



CUTTING EDGE HOSTED COMMUNICATIONS

MYPHONES.COM

FLEXIBLE | RELIABLE | SCALABLE

PUT YOUR BUSINESS IN SAFE HANDS WITH **MYPHONES**



MyPhones has been at the cutting edge of internet telephony for more than a decade, quietly developing and delivering super reliable technologies, applications and features, including Altos, our white label hosted telephony platform.

The Altos platform has been created specifically for resellers as a complete business telephony service, ideal for organisations of all sizes, from sole traders to multi-site deployments. More importantly, Altos is a software only product that allows you to benefit from richer margins by taking the approach that bundles aren't always right.

Altos offers a Soft Phone and Mobile App and works with a range of leading IP phones.



Yealink



Panasonic



It's easy to put Altos, our wholesale hosted telephony platform, at the heart of your unified communications packages. It delivers everything you need from a premium hosted telephony platform - *except the premium price.*

Different licenses allowing for different requirements across the same user

A blended seat price helps you understand your exact buy price for each configuration

Aggregated SIP enables the same SIP channels to service multiple users

Multiple SIP providers for true auto sensing routing and localised breakout in up to 32 countries

Choose the right hardware for the exact end user requirement

Full white label so you can differentiate your product against the competition

Unrivalled, sustained, uptime and reliability



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MyPhones Phone Buddy puts the power of the Altos phone system on your desktop, laptop and smart devices.

- Messages and alerts, with popups when they arrive
- Instant message and Presence
- Easy access to telephone directories with options to call, email or chat
- Integration with Salesforce, Zoho and other external CRM systems



Call Recording allows companies to record calls on all or specific company phones. For each phone number, you may choose to record all calls or a specified percentage of calls, and whether you want to record just external or both internal and external calls.



Time-based Routing

Mobile Softphone

Altos Phone Buddy Receptionist - Home office

VMI Alerts Drop Off Agent Mode Launch Call Send Text Send Mail My Status Settings

Recent Activity Call Management Callboard Communications Self Phone

Calls

075352241
Philippe Matos, at 11 innovations

Call History VOICE MAIL ALERTS

Waiting Calls

000137033
Philippe Matos, at 11 innovations 15:30:25

Personal Contacts Personal Contacts Shared Contacts Groups Conferences

Search Contacts

ID#	Ext.	Last Name	First Name	Job Title	Notes
ACCOUNTS					
000000000	231	Marcelin	Sarah	AccountManager	
000000007		SelfPhone	Sarah		
DEVELOPMENT					
000000001	421	Gregory	Simon		
000000002	09022	Gregory	Berj		
000000000		Howard	Daniel		
000000000	211	Marcelin	Stuart		
000000000		Stanna	Vikar		
PERSONAL CONTACTS					
000000000	725	Simon	Andrew		
000000000	724	McCombs	Adam		
000000000	723	Robinson	Andrew		
000000000	726	Sarah	Dayleigh		
GPS					
GA					
REMOTE WORKERS					

WALLBOARDS & REPORTING SOFTWARE

View performance statistics from your desktop or mobile device with Wallboards. Wallboards provide an essential insight into your call activity and help you manage the system even when you are away from the office.

The MyPhones wallboards display call statistics across a group of phones, allowing Call Group members to monitor activity and respond to performance issues. Statistics can be displayed on any web-enabled and connected device.

Wallboards provide teams with a view of how they are performing, the number of callers in the queue and past activity, which can highlight when additional members may be required to login to cater for busy times.

Inbound Calls
Answered calls, lost calls, queued calls and ring duration by group or individual users.

Outbound Calls
Average duration and maximum duration by group or individual users.

Queued Calls
Average queue time, maximum queue time, queue limit breaches, timeouts, callers in queue.



THE RESELLER & ADMIN PORTAL

Our comprehensive web portal has dedicated separate areas for resellers and their customers.

The reseller portal allows resellers to oversee their customers' accounts, set security levels and place orders. The customer portal allows end-users to set their corporate and individual system preferences. Altos can be entirely white-labelled so you can brand it as your own; this includes the user portal, which can also be branded for your customers.



MAKE ALTOS FROM MYPHONES YOUR OWN PRODUCT

With Altos there are no hidden extras.
This means there are no subscription set-up or
termination charges; no minimum contract period;
no system setup, onboarding or training fees.

Charging is based on the number of active subscriptions at the
end of each month. If activated, Call Recording storage incurs
variable costs.

The reseller can choose which SIP provider they use, benefitting
from the aggregation of SIP channels. In addition, a choice of
handsets allows the end user to select and benefit from the right
hardware for each environment.



For more information about
MyPhones or becoming an Altos
reseller, please contact us today.



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