

# Advitel

## Advitel ...the perfect caller experience

Advitel is an all-in-one telephone audio marketing solution specifically designed for small businesses. Packed with functionality usually restricted to large corporates, and enhanced by an industry leading audio marketing and support service, Advitel will make your business sound bigger and more professional, help you sell more, inform on any events, or be your direct audio promotional tool, pre-answer, and may even help to eliminate unanswered calls.

Advitel is engineered for the communications needs of today and tomorrow. Using the latest technology Advitel delivers exceptional cost savings, productivity and efficiency improvements, power, performance, quality and peace of mind and thanks to our unique dynamic messaging service, can increase the overall customer experience with you.

## Key Benefits

- The mobile & softphone applications enable you to go 'phoneless'
- Regularly updated audio messaging - keeping you ahead of your competition
- Reduces your chances of missing calls
- Collect voicemail on the move with voicemail to email
- Call recording to aid staff training and resolve disputes
- Audio messaging pre-scheduled for special days i.e. bank holidays - to fit in with your opening times
- Rest assured with inclusive maintenance cover and named account manager
- We can update your hardware, and save you money overall

## Reliability

Based on industry standard Asterisk technology that is used by millions of companies world-wide, with inbuilt firewall and secure encryption, Advitel is one of the most reliable and secure systems on the market.



**Yealink W56P  
handset  
and base station**



**Yealink T48  
phone**



**Plantronics  
5200 UC  
headset**

# Functionality

	Standard	Advanced	Premium
Answer all calls with professional greeting message	✓	✓	✓
Voicemail to email	✓	✓	✓
Voicemail boxes	1	3	Unlimited
On hold and in-queue marketing messages	✓	✓	✓
Remote support provided as standard	✓	✓	✓
Time & Date stamped audio messages	✓	✓	✓
Fresh daily news, sport, weather messages (automatically updated)		✓	✓
Bespoke call routing menus		✓	✓
Call forwarding (Always, when busy, if no answer, closed)		✓	✓
Place caller on hold and pick up on different phone		✓	✓
Answer any other extension from your phone		✓	✓
Do not disturb		✓	✓
Never miss a call, forward to mobile if no answer or you're away		✓	✓
Call recording		✓	✓
Smartphone mobile app + desktop softphone		✓	✓
Custom ring groups, phones ring on caller requirements			✓
Conferencing			✓
Fax to email			✓
Hotline - easy door entry			✓
Last caller routing (CLIP)			✓
Mobile failover facility			✓
Proactive monthly statistics email			✓

## Easy access to call statistics and call recordings

**CDR and Recordings**

Time: 2017-02-10 00:00 - 2017-02-10 23:59

Call From:  Call To:

Call Duration (s):  Talk Duration (s):

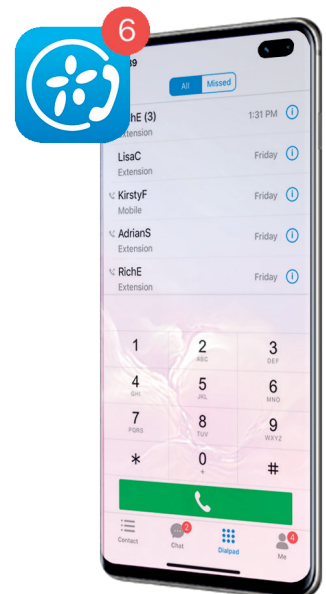
Status: All ☐ Include Recording Files

Advanced Options

Time	Call From	Call To	Call Duration...	Talk Duration...	Status	Recording Options
2017-02-10 10:05:30	Unknown	1000 <1000>	00:00:14	00:00:08	Answered	<input type="button" value="Play"/> <input type="button" value="Download"/>
2017-02-10 10:00:30	Unknown	1000	00:00:39	00:00:21	Voicemail	<input type="button" value="Play"/> <input type="button" value="Download"/>
2017-02-10 10:00:23	Unknown	1000 <1000>	00:00:05	00:00:00	No Answer	<input type="button" value="Play"/> <input type="button" value="Download"/>
2017-02-10 09:58:07	Unknown	1000 <1000>	00:00:21	00:00:09	Answered	<input type="button" value="Play"/> <input type="button" value="Download"/>
2017-02-10 09:57:07	Unknown	1000 <1000>	00:00:26	00:00:14	Answered	<input type="button" value="Play"/> <input type="button" value="Download"/>
2017-02-10 09:33:34	Unknown	1000 <1000>	00:00:28	00:00:15	Answered	<input type="button" value="Play"/> <input type="button" value="Download"/>

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## Powerful Smartphone App



A flexible system, be it an on site pbx or a completely hosted solution. Advitel can connect to existing incoming lines, inc PSTN/ISDN or SIP trunks.