



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.



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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THE MYPHONES SOFT APPLICATIONS

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

Phone Buddy (The Altos desktop application) shows screen popups when new calls, voicemails and messages arrive and can provide full Windows softphone functionality to make and take calls from your PC.

- 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

On Windows PC's and laptops the floating dashboard allows you to keep Phone Buddy on screen, positioned where you want it, update your presence status quickly, access directories, view history, make calls and set up diverts.



Auto Attendant

Auto Attendant allows callers to be automatically transferred to an extension without the intervention of an operator or receptionist. You can create a library of recorded greetings and instructions, and up to 125 individual menus and sub-menus.



Call Recording

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.



Call Queues

Call Queues hold incoming calls when there are no free operators available. With Altos you can create up to 50 call queues and choose different music for different queues. The automatic reporting module generates two Call Queue reports, which can be viewed, downloaded and / or printed.



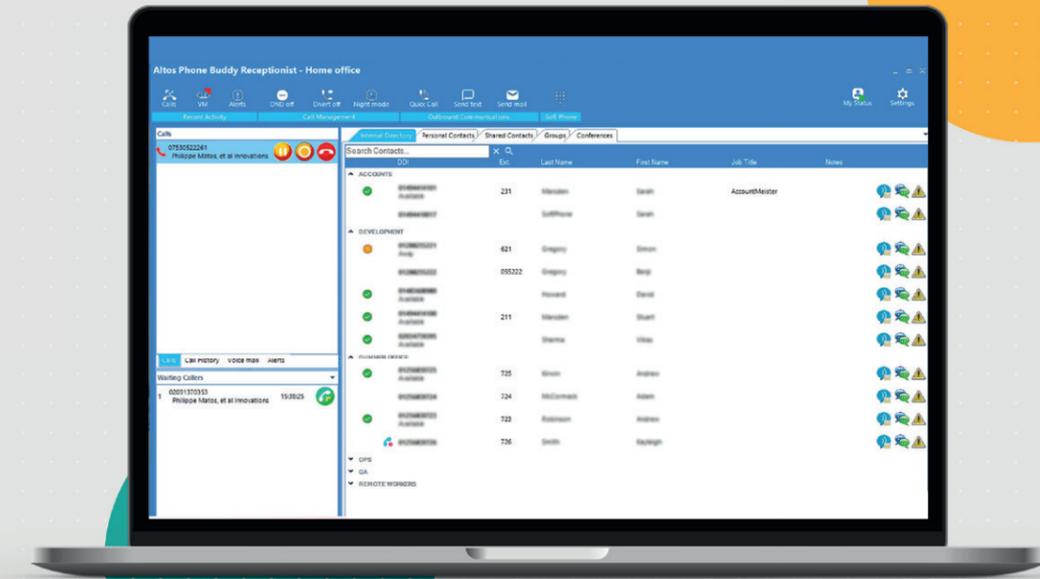
Time-based Routing

Time-based Routing enables businesses to configure individual phones and voicemail messages for different times of the day or week. The schedule will automatically route inbound calls in specific ways for particular periods, eg. lunchtimes, weekends or holidays.



Mobile Softphone

The Altos mobile softphone is available for android and iOS devices. The App allows you to use your smartphone as a company phone extension. This enables you to keep in touch with your colleagues and contacts, wherever you are.



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 MyPhoness 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

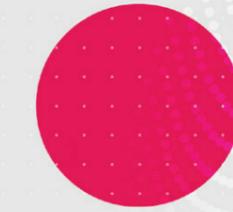
Answered calls, lost calls, queued calls and ring duration by group or individual users.

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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