

SYNERGY

Learn how you can manage your calls effectively with Synergy UC



Find out how to **route your calls** across multiple locations, keep a track on calls made and search call logs with ease.





WHY SYNERGY UC?

Timico Synergy guarantees you secure and reliable hosted VoIP telephony, enhanced with powerful multimedia collaboration features.

Call costs are low, and adding capacity as your business grows is incredibly simple – with no additional hardware costs. Synergy offers dual site redundancy, too. That means robust protection against any possible hardware or connectivity issues.

Timico's award winning Synergy Hosted VoIP solution includes the usual PBX/phone system features as standard, along with messaging, call management, administration, mobility, and collaboration tools, making Synergy so much more than a standard hosted VoIP solution.

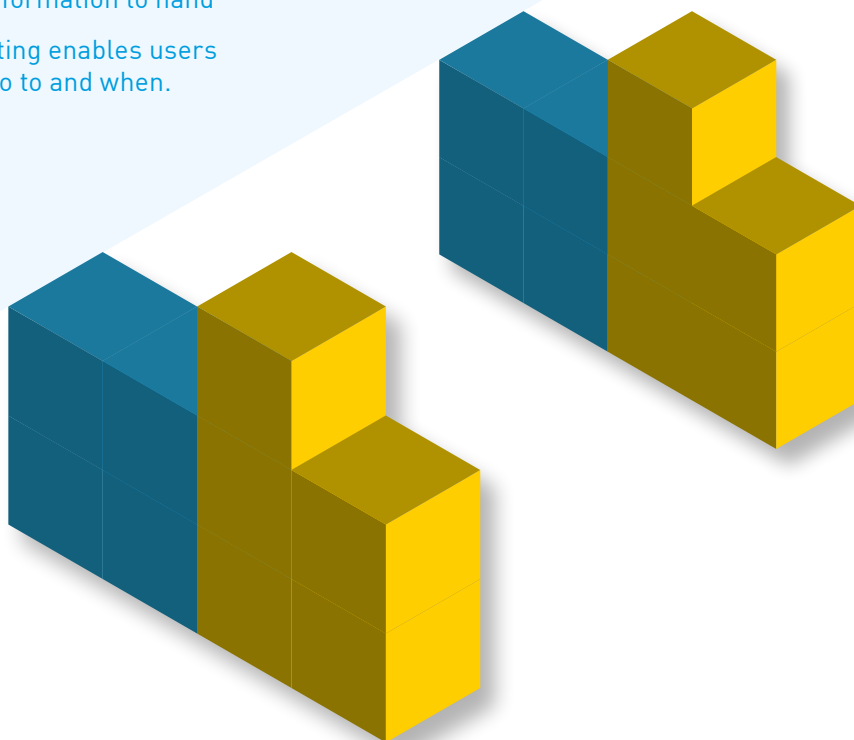


HOW CAN MY BUSINESS BENEFIT FROM USING THE CALL MANAGEMENT FEATURES ON SYNERGY UC?

Make your solution work for you with Synergy's call management features. Choose where calls go and how you receive them. Find your call logs easily, and quickly store and search through historical data. The MyTimico portal contains historical billing information and powerful call reports allowing you to easily keep a track on calls made and monitor your bill. Also, benefit from flexible and reliable routing control over multiple locations.

Key benefits:

- Users access their personal online portal from any device, using any web browser
- Historical data is automatically recorded so that you will always have important information to hand
- Flexible and reliable call routing enables users to control where their calls go to and when.

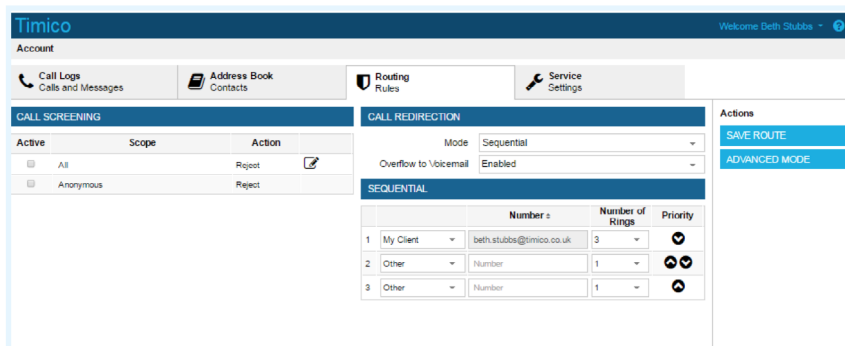




ROUTING

Synergy offers flexibility call routing functionality allowing you to manage the flow of calls into your business. Call routing functions such as Hunt Groups, Pick-Up Groups, Call Forwarding, Call Screening and our Virtual Receptionist ensures that every call gets delivered to the right place, at the right time.

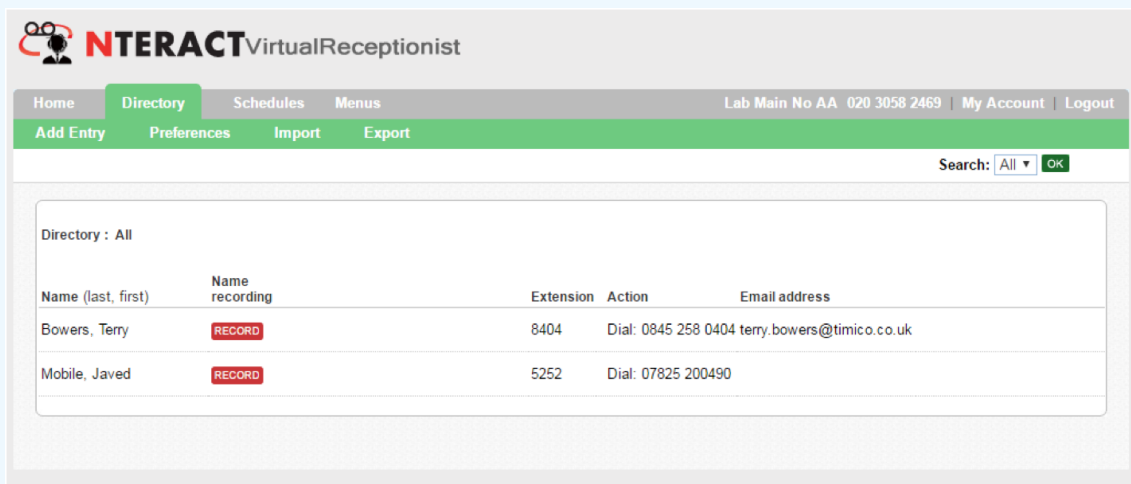
End users can manage their own call routing via the End User Management Portal, having control over which devices their calls go to, and in which order the devices ring whether it be all of their devices ringing at the same time, or directing their calls to their desk phone and then onto their mobile app. The flexibility of Synergy's call routing ensures that users never have to miss a call again.



VIRTUAL RECEPTIONIST

Synergy Virtual Receptionist can supplement or even replace switchboard attendant staff by automatically transferring calls via a series of options, directing callers to the right team within your business.

Customers also receive a Virtual Receptionist portal so that they can easily manage their Virtual Receptionist greetings, levels, schedules and much more.





ALPHA TAGGING

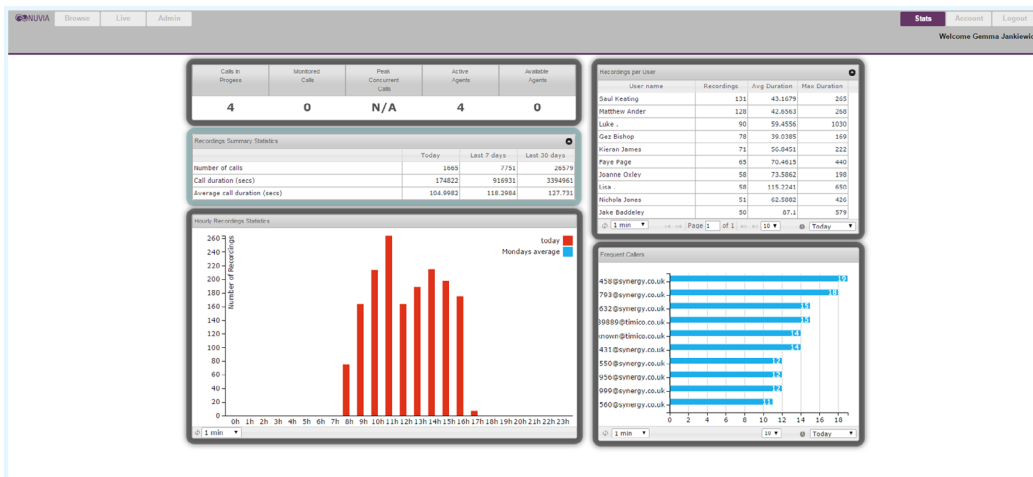
Alpha Tagging provides recipients of group calls with the Hunt Group name, as well as the caller ID. This allows internal users to distinguish between calls to their personal DDI and calls to the Hunt Group meaning that they can decide how best to answer.



CALL RECORDING

Synergy provides you with a flexible and reliable call recording service which can be configured to meet the needs of any business. The service can be enabled on any of your Synergy subscriptions and easily configured on current devices by the user, without the need for additional set up.

With quick access to an online portal, you can review important details in any location on a standard browser, meaning you'll always have all your call history to hand.





SPEAK TO THE EXPERTS

As you can see, there are a number of Call management features available on Synergy UC that enable you to manage your inbound and outbound calls efficiently and intuitively.

If you wish to learn more about the Call management features available on Synergy UC, then why not give us a call and talk to the experts at Timico? We have excellent support staff and hold several awards for our products, so we're in a great position to be able to help you with your needs.

For more information about Timico and its various services and offerings, please visit: www.timico.co.uk.



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