



IT SUPPORT • CLOUD • BACKUP  
TELEPHONY • PRINT



[www.XC360.co.ke](http://www.XC360.co.ke)  
[enquiries@xc360.co.ke](mailto:enquiries@xc360.co.ke)  
0785 111360 / 222360

# TELEPHONY

Enterprise features  
that don't cost the earth

# Telephony

Improve your team's efficiency and communication tools wherever they are with the XC360 complete business communications service.

Whether you need to deliver client requirements to schedule, hit sales targets, never miss a lead, or communicate effectively with branch offices, reliable and professional telephony is crucial.

- Scalable – and can grow as you need and on demand without expensive upgrades or installing new lines.
- Adaptable – reroute calls and enable calling features in seconds, a phone system built around your needs.
- Take your office number wherever you go, on iPhone, android, windows or MAC, so you never miss a call or lose an opportunity.
- Record calls on demand so you can refer back when needed and capture only the information you want.
- Uptime Guarantees ensure your system is always available, but built in disaster recovery solutions mean you can have access to your incoming and outgoing calls if disaster hits your offices.
- Report on your individual team members usage to invoice accordingly and measure performance for future improvement.
- Feature and performance upgrades included as standard.
- Maximum return with minimal investment - NO capital expenditure on expensive PBX or handsets.
- Fully supported and managed so you never need to worry about configuring and maintaining your telecoms.

**69%**

of people who call a business will hang up instead of leaving a message. That means they call someone else, probably your competitor.

SOURCE: BT

**73%**

of interactions in the UK are still telephone calls, despite the prevalence of the internet.

SOURCE: Kcom

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## Features you can rely on

Premium Handsets with up to 100 speed dials

Unlimited UK Landline and UK Mobile Calls

Call hold and park

Voicemail and Voicemail to email

Answer a group member's phone with Call Pick Up

Common or customisable settings for branches, groups or departments

Call recording for auditing, training and compliance

Call transfer even externally

The world's leading call controller platform

Take your number with you with Mobile access or call twinning

Do not disturb for those crucial times you need to focus

Smart receptionist features

Auto attendant to give your callers menu options to get through to the right person

Hold Messaging to get your messaging across

Softphone access

DDI numbers as standard

Reliable and secure

Super quick migration

Fraud Prevention

Call conferencing with N-way calling

Call routing / forwarding / Queuing and Call waiting

Get notified via Email when important calls come in

Your number & profile on any phone, anywhere + Remote Office & Hot Desking

Instant Group Call enabling efficient collaboration

See when your colleagues are free for a call

No more unwanted calls with Anonymous Call Rejection or Selective Call Rejection and barring

Auto callback so you don't waste time continuously calling the same number

Present any number (you have permission to use) on any outgoing call

Full UK Based Support

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To discuss how your business can leverage cutting edge enterprise telephony solutions whilst still keeping your costs low call or email XC360 now.

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