FONE
TECHNOLOGIES

Take your business to the next level with fully integrated unified communications

ALL-IN-ONE COMMUNICATIONS AND COLLABORATION

Wherever work takes you, a better way to communicate needs to come, too. With Elevate, a full office communications suite goes wherever you go.

Elevate combines a feature-rich business phone system with video meetings, messaging, text, contact centre, file sharing, and more with the integrated mobile and desktop apps that allow for wherever, whenever communication.

And with Elevate, they are all available on one integrated, secure, reliable, and easy-to-use platform.

ELEVATE BENEFITS

INCREASE PRODUCTIVITY AND COLLABORATION

- Communicate how you want, wherever you are, with integrated voice, messaging, video meetings, screen and file sharing, and file backup
- Work from virtually anywhere, at anytime, on any PC, Mac, Chromebook, iOS or Android-enabled smart device
- Switch seamlessly from your desktop to your mobile device, and vice versa, with integrated mobile and desktop apps

LOWER COSTS

- Consolidate voice and data onto one network
- Reduce infrastructure and operating costs with no additional hardware to buy

ELEVATE BENEFITS (CONTINUED)

INCREASED RELIABILITY

- Proprietary VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacentres increase reliability and reduce latency

HIGHLY SECURE

- Triple Guard Security protects user access, secures applications, and defends the cloud infrastructure
- Secure datacentres, a certified security team, encryption, password management, 2FA and more safeguard your data against cyberattacks
- Multi-pronged approach eliminates the complexity and gives you peace of mind that your data is protected

SIMPLIFIED SCALING & MANAGEMENT

- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy and can be done online
- Manage service and features using a user-friendly control panel
- Gain insights on Elevate services with the Service Adoption Dashboard to get the best value out of your cloud communication solutions

BUSINESS CONTINUITY

- Elevate automatically rings to all of your end points (desk phone, mobile, etc.) with every call
- In the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)

THE ELEVATE PLATFORM

PHONE SYSTEM

- Cloud-based phone service with 90+ enterprise-grade calling features and excellent network call quality and uptime
- System configuration and call reporting are managed from a single web-based portal
- Protect your business and increase employee productivity with built-in Spam Caller Protection

MOBILE

- The Elevate Mobile App makes any smartphone an essential collaboration tool
- Place and receive calls, see who is available, respond to chat conversations, join video meetings, and more from your mobile device
- Extend your business phone number and extension to your mobile phone
- Sync contacts from popular third-party platforms (Microsoft 365, Google, and more) to your desktop and mobile devices

DESKTOP

- View real-time working statuses of colleagues, place and receive calls, communicate in real-time with team messaging, meet face-to-face in HD video, share and store files, and more
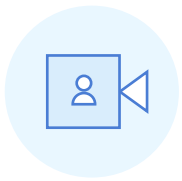
MEETINGS

- Meet face-to-face in HD video and share your screen for more interactive and productive meetings with colleagues and customers
- Access to advanced features – like automatic meeting lock, virtual backgrounds, meeting transcriptions, and more
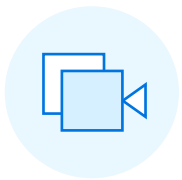
ROOMS

- Enjoy an enhanced video conferencing room solution that allows remote and in-office employees to be seen, heard, collaborate and fully participate in their work meeting no matter their location
- Works with existing audio and video equipment and only requires a small PC and an Android tablet

THE ELEVATE PLATFORM (CONTINUED)

CONTACT CENTRE

- Voice, chat, and email queues combine into a single omni-channel experience
- Provide exceptional customer interactions with customisable call flows

PHONES AND DEVICES

- Devices are plug and play, delivered pre-configured to work seamlessly with the Elevate service
- No special setup or technician required
- Includes world-class manufacturers with many models to choose from to meet any business need

VOICEMAIL

- Voicemail can be managed and accessed according to user needs. Listen and manage from the desktop phone, or through the mobile app
- Transcribed voicemail messages can be delivered via email, or viewed on the mobile app
- Voicemail can be received or forwarded as a downloadable email attachment

PRESENCE INDICATOR

- Elevate desk phones and applications include presence – the ability to see whether your company contact is available or busy on the phone
- Desktop phones include a busy lamp field (BLF) in the LCD display that indicates presence
- The Elevate desktop and mobile apps display presence information alongside each contact in the Active Directory

FAX

- Elevate WebFax is a "virtual" fax service that allows users to receive and manage faxes via the web or email
- Transmits faxes directly from a Windows®-based PC

THE ELEVATE PLATFORM (CONTINUED)

MESSAGING

- Communicate with more than voice and email – use direct messaging and private and public channels to have conversations, share files, and more in real-time

- Access advanced collaboration features like @ mentions, search in chat, replies, rich text editor, and more

- All messages automatically sync across mobile and desktop apps, and are securely encrypted in transit and at rest

AI ASSISTANT

- A business productivity tool in Elevate using Generative AI
- Users can access information more easily
- Helps with daily tasks right where you do all your business communication and collaboration
- Designed so your data is not used for training any AI models[1]

FILE MANAGEMENT

- Access files from desktops, laptops, smartphones, tablets, file servers, and the web

- Full control over files, users, devices, and sharing activities

- Real-time backup of all files, mobile photos, and videos

- Point-in-time file restoration for quick recovery from ransomware and other types of data loss

- Up to 200 GB per user of file storage included[2]
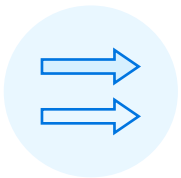
ADVANCED HUNT GROUPS

- Provides supervisor monitoring ability, scheduled reports, extended storage, a real-time dashboard, smart greetings, and much more

- Choose how calls will be distributed across agents with ringing order such as round-robin, sequential, longest idle or ring-all at once

- Specify the agent wrap time or the number of seconds after an agent ends a phone call before the system routes the next incoming call to their phone

- May be additional charge based on Elevate license

---

1. Please refer to AI Notification for additional details. https://www.serverdata.net/legal
2. 200GB is only available for Elevate Enterprise licenses. 50GB available on Pro and 5GB available on Essentials.

ELEVATE ADD-ON SERVICES
(ADDITIONAL CHARGE)

ARCHIVING

- Automatically captures and retains calls, meetings, and chats and to help ensure your communications are preserved in one place

- Powerful, contextual search to quickly find Elevate conversations when you need them

- Facilitates compliance with internal governance and regulatory requirements for retention, retrieval and security

- Data is encrypted at rest and in transit, and multifactor authentication protects data from access by unauthorised users

- Seamlessly integrates with Elevate and deploys in minutes with everything needed to enable compliant retention for Elevate communications

ELEVATE EXTEND PLATFORM

The Elevate Extend integrations platform connects powerful voice, chat, video conferencing, and contact centre functionalities into everyday business applications like Google®, Microsoft®, Salesforce® and more – driving higher productivity and increasing customer retention at no heavy cost.

The Elevate Extend API platform allows you to integrate the features of our voice, video, contact centre, and analytics services into business applications (CRMs, ERPs, Ticketing Systems, etc.). Developers can leverage Elevate APIs to build custom solutions to meet your specific needs and deliver key benefits for your business:

Increase Productivity

Improve employee and customer experiences by enabling communication capabilities in everyday business apps.

Better Customer Experience

Access relevant customer data at the right time to deliver a more personalised experience.

Access Critical Data

Add employee calling and communication data to your business reporting tool(s).

HOW IT WORKS

VOICE   MEETING   ANALYTICS   CONTACT CENTRE   ADDRESS BOOK

Developers use assets to build custom solutions to meet business needs.

End-users use solution in apps & websites.

ELEVATE APPS

ELEVATE DESKTOP AND MOBILE APPLICATIONS

The Elevate desktop and mobile applications transform devices into powerful communication tools, giving users access to:

- **Messaging:** Communicate with more than voice and email – use direct chat and private and public channels to have conversations, share files, and more with colleagues in real-time

- **Meetings:** Meet face-to-face in HD video and share your screen for more interactive and productive meetings

- **Calling:** Place, receive, and manage calls from your desktop or mobile device

- **File sharing:** Easily access, share, and collaborate on documents securely from any location

- **Presence:** Real-time working status of colleagues gives more transparency and increases efficiency by letting you know who is available for a quick call, chat, or meeting

- **Mobility:** Place and receive calls, respond to chat conversations, join meetings, and access files from your mobile device – making it easier than ever to stay connected and be reachable wherever you go

FIND THE RIGHT PLAN FOR THE RIGHT USER

	ELEVATE FOR **TEAMS**	ELEVATE WITH **TEAMS**	ELEVATE **ESSENTIALS**	ELEVATE **PRO**	ELEVATE **ENTERPRISE**
Mix & Match	●	●	●	●	●
Free Device		●	●	●	●
Number of Concurrent Endpoints	Use Microsoft TEAMS apps	1 phone plus apps	1 phone plus apps	5	5
Mobile app		●	●	●	●
Desktop app		●	●	●	●
Monthly Outbound Mins per User in-Country Calls to	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International Calling Included in the Monthly fee*	21 Countries*	33 Countries**	21 Countries*	33 Countries**	33 Countries**
Auto Attendant	●	●	●	●	●
Call Pickup		●	●	●	●
Caller ID	●	●	●	●	●
Hunt Groups with Agent Log in/out	●	●	●	●	●
Hunt Groups with Agent Log in/out	●	●	●	●	●
Call Transfer, Call Hold, 3-Way Calling, Music on Hold	●	●	●	●	●
Paging		●	●	●	●
Call Park/Pickup		●	●	●	●
Intercom		●	●	●	●
SPAM Call Blocking/Tagging	●	●	●	●	●
Emergency Services	●	●	●	●	●
Voicemail	●	●	●	●	●
Voicemail Transcription	●	●		●	●
Call Recording	●	●	●	●	●
Web Fax		●		●	●

ARCHIVING

	ELEVATE FOR **TEAMS**	ELEVATE WITH **TEAMS**	ELEVATE **ESSENTIALS**	ELEVATE **PRO**	ELEVATE **ENTERPRISE**
Elevate	Additional Charge	Additional Charge	Additional Charge	Additional Charge	Additional Charge

COLLABORATION AND PRODUCTIVITY

	ELEVATE FOR **TEAMS**	ELEVATE WITH **TEAMS**	ELEVATE **ESSENTIALS**	ELEVATE **PRO**	ELEVATE **ENTERPRISE**
Presence Detection		●	●	●	●
2-Way Presence Sync		●	●	●	●
1 on 1 and Group Chat			●	●	●
AI Assistant			●	●	●

	ELEVATE FOR **TEAMS**	ELEVATE WITH **TEAMS**	ELEVATE **ESSENTIALS**	ELEVATE **PRO**	ELEVATE **ENTERPRISE**
COLLABORATION AND PRODUCTIVITY					
File Backup, Sync and Share *amounts may vary based on when and how the license was purchased			5 GB/user	50 GB/user	200 GB/user
Exchange Mailbox					●
VIDEO MEETINGS AND CONFERENCING					
Hd Video Conferencing			4 Participants	100 Participants	200 Participants
Hd Audio Conferencing			200 Participants	200 Participants	200 Participants
Dial in Numbers			Local	International	International
Elevate Rooms			●	●	●
Webinar			Additional Charge	Additional Charge	Additional Charge
Screen Sharing			●	●	●
Compact Mode			●	●	●
Unlimited Recordings				●	●
Screen Annotation			●	●	●
Transcripts & Meeting Insights				●	●
Calendar Sync			●	●	●
In Meeting Chat			●	●	●
In Meeting Notes				●	●
End to end Encryption				●	●
Meeting Security (passwords, lock, attendees permission controls)			●	●	●
ELEVATE ENVISION ANALYTICS					
QoS Dashboard	●	●	●	●	●
Call History	●	●	●	●	●
Wallboards		●		●	●
Detailed Contact Centre Analytics		●		●	●
ELEVATE EXTEND INTEGRATIONS					
Active Directory	●	●	●	●	●
MS Teams Calling	●				
Chrome (click to call), G Suite, Outlook, Slack (meeting integration), Oulook/Office 365 Meetings Integration), Generic CRM Screen Pop		●	●	●	●
Sugar CRM, Zoho CRM, Zendesk		●		●	●
Salesforce, ServiceNow, NetSuite, MS Dynamics		●			●

	ELEVATE FOR **TEAMS**	ELEVATE WITH **TEAMS**	ELEVATE **ESSENTIALS**	ELEVATE **PRO**	ELEVATE **ENTERPRISE**
ADVANCED HUNT GROUPS					
Agent Log in and Log out		●		●	●
Call Queuing, Configuration Wrap up Time, Configurable Agent Removal from the Queue, Greetings Management	●	●		●	●
Smart Greetings and Additional Call Recording Storage		●		●	●
Scheduled and Graphical Reports		●		●	●
Supervisor Functions (monitor, whisper, barge)		●		●	●

QUESTIONS? CONTACT US TODAY!

F One Technologies

0330 221 1183

letstalk@fonetech.uk
www.fonetech.uk