

HOSTED

Extensions



01 | Unleash your business' true potential with cloud communications

Free your business from premise-based hardware and reap the rewards by moving all your PBX features and intelligence to the cloud.

There's no longer a need for PBX hardware to be installed. All you need is a connection and phones, and your solution is on-the-ground running.

02 | Head in the clouds. Feet on the ground

The Contineo Hosted Extension solution out-shines traditional PBX with the many benefits it offers. These include:

■ **Non-geographic**

Connect from anywhere, on any device. All branches and users access services on the same PBX, but in the cloud. It's just like everybody being in the same office

■ **Scalability**

Scale up at a pace that suits your business by either adding one additional subscriber or by adding up to 1 000 subscribers – without ever having to worry about hardware capacity/software

■ **Zero technology risk**

With Contineo Hosted Extension you need never worry about outdated PBX hardware/software

■ **Standardised**

All users have standardised hardware and features which makes it easy to train and offer support, as well as to introduce new initiatives, without the need to upgrade

■ **Centralised management**

Manage all users in a single central online location – no need to call out a PBX technician to make minor changes

03 | Flexibility to suit your business

Contineo offers two versions of the hosted extension, each differentiated by the number of features available. This allows you to choose the most suitable features for different user types within your budget.

OFFICE extension

Designed for an office-based workforce with a full range of telephony features.

Paired with a basic function handset, this option provides a cost-effective end-point solution.

EXECUTIVE extension

Best suited to the power users that require advanced features and mobility capabilities to ensure that they never miss a call.

Paired with an advanced function handset this option ensures maximum productivity for power users.

Both these products can be combined to address any enterprise configuration and all user types, building a differentiated bespoke solution.

The applications are decoupled from the underlying architecture, which means you have total freedom to evolve the infrastructure.

04 | Pay as you grow

A monthly license subscription with Contineo Hosted Extension gives you the power to only pay for what you use, while hardware constraints no longer hold back business expansion.

05 | 6 of the best

6 reasons why moving to cloud communications elevates your business:

- 1 Expand your opportunities by freeing your business from the constraints of a physical location and a fixed workforce
- 2 Ensure seamless experiences by using one number for all your business communications, across multiple devices
- 3 Work smarter, anywhere, ensuring that you never miss a call and stay productive
- 4 The latest technology helps you stay ahead of the competition
- 5 Reduce your risks with built-in resilience and the security you require
- 6 Free up time to focus on your business while your service provider manages your cloud communications

To further enhance your cloud communications, Contineo offers these great complementary services:

✓ **CALL RECORDING**
Ensure that your business is compliant with regulatory requirements, and manage your customer experience with agent review and quality control capabilities.

✓ **CRM CONNECTOR**
Use our CTI connector to integrate popular CRM solutions.

✓ **ATOM ANALYTICS**
Monitor and manage call activity from a centralised system for cost control and productivity management.

✓ **CALL CENTRE**
Seamlessly add cloud-based call centre capability to your hosted extensions, providing your agents with advanced contact centre features and reporting.