to view calls.



MISSED CALLS

The calls that are unanswered remain in the summary log and are listed in a full view within the MISSED calls tab. The numbers presented in this call list can be clicked to dial back or add to the contact directory for a future call.



SUMMARY, INCOMING, OUTGOING, MISSED

Data from the calls is displayed in a graph format along with a list of call logs. This presents the call outcome, phone number, date/time and the call duration.

SUMMARY

	02032839194	1m05s
	18/03/2024 16:07	
	07746938292	3m16s
	18/03/2024 14:32	
	01618373002	2m35s
	18/03/2024 12:56	
	07962738190	1m42s
	18/03/2024 11:08	
	01322392813	7m29s
	18/03/2024 09:42	
	02076356372	0m00s
	18/03/2024 09:21	

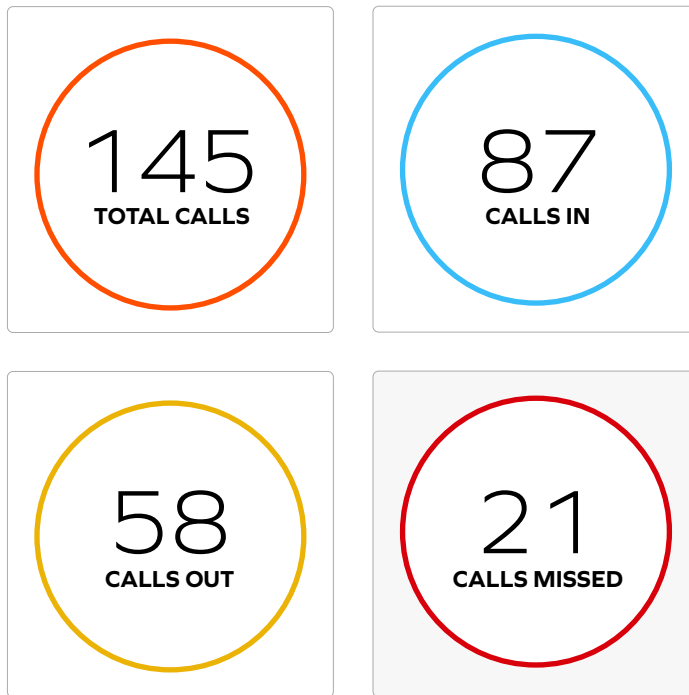
INCOMING/OUTGOING

	01232648929	1m05s
	18/03/2024 18:17	
	02087542209	3m16s
	18/03/2024 17:02	
	01513286092	2m35s
	18/03/2024 16:51	
	01343003808	1m42s
	18/03/2024 13:05	
	02079841815	7m29s
	18/03/2024 11:37	
	01322839802	0m00s
	18/03/2024 10:42	

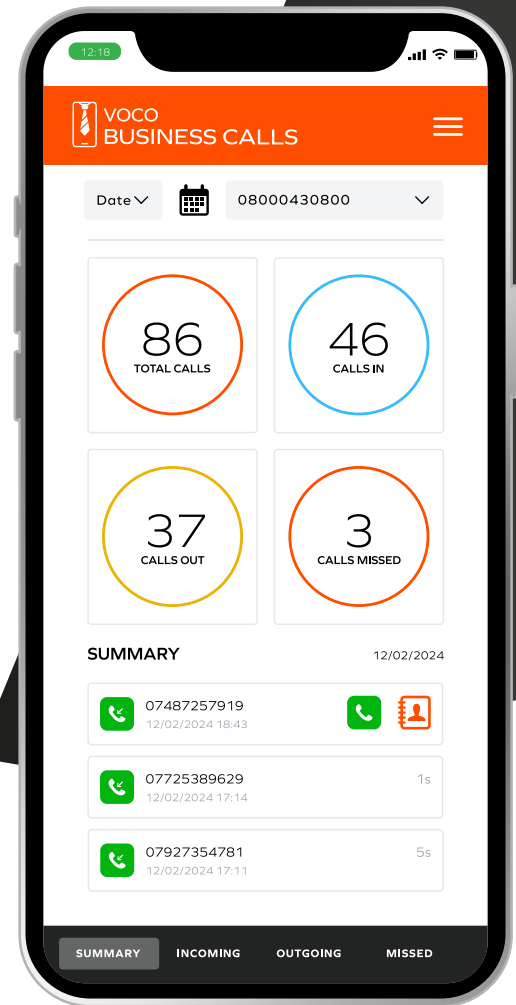
MISSED

	07746367292	0m00s
	18/03/2024 16:58	
	079626492023	0m00s
	18/03/2024 13:02	
	02034992029	0m00s
	18/03/2024 12:50	
	02076306221	0m00s
	18/03/2024 10:37	
	07977439201	0m00s
	18/03/2024 09:13	
	01614683029	0m00s
	18/03/2024 09:30	

The **SUMMARY** view provides an call counts within a grid. These can be clicked into for a breakdown summary on each call outcome. Users can present the call data based on date and the number selection from those assigned to the account.



Selecting a call outcome tab sends the user to a refined view of the calls that match the call outcome. The total calls, calls in/out, and missed calls are available to drilldown and analyse in an instant.



14/02/24



2m09s

1m18s

3m43s

6m10s



CALL BACK USING CALL ANALYTICS

A logged call within the analytics feature can be called back, this is either an immediate action or stored for contact in the future. When a call log is clicked within the application, two small icons show and these help the user to make call back or save the contact in the address book.



The INSTANT CALL icon adds the number to the dialpad within the app. The user simply clicks the Call button and the call begins.



Users can add the contact into the application directory. When the icon is clicked, the fields active to add and save the contact.

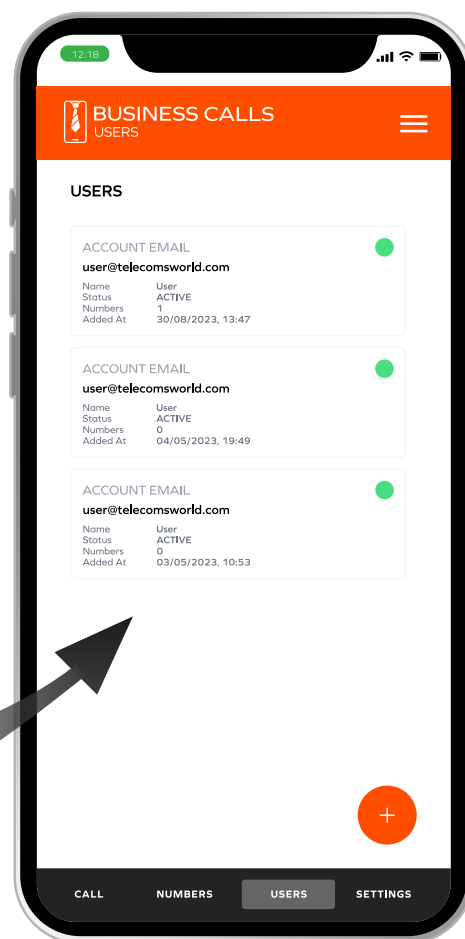
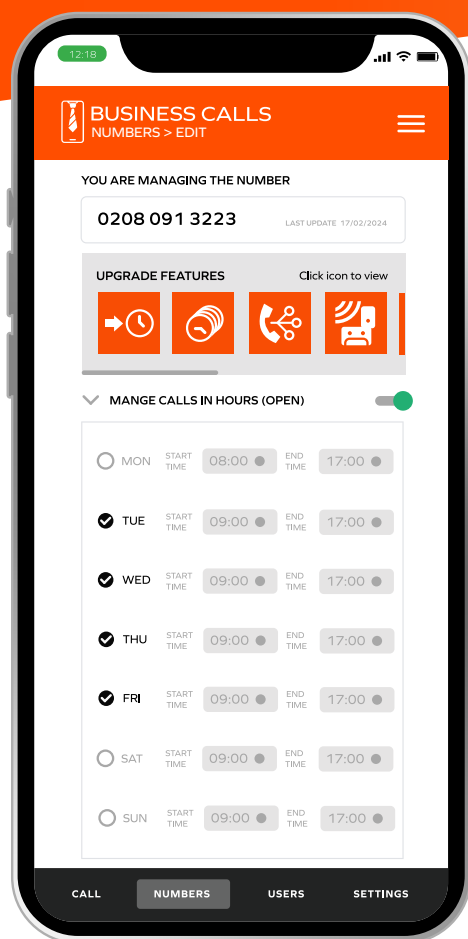
Call data is stored in the application independent of calls and contacts in the mobile handset

This ensures that business information is kept safe with your company and personal data kept separate at all times.

Number Management

A powerful number management feature designed to streamline and optimize business communications. With this feature, users can easily add, manage, and organize multiple phone numbers from a single platform.

It allows businesses to assign specific numbers to different departments, teams, or locations, ensuring efficient call routing and improved customer experience. The app also supports call forwarding, number masking, and real-time analytics, giving businesses greater control over their inbound and outbound calls.



ACCOUNT EMAIL
user-one@telecomsworld.com
Name Tony Anderson
Status ACTIVE
Numbers 6
Added At 03/02/2024

ACCOUNT EMAIL
user-two@telecomsworld.com
Name Jenny Lavine
Status INACTIVE

ACCOUNT EMAIL
user@telecomsworld.com
Name User
Status ACTIVE
Numbers 1
Added At 30/08/2023, 13:47

ACCOUNT EMAIL
user@telecomsworld.com
Name User
Status ACTIVE
Numbers 0
Added At 04/05/2023, 19:49

ACCOUNT EMAIL
user@telecomsworld.com
Name User
Status ACTIVE
Numbers 0
Added At 03/05/2023, 10:53

Manage Users

The main application administrator decides who can utilise the numbers within the CALLS-IN and the CALLS-OUT features. This gives a high level of control for team managers or branch admins.

Add and remove users at the click of a button using the USER management area within the app. This feature offers tools to define who has access to numbers and data within the app.



SINGLE USERS AND TEAMS

The application is designed for individuals or a team of up to 30 to manage one or multiple numbers in the app. The activity and devices used can be monitored at all times.



Telecoms World . Voice & Data

We are the UK's leading cloud based telecoms provider assisting over 18,500 businesses in finding their perfect telecoms solution. Our services are consistently low cost, easy to understand and simple to use. Thanks to our specialist team, we can enhance telephony services and reduce call costs throughout the UK. Whether you are a sole trader or a large multi-site organisation, our diverse range of products and services ensure we have the right voice or data solution for your business.

<http://www.telecomsworld.com>

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