

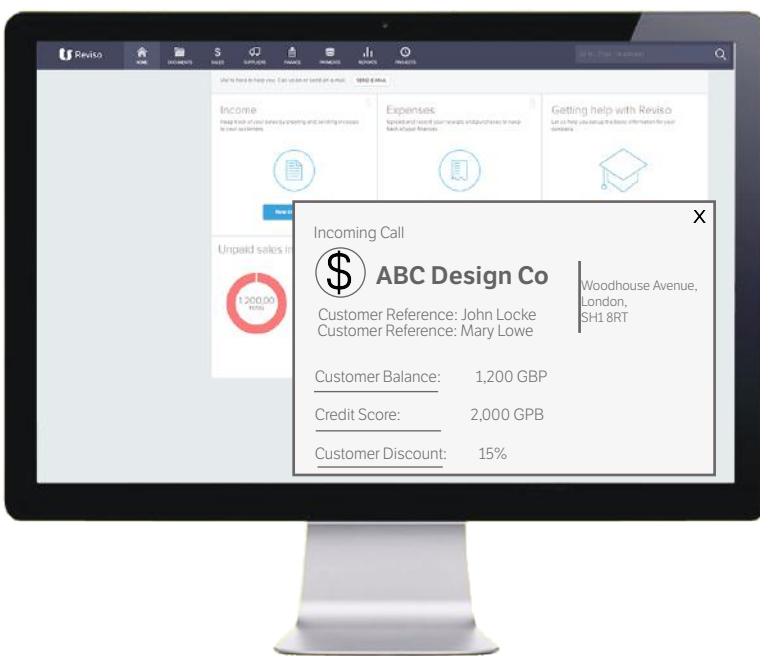
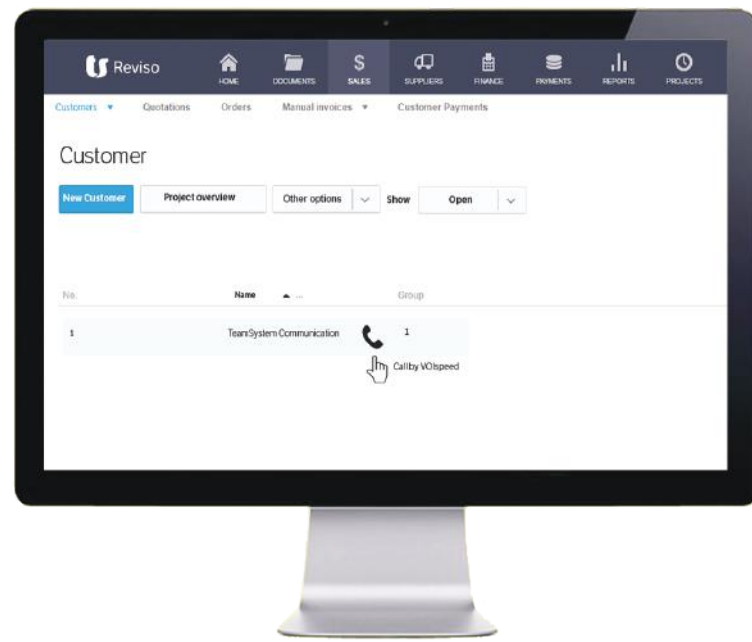
Reviso Communication



Reviso Communication, a bespoke service integrating VOIspeed cloud telephony, raises the standard of your customer communication and allows you to control costs and revenues more effectively.

What is Reviso Communication?

As an additional cloud telephony service, Reviso Communication allows you to record a call, use your mobile phone as an extension or setup a conference call. All these tasks can be done effortlessly without having to run multiple software systems. Also, you can produce reports on phone usage or simply see who is in the office today by viewing your User Interface.



Imagine that a client calling your office has some invoices that have been outstanding for a while. Can you think of a better opportunity for the person taking the call to remind them of these invoices and perhaps take a credit card payment? By synchronising the list of contacts with Reviso in real time, when an existing customer or a supplier calls, a pop-up window will display relevant information about that contact. In addition, operators can click-to-call any contacts stored in Reviso.

VOIspeed UCloud

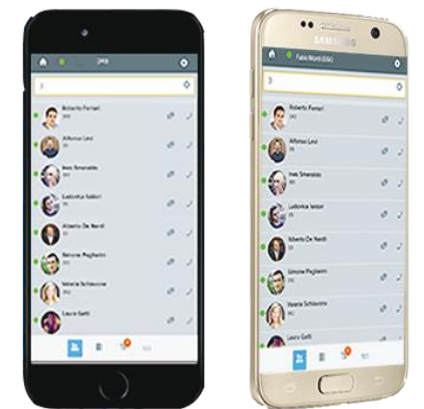
UI (User Interface)

With VOIspeed UI you can see who is online, call from the phonebook, join a conference, listen to your voicemails or text a colleague. Also, you can control multiple phones including your mobile using a tablet, Win/Apple computer or smartphone. Managers can access reports, statistics, recordings and even intrude on a call, for example, to train a new employee.



APP

VOIspeed UI APP allows you to use your smartphone as your office extension, call your business contacts, message colleagues or transfer a call to someone else in the office. Employees, for example, have the option of displaying their office rather than their mobile number in all calls so customers will call back your business directly.



Monitoring and Control

Thanks to a bespoke customisation between Reviso and VOIspeed, when a user makes a call, a pop-up window will display information on the contact being called. The pop-up can be edited by other users to highlight important information about that contact and convey the right message at the right time, such as new selling opportunities. Furthermore, by producing a detailed call report, a small office can monitor call usage and bill its customers accordingly, for example, based on call length.



Features

VOIspeed UCloud

Feature rich business phone system on the move



ARCHITECTURE

- Cloud
- Connecting analogue and ISDN lines
- Multi-level auto-responder
- Advanced routing towards hunt groups
- Voicemail to mail
- Detailed call reporting and status
- Call recording on specific phone numbers and user
- Central phone directory
- Remote offices
- TSComm Maestro Technology
- TSComm Atom Technology



UI

- Multi-device, running on Windows/iOS/Android/Mac Os
- Feature-rich speed buttons
- Shared and personal phone directory, with favourites User / Group chat
- File transfer
- Conference calling
- Customisable user icons
- Drag & Drop
- Call recording
- Voicemail
- Management admin options
- APP for smartphone/tablets



Integration and API

- Reviso
- TeamSystem software applications
- MS Outlook
- Auto-responder (IVR)
- System Status Notification
- 3rd party software



TeamSystem[®]

COMMUNICATION



125.000
Customers



1.300
Employees



750
Partners

TeamSystem Communication is part of the TeamSystem Group. TeamSystem is an Italian public company with a revenue of €260m; 125,000 customers; 1,300 employees and 750 business partners and local offices. As TeamSystem's business communications arm we are committed, through long-term R&D investment, to growing VOIspeed as a technology ensuring our clients stay competitive as a result.

In the UK we are based in St. Albans from where we sell and distribute VOIspeed technology to all clients and resellers in the UK and other countries outside of Italy. We help businesses become more profitable by increasing productivity and efficiency with our proprietary telephone technology. Clients like working with us because, with no intermediaries, we provide a highly responsive service and take responsibility for the entire telephony network.

Our services include:

- cloud and premises based telephone systems
- bespoke solutions including CRM and database integration
- remote offices and home working
- commercial and technical support
- UK and international phone numbers (GEO/NGN)
- fibre and broadband connectivity
- office cabling and networking
- number portability