PhoneLine+

Simple phone line replacement service

DSUK

Introducing PhoneLine+

As a small business owner you know that your phone number is essential to your business and you have invested a lot into it over time. Known to your existing customers and widely advertised to attract new ones, to be without it is unimaginable.

PhoneLine+ has been specifically designed to replace your traditional landline service using VoIP technology to deliver voice calls over the broadband network, all at a highly competitive price.

PhoneLine+ can be accessed on a choice of devices including computers, tablets, mobile phones and IP handsets, or we can provide an adaptor for your current phone, so there is no need to invest in new equipment unless you want to.

It supports all the key features expected of a traditional telephone line including voicemail, call divert and call hold, but without paying more, PhoneLine+ provides extra features designed to make your life easier.

PhoneLine+

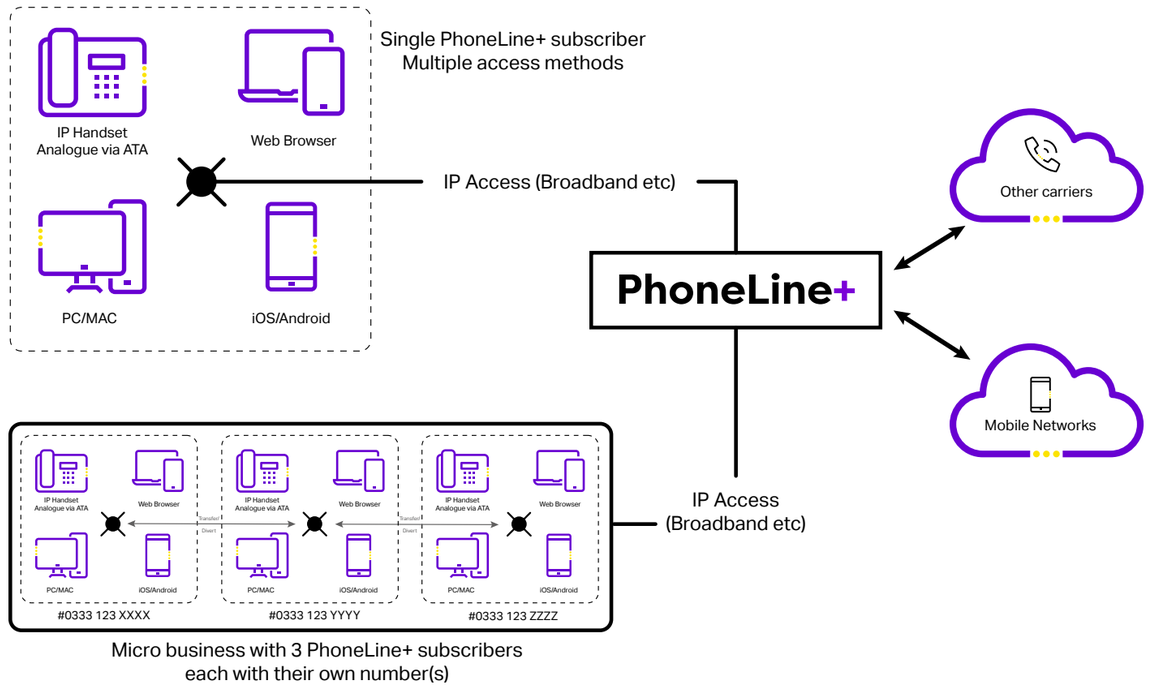
Saves you time, puts you in control, and delivers a superior experience for you and your customers.

Why do you need it?

The legacy, public-switched telephone network is being turned off, so to keep your phone and your number working you need to move to the new network, where voice calls are delivered using the same infrastructure as data using VoIP (Voice over Internet Protocol) technology.

If you already have a broadband service then it is likely that it will be able to support PhoneLIne+, keeping disruption to a minimum.

How does it work?



Micro business with 3 PhoneLine+ subscribers
each with their own number(s)

Save time and work smarter

Be more productive with PhoneLine+

In developing PhoneLine+, Gamma spoke to hundreds of small businesses about their biggest daily challenges and the results spoke for themselves; time, or rather lack of time, is the single biggest challenge. Managing time better and more productively was at the top of the wish list and any investment in communication tools and technology is expected to deliver tangible results in this area. So, having a business phone that works every time, where you want it, and puts customer and call information in front of you in an intuitive way, would be a huge advantage. PhoneLine+ delivers in all these areas and more.

No more running

Make and receive calls from where you are rather than where the phone is ringing. PhoneLine+ can be loaded on the device or devices of your choice including laptop, tablet, or mobile phone (whether Android or Apple) or IP handset. If you are logged in on that device, then it will ring when a call comes in.

No waiting to get started

Once you have signed up PhoneLine+ is delivered immediately via email, so there is no waiting for an engineer to call, simply download the app or soft client to your device(s) of choice. Immediately start making and receiving calls and managing your customer experience.

Easy to use

No need to spend significant time learning how to access and get the most out of your PhoneLine+ account. The user interface is designed to be intuitive and familiar in its choice of icons, and the main functions are on the front page. Plus, there are “How to …” guides available online accessed from within PhoneLine+.

Stay on top of changes

Make instant changes in PhoneLine+ by altering your call handling preferences and your availability with a click of a mouse. Changes are saved automatically so you will never forget to save them! And if you get called away by a customer, then use the ‘Set yourself to Away’ function to have your calls sent to Voicemail or to a colleague. And you can set your Call Management preferences from wherever you are via a web browser, so your customer experience need not be impacted by an unexpected event like illness, weather, or transport problems

Information at your fingertips

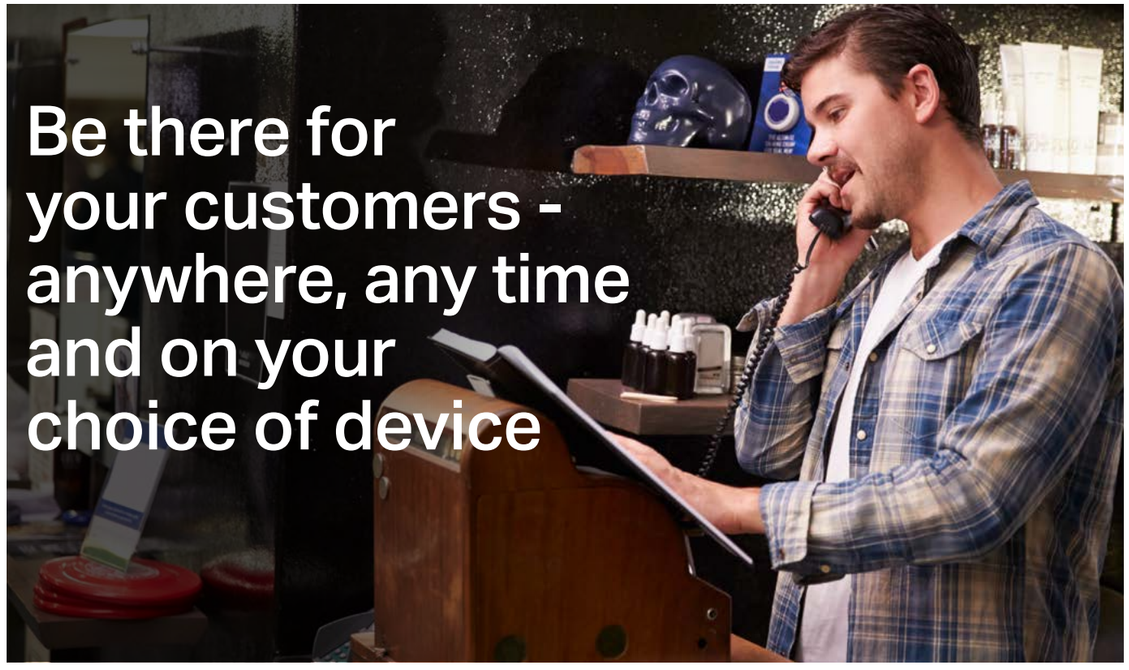
Store all your business essential numbers in one place using the Contacts function. Synchronise your contacts from your mobile phone, choose to keep them private or share contacts with your colleagues so you all have customer numbers at your fingertips. Use the Call Activity log to check the details of a missed call, filter the list to find a new client number, and easily add callers to your Contacts.

Improved customer experience

Decide how you want any unanswered calls to be managed

Use the Voicemail option and record a personal greeting or select from the messages you have perfected before and stored in your media library. Choose to have calls diverted to a colleague or redirect them to an external phone, and elect to have the calls announced and the number dialled displayed, so that the calls are answered appropriately. If you are diverting calls to your personal mobile, then PhoneLine+ makes it easy to identify business and non-business calls.

Set your Out of Hours for each day, whether for the whole day or just part of the day. Set a specific Out of Hours message and choose how you want calls to be directed when you are closed for business rather than just unavailable. The ability to manage your customer’s expectations can go a long way to improving their user experience and provide an edge over the competition.



Less to worry about

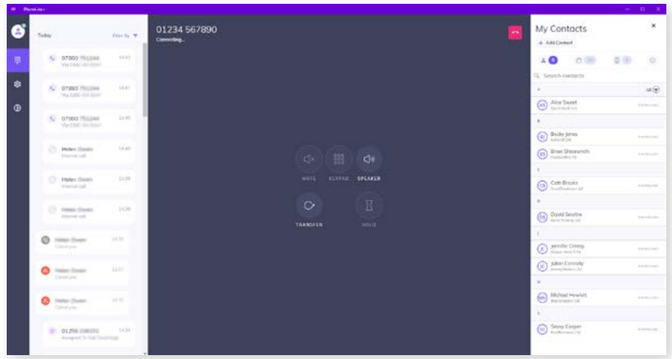
As a software-based solution, PhoneLine+ can be updated and maintained remotely by your service provider, safeguarding your business as technology evolves. And as an Administrator within your PhoneLine+ account, you could have complete control over who is a subscriber in your company which makes it easy to add and remove users and reallocate phone numbers as required.

With PhoneLine+, there is no need to start over because you can take your existing phone number with you, so there is no disruption for your customers, and you waste no time or money changing your signage, stationary, advertising etc. And access to PhoneLine+ is password protected so your information and that of your customers is held securely.

Designed with care

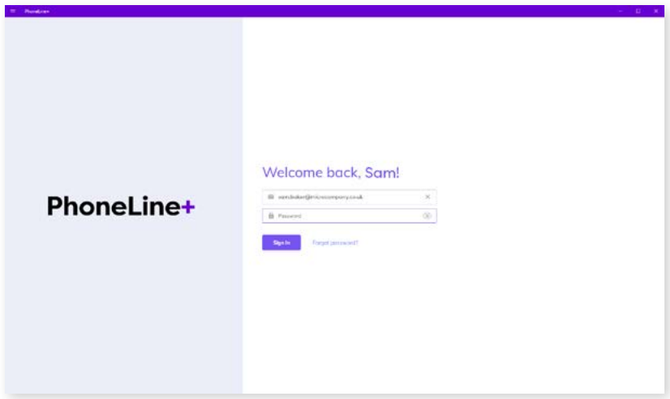
PhoneLine+ is easy and intuitive to use

We know that you don't have time to waste reading lengthy instruction manuals to learn how to use your new phone service, so PhoneLine+ has been designed with a simple user interface. When loaded on a laptop, tablet or mobile, the interface uses familiar menu structures and icons throughout, and to make life easy the most frequently used functions can be found on the home page.



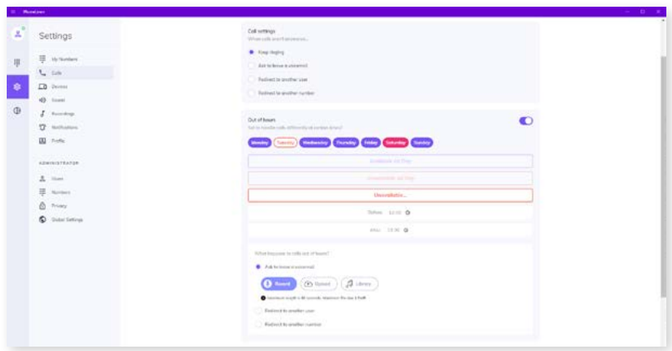
Key features

PhoneLine+ offers all the key features of a traditional telephone line including Voicemail, Call Divert, Call Hold, Contact Directory, Call Transfer, Call Forwarding and Number Withholding.



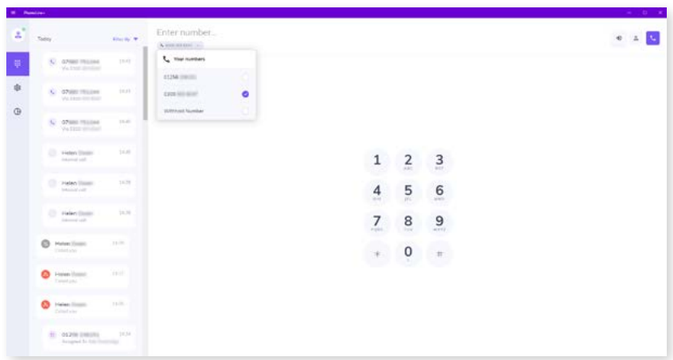
Getting started

Sign-up, create a password and download PhoneLine+ to your device of choice. Start making and receiving calls and managing your customer experience.



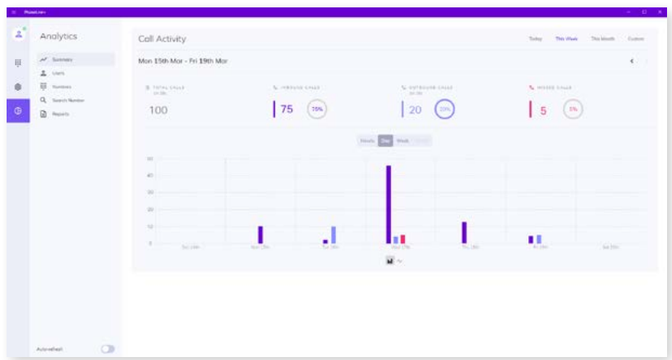
Out of Hours

With PhoneLine+ you can set your Out of Hours profile for every day of the week, and you can have an Out of Hours message that is specifically for when you are closed rather than unable to answer a call.



Manage more than one number

With PhoneLine+ you can have more than one phone number per subscriber, so you can choose to use dedicated numbers for different functions. This means that you can anticipate the reason for the call and answer accordingly, giving the impression of being a bigger business.



Analytics

Use the built-in reporting to see your call patterns and usage trends, check that calls are being answered in your absence, and monitor progress against your goals which could include optimising your availability. Reports can be filtered by time period, users and numbers, or you can create and download a report to suit a specific need.

Bonus Features

Even more reasons to choose PhoneLine+

Devices

PhoneLine+ can be accessed by your choice of devices including computer, laptop, IP phone, tablet, traditional handset and mobile phone. These devices can be managed from within your PhoneLine+ account where you can choose whether every device should receive calls and therefore simultaneously ring for an incoming call. It's also easy to manually add devices like desk phones ordered from your service provider.

Snooze

You can instantly set your status to **Unavailable** for a short period which is ideal if called away by a customer. This snooze period is returned to **Available** with one click.

Notifications

If you are out of the office you can choose to receive email notifications of all missed calls or voicemails, so you never keep your customers waiting unnecessarily.

Administrator Control

As the administrator of your PhoneLine+ account, it is possible to add, remove and manage the other PhoneLine+ users. You can add or remove new numbers and any existing numbers that you own. You can also set your privacy settings which could include any numbers from which you want to block incoming calls.

Simple Provisioning

Provisioning and management of your account is via an online portal so your service provider can make changes and updates as required.

Set your status

You can set your status using either a **Custom** status or one of the status presets including **Lunch, In a meeting** and **Wrap Up**. This is useful for short periods up to 24 hours.

Case Study

Emma owns a successful, well-established hair and beauty salon where she employs two apprentices, two stylists and a nail technician. The salon has a reception desk where the only landline phone is located next to the appointment diary which is held on a secured computer. The salon advertises this number extensively and whoever is available will answer the phone when it rings. Emma has an office at the back of the salon and uses her personal mobile to make calls to suppliers.

By switching to PhoneLine+, as well as future-proofing her business telephony service, Emma was able to:

- Improve the customer experience, thus promoting customer retention.
- Keep her existing landline phone number.
- Adapt and continue to use her existing telephone.
- Load PhoneLine+ on to her mobile so she can take calls to the main number and make calls from the office without using her personal number.
- Access her PhoneLine+ account on her computer and use the analytics to see how many calls are missed and how quickly they are returned.
- Set different messages for her Voicemail and Out of Hours to better manage customer expectations.
- Add a second number specifically for beauty treatments and have calls announced so they can be answered appropriately, set different Out of Hours from the main salon, and divert calls to the nail technician who she added as a user to her PhoneLine+ account.

Emma is delighted with PhoneLine+. She believes that it has made her more productive as she can take calls from where she is rather than running back and forth, enabled her team to improve their customer experience by setting call-back targets and made the beauty treatments side of her business more accountable.

We are confident that PhoneLine+ delivers features that will save you time, help you use your time more effectively and future-proof your business telephony, so you have one less thing to worry about

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