Get More Communications Capability for Less

Hostcomm Hosted Telephony

Hostcomm
Business VoIP Solutions

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About the Author

Chris Key, CEO, Hostcomm

Chris is founder and Managing Director of hosted telephony provider Hostcomm. The business was one of the first of its kind in the UK and today offers an unrivalled VoIP network infrastructure. Chris's 20 years' experience in voice and data networking and pursuit of innovative new technologies ensure Hostcomm's services are stable, cost-effective and continuously evolving.

Create efficiencies and improve customer service

Using VoIP Hosted Telephony

Hostcomm Hosted Telephony service provides you with high quality business grade voice and lots of easy to use advanced phone and calling features.

There are no infrastructure costs as the service is available via your broadband line from only £6.99 per extension per month.

From
£6.99
Per extension
Per month
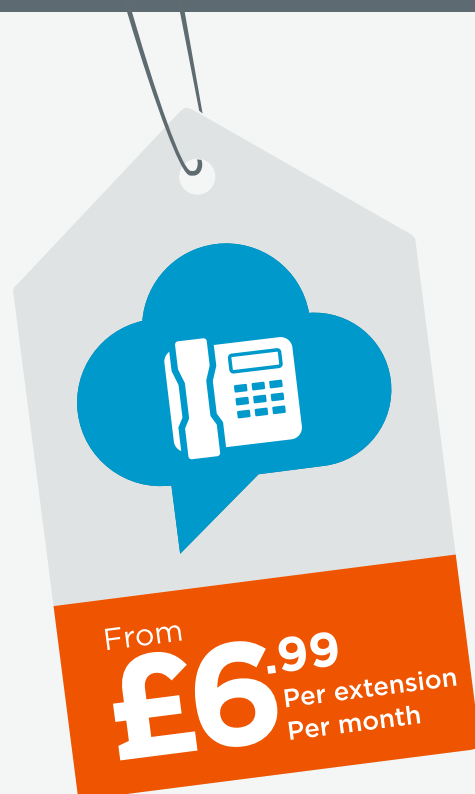
Whether you are looking to change service providers due to poor support, or you are just making the move to a VoIP hosted solution, we are here to help.

- Quick and easy set up
- Work from anywhere. Any device
- Great UK support
- Voice. Text. Conferencing. One phone system
- Integrate your smartphones

- Full telephone call reporting
- Save! No hardware. No capital investment
- No long term contract
- No technical specialists required
- No ongoing system maintenance

Getting Started with VoIP Hosted Telephony

VoIP Account

Manage your phone service settings via our VoIP portal. Leverage enterprise system features. It's easy. We'll give you all the help you need.

VoIP/ IP Handset

Do you need VoIP-enabled handsets? Hostcomm offers some great deals. Let us help you choose a product that meets your needs.

Router

Your broadband router must allow voice traffic. Don't compromise on voice quality. If your router's not up to the job, choose one of ours.

What Hosted Telephony can do for your business

Work from anywhere

You can manage multiple office locations and mobile workers on different devices, through your VoIP account. Stay in complete control and manage costs with one simple monthly bill.

Voicemail

Every VoIP extension receives voicemail with many options for managing your voicemail messages. Return messages quickly with timely voicemail prompts by text or email.

Conference Call

Operate private and public conference calls from your VoIP web-based portal. Participants dial-in using a local number and enter the access pin that you have provided for the call.

Call Routing & Hunt Groups

Distribute calls to any fixed, mobile or IP destination. Improve call completion rates with intelligent routing, send calls to the most appropriate agents, based on skills, least occupied, least idle. Set up your agents based on factors that enable you to route calls in a way that delivers enhanced customer experience.

Call Management

Login to the portal and manage your VoIP service through our easy to use interface. Manage permissions, answering rules, call forwarding, voicemail, port telephone numbers, provision new extensions - everything you need to have complete control over your telephony services.

Call Recording

Record inbound or outbound calls and gain access to every interaction with customers. Soon you'll be able to improve the consistency of how calls are handled by your employees. You'll also have access to vital information for resolving disputes.

Reporting

Gain instant access to real-time and historic telephone call reports. View traffic summaries reported with full call detail.

Call monitoring

Improve your ability to coach employees and improve their call handing skills. Listen to live conversations taking place in any of your corporate phone lines from your mobile or any other phone or directly streamed to your web browser.

Even more powerful…

Hosted Dialler

A hosted dialler gets salespeople connected to good calls faster, filters out busy lines and wrong numbers and takes away agents' admin workload. So your sales team spends less time waiting - and more time selling.

Intelligent Scripting

With intelligent scripting, when a call is connected, your sales rep is automatically presented with the correct script, keeping every call on message while dramatically improving customer service delivery.

ContactPro System Features

Client phone features
Call forward, hold, park, pickup
Call Now call-back button for email & web sites
Call transfer (blind, assisted)
Call screening
Call routing
Call waiting
Call forking to 2nd, 3rd, 4th phone
Find me Follow me
Smartphone integration
Intercom and paging
Ad-hoc conferencing
Unified messaging
Tannoy system
Feature codes
Web portal for call settings
Call reporting
IM and presence support
FAX to email
Call-Me-Back for low cost international calls
Customisable voice prompts
Time of day routing
DID numbers
Outound call rules
Caller ID control
SIP phone and softphone support

System Features
Call recording (always on/on demand)
Call recording searchable web database
Call queueing
Local queue agent
Remote queue agent (via PSTN)
Hunt groups
Auto attendant
Interactive voice response (IVR)
Call API control
Multi-party conferencing rooms
Instant messaging with Jabber
Live call monitoring
Sound database for voice prompts, moh
Advanced call reporting
Click to dial from CRM
Group voicemail
Calling cards
Prepaid / postpaid billing

Admin Features
Web admin interface
Tiered permissions
Multi-level web access
Multi-tenancy
Brandable web portal
Call reporting
Number porting
Auto-provisioning of extensions
API control using soap

Multi-tenant platform

Your telephony costs are lower because we host your VoIP account on shared servers on our secure infrastructure for greater efficiency

Resilience

Your service is resilient because there's no single point of failure on our network. We have multiple datacentres and use softswitches to route calls over multiple carriers.

Security

Your VoIP service is secure because our servers run the highest security operating system and active firewalls. Our gateways and softswitches also prevent intruders.

Quality

Your voice calls are crystal clear because we peer directly to the UK's tier-1 carriers using our own network for optimum voice quality.

How Hosted Telephony Works
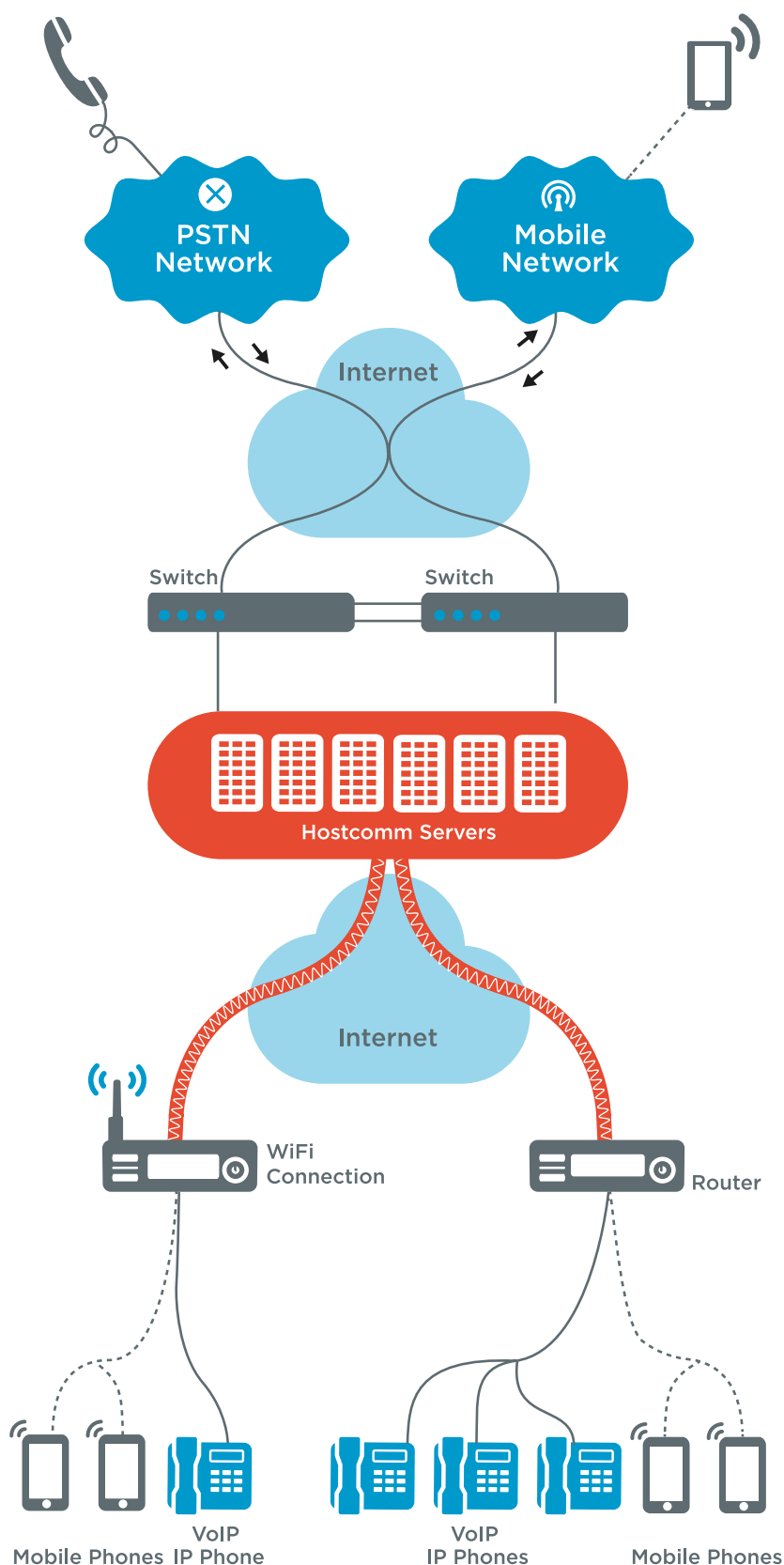
Routing traffic from landlines and mobile networks

The calls that your business makes or receives are eventually carried via the public switched telephone network (PSTN), or the mobile network. We manage this traffic, based on your VoIP account settings.

Our VoIP infrastructure manages your voice traffic safely

Your VoIP account is hosted on a shared server on our secure infrastructure, which means cost savings for you. The unique mesh design of our network - across multiple datacentres - ensures the highest levels of resilience and security. Your calls are routed through Hostcomm switches which distribute calls continuously across multiple phone carriers.

VoIP Account

Manage your phone service settings via our VoIP portal. Leverage enterprise system features. It's easy – we'll give you all the help you need. Implement one VoIP extension per person.

Router – Your voice gateway

Your voice-enabled broadband router manages the call traffic that Hostcomm directs - over the internet - to or from your phones.

IP Phones

An IP phone, or VoIP phone, is designed to place or receive calls over an IP network. A good-quality handset is important, but needn't be expensive.

Iphone & Android connection

Our VoIP service is held in the cloud so we can route calls to users' mobile devices anywhere. Your iPhones or Android devices connect via WiFi or 4G.

Why choose Hostcomm?

Experience

Founded in 2004, Hostcomm knows what it takes to deliver world-class VoIP and hosted dialler services with a traffic profile that's attractive to carriers. So you can confidently reduce costs by using VoIP – without increasing your risk of a short-notice suspension.

Quality

Hostcomm uses its experience to react to the things businesses really need from their telecoms. Every product is developed to the highest standards, creating feature-rich services that deliver tangible value.

Infrastructure

Hostcomm's privately owned and locally managed infrastructure crosses six global data centres, with data crossing five Tier-1 carriers. So your VoIP and hosted dialler is reliable, crystal clear, and always available.

Support

When you need help, you can depend on friendly, practical advice from Hostcomm. Global support services help businesses resolve issues, improve performance, and get more from their telecoms. The team can even help with custom solutions by application.

Our Services

Any of our services can be set up independently, to work with solutions that you may already have in place. Pick and choose the capabilities you would like to have. Or choose all services from Hostcomm and benefit from having one supplier, providing superior support, for all of your needs.

VoIP SIP Trunks

Gain more lines without high IDSN line costs. We'll set up lines using a SIP trunk, integrating with your existing PBX. We have experience with all major service providers including Avaya, Mitel, and Cisco.

Hosted Telephony

Create eciencies in yourbusiness and cut costs using our hosted VoIP service. Gain Enterprise features including an auto attendant, voicemail, call management, conference calls, hunt groups, call monitoring and call reporting.
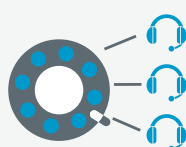
Predictive Dialler

Increase sales with a predictive dialler. It automates the time-consuming task of making calls and minimises time between conversations. Your team can spend more time talking, not dialling and waiting for calls to connect.

CRM integration

Don't let legacy systems or budget restrictions hinder performance. We'll integrate your CRM with our predictive dialler introducing business process automation.

Intelligent Scripting

Keep every call on message while dramatically improving customer service and reducing data collection errors.

Our VoIP infrastructure offers the highest standard in resilience, security and HD voice quality.

Experience VoIP Hosted Telephony

Start a free trial now:

www.hostcomm.co.uk

Talk to us… we are here to help

If you have any questions or require further information, please get in touch:

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