



PRODUCT OVERVIEW

Cloud Phone Systems

Elevate, built around your team, your call flows and the way they actually work.

Communications, IT & Cybersecurity.
Business Technology, Made Simple.



Calls That Follow Your People

Desk phone, computer, mobile or Microsoft Teams. Your team keeps the same number and the same features whether they are at their desk, at home or out on site.

More Than a Phone System

Calls, video meetings and team chat run from the same app and the same business number, so your team is not juggling separate tools. WhatsApp can be added.

AI That Writes Up Your Calls

On Essentials and above, AI turns a recorded call into a transcript, a summary, the overall sentiment and the topics discussed, with the data held in the UK.

One Supplier, One Number to Ring

Handsets, licences, integrations and support all come from F One, so when something needs sorting there is one number to ring and nobody to pass it to.

What Makes It Work

Every business handles calls differently. We design Elevate around your calls, then install it and support it.

Everyday Call Handling

Transfer, hold, park and pickup, auto attendant, music on hold, and voicemail that arrives as text. Sign in at any desk phone and your extension follows you.

WhatsApp Company Messaging

Customers start a WhatsApp conversation with your business number, and your team answers from a shared inbox inside Elevate. Added to any licence as an extra.

AI Call Recap & Meeting Recap

After a recorded call or a video meeting, AI produces the transcript, a summary and the topics discussed, so the write-up is done before anyone has left the room.

Call Queues & Hunt Groups

Route callers to the right team and hold them in a queue. Queuing, greetings, wrap-up time and supervisor tools come with Pro, and cost extra on Essentials.

Unlimited UK Calls & 33 Countries

Every licence includes unlimited UK calling. Essentials adds free calls to 23 more countries and Pro to 33. The full list is on the next page.

Recorded, Kept and Findable

Calls are recorded and kept in a searchable archive. Thirty days is included on every licence, with one, three, seven and ten year retention available.



Microsoft Teams Integration

Bring business calling into Microsoft Teams so your team handles calls in the app they already use for chat, meetings and files. The embedded option does not need a separate Teams Phone licence, so there is nothing extra to buy from Microsoft. It works in the Teams mobile app as well, and if Teams itself has an outage your team can still make and take calls from the Elevate app.

CRM INTEGRATION

Caller Details on Screen

Pro includes built-in integrations for Salesforce, Microsoft Dynamics 365, ServiceNow and Zoho. Where a CRM is not on that list, our Red Cactus partnership can often bridge it. Functions vary, so we check suitability first.

Choosing Your Licence

Elevate comes in three licences. Most of the system is the same on each, so the choice is a short one.

Included on Every Licence

Unlimited UK calling. Desk phone, mobile and desktop apps. Auto attendant and hunt groups. Voicemail with transcription. Call recording with thirty day archiving. Hot desking and presence. A direct dial number for every user.

Express

The phone system on its own, with one desk phone plus the apps. Unlimited UK calling. No free international calls, team chat or video meetings.

Essentials

Adds team chat, video meetings for 25, AI Call Recap and 5 GB of file storage. Free calls to 23 more countries. WhatsApp can be added.

Pro

Adds video meetings for 100, 50 GB of storage per user, call queues, supervisor tools and CRM integrations. Free calls to 33 more countries.

Where Your Included Calls Reach

Unlimited UK calling comes with every licence. Essentials adds free calls to Austria, Belgium, Canada, Czech Republic, Denmark, Estonia, France, Germany, Iceland, Ireland, Italy, Luxembourg, Mexico, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Spain, Sweden, Switzerland and the United States including Puerto Rico. Pro adds Australia, Hong Kong, India, Israel, Japan, Malaysia, New Zealand, Singapore, South Korea and Taiwan. Express does not include free international calling.

Premium rate and high cost numbers are charged separately. Included calling is subject to Intermedia's fair use policy.

CUSTOMER STORY

“F One made moving to our new phone system straightforward. It is easy to use, calls reach the right people more efficiently, and we can stay connected whether we are at a desk or moving around the club. Rory was knowledgeable, patient and genuinely helpful throughout.”

Bronte Kissoon
Malden Golf Club

NEXT STEP

Book a Demonstration

We look at how your calls work today, show you the system running, and give you the design and the price before anything is ordered.

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