



# Phone System Offering Guide



**Transform how you communicate  
with customers**

# About ASAP Telecom

ASAP Telecom's telecommunications services are designed to support growing companies by offering fully managed technology solutions at an affordable cost. We believe that telco doesn't need to be as complicated as it seems, to let us show you how we can better your telecommunications structure ASAP.

We understand that every customer is unique. That's why we customise every one of our solutions to fit your needs exactly. Whether it's a small strategy or a comprehensive effort, we'll sit down with you, listen to your requests, and prepare a customised solution to suit your business. With more than 16 years of experience in the field, we know our industry like the back of our hands. There's no challenge too big or too small, and we dedicate our utmost energy to every project we take on.

With our team of dedicated account managers and in-house technicians backed by an Australian support team, ASAP Telecom is able to deliver an effective and simple support process that is industry leading for our clients

## Contact Us

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### Phone Number

**Call Us On**  
1300 869 588



# The ASAP Advantage

**We work with a range of partners** to be able to provide the best suited solution at the best value price for our clients. No client refused. We want to work with all clients big or small.

**Dedicated account management** provided. We value our relationships with our clientele and want to ensure that you have a clear point of call for any enquiry you may have.

**No lock in contract** for SIP and NBN services. We are confident in the experience we can give so we don't feel the need to lock you into unnecessary contracts.







## Rollout ASAP

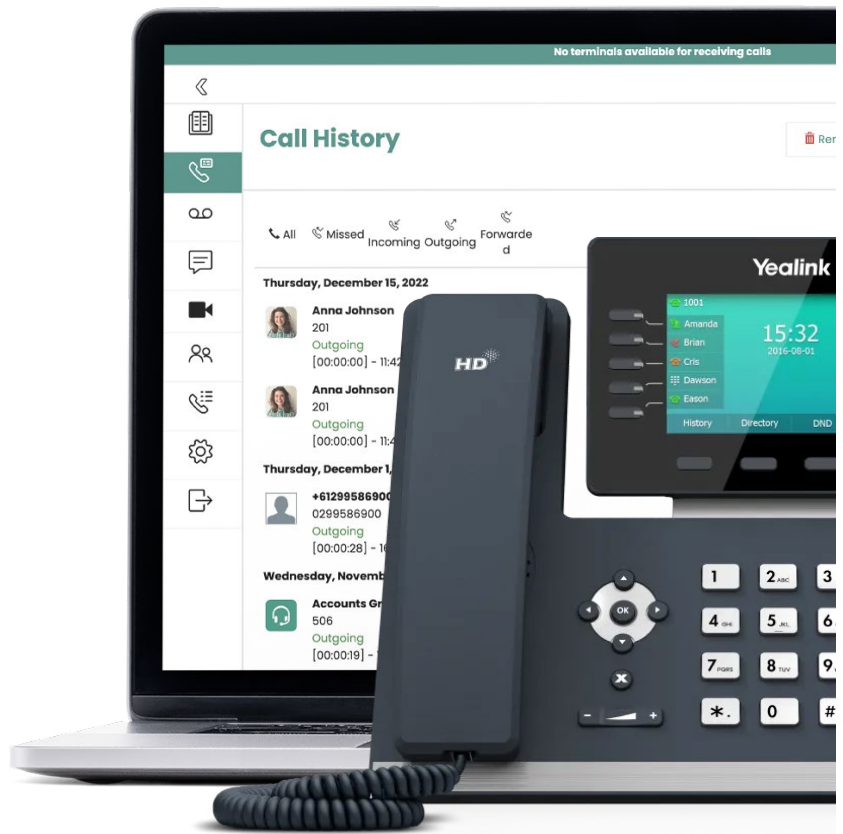
- 1 Sign Up
- 2 Submit your Order
- 3 Hardware & Porting
- 4 Install, Training, and Completion





## Work from anywhere with a internet connection

-  Simple Set-up
-  Tailored Licencing
-  CRM/ERP Integration
-  Cost Saving
-  Customisable IVR Flow
-  Full Mobile functionality

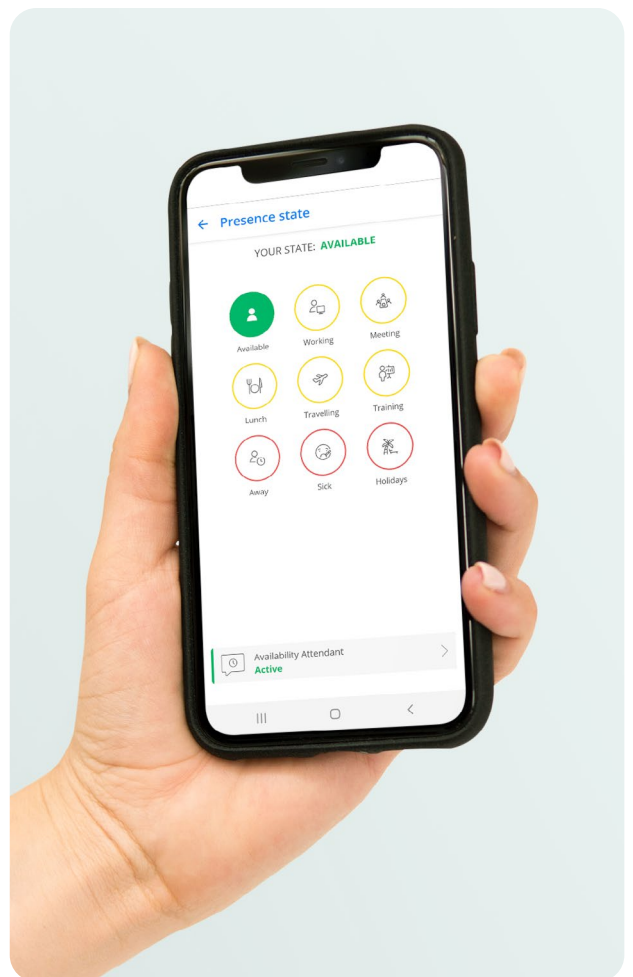


Eclipse UC is a global Unified Communications as a Service platform. Developed in Europe and quickly expanding globally with its market leading and award-winning technology (Internet Telephony Product of the Year 2018).

Australia is one of the fastest growing regions for Eclipse UC and is considered an early global adopter to Unified Communication (UC) technology.

**Eclipse UC is a selfcare client, offering businesses an intuitive and easy to use application to manage their Unified Communications settings from their mobile, desktop, laptop or tablet.**

Used in Standalone Mode, Eclipse UC Softphone converts the computer into a multi-functional IP phone. It allows the end-user to make, receive, manage calls and instant message with a single click from their computer. In Tandem Mode (web or softphone), Eclipse UC enables the user to control calls from their computer, their IP phone or mobile device. They can, for example, answer a call from their phone, put the caller on hold and transfer it to another extension from the Eclipse application. Eclipse UC is native to Windows, MacOS, Linux, iOS and Android.

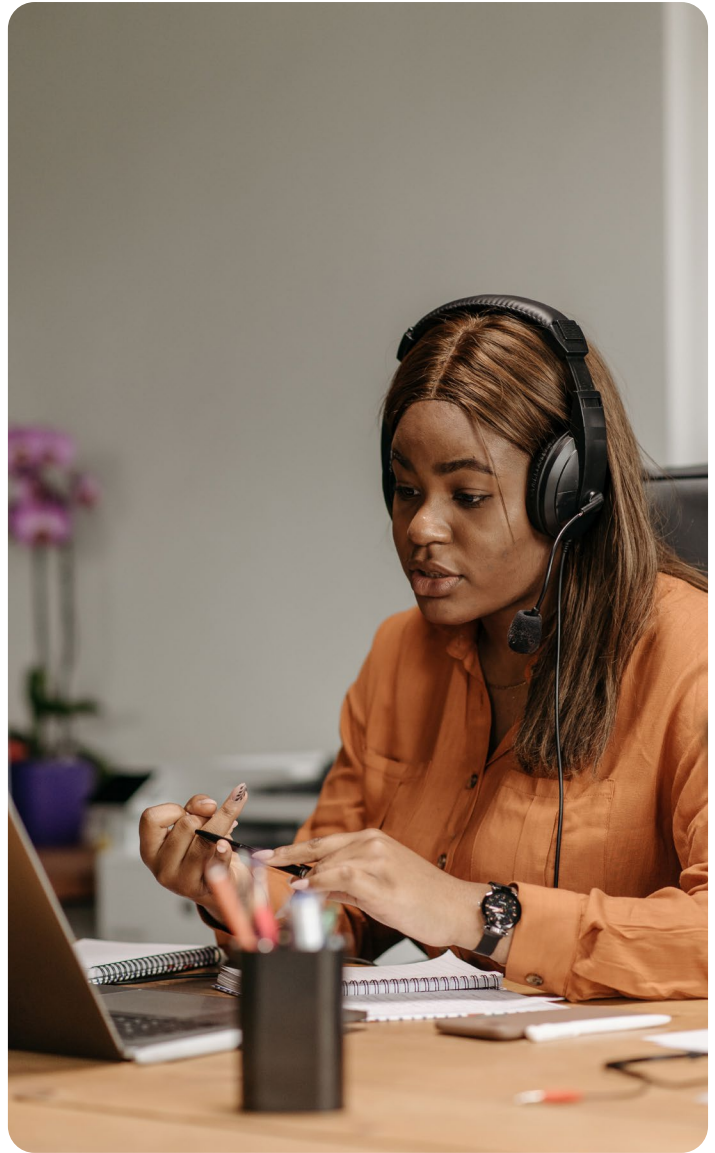


## Pro-Features

Eclipse UC is the first Mobile centric platform in Australia which gives users the ability to take their office voice and collaboration platform anywhere with the use of 4G/5G and WiFi. Fully native to Android and iOS.

### Mobile application is extremely intuitive and includes:

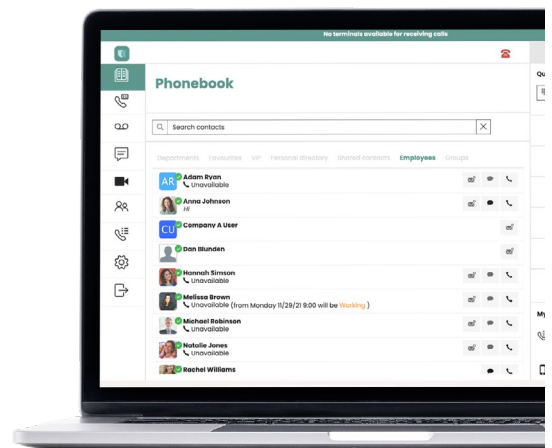
- One touch access to main services
- Push notifications avoiding battery drain and security leak
- Integrated VoIP Softphone with end-to-end encryption
- Call transfers
- Multi party conferences
- On-The-Fly-Recording
- Instant notifications and instant messaging for users
- Unified communications call, chat and voicemail history
- Unified contacts (personal and corporate)
- Real time presence state
- ACD Groups
- ERP and CRM integration



Eclipse UC Mobile App provides vital features to your everyday business functions, all from the convenience of your mobile phone. Whether a small business starting out with a single line and dedicated business number or an Enterprise user leveraging off different PBX functionalities.

Eclipse UC Mobile App will allow your business calls to take preference over normal mobile calls, you can hide your caller ID, set forwarding rules and sync with your corporate and personal directory. Let colleagues know when you are in meeting or where you are by managing your presence status.

Eclipse UC Mobile App integrates into our Video Conference Bridge, allowing the user to create video conferences from their mobile device. Add up to 100 participants and join conferences through a meeting ID. With whiteboard integration and screenshare functionality, enjoy the full collaboration experience at the touch of a button, wherever you are.



## **01 Handsets & Headsets**

A large range of certified handsets and headsets from some of the biggest manufacturers including Cisco, Jabra, Poly and Yealink, are certified on the platform.

## **02 Desktop Web Control:**

A large range of certified handsets and headsets from some of the biggest manufacturers including Cisco, Jabra, Poly and Yealink, are certified on the platform.

## **03 Desktop Application:**

With the Eclipse UC Desktop Application, make and receive phone calls on the Desktop Client, begin a video collaboration session, instant message and control your presence state.

## **04 Mobile Application:**

Take your work on the road with the Eclipse UC Mobile App. Control your presence state and forwarding rules with the applications intuitive User Interface (UI). To ensure that you never miss a call, all calls can be rerouted to your mobile number when mobile data is not available in the area. The Eclipse UC Mobile App is available on both App Store® and Play Store. on manual or auto forwarding rules. Call Forward Rules are based on your calendar and presence state.

## **05 Phone Management:**

The Phone Management tool allows the user to decide which terminal is to be used for outgoing calls. The phone's programmable keys can also be customised.

## **06 Terminal Handover:**

With the Terminal Handover feature, you are able to seamlessly change from one handset to another whilst on a call. When leaving the office, simply continue the conversation by switching from your desk phone to your mobile device with no interruptions.

## **07 Visual Voicemail:**

Visual Voicemail allows you to listen to and manage voicemails and greetings on your handset, Desktop Application and mobile device.

## **08 Voicemail to Email:**

Notifications of new voicemails will be emailed directly to you. You can choose to either have the voicemail audio files attached to the email, or alternatively you can receive a notification with the information of the caller timestamped with caller ID (if presented during the initial call).

## **09 Instant Messaging:**

Communicate within your Eclipse UC platform with the built-in Instant Messaging service. Send messages directly to parties within the Enterprise and receive messages on your Desktop and Mobile App.

## 10 Presence Management:

Presence Management allows you to select your state between several profiles – Available, Working, Meeting, Lunch, Traveling, Training, Away, Sick or Holidays. Presence state is visible to everyone –and allows the user to set customised presence messages and forwarding rules. Presence states can be set by calendar and will automatically change when in a video conference.

## 11 Forwarding Rules:

Calls are forwarded to another destination or voicemail based on manual or auto forwarding rules. Call Forward Rules are based on your calendar and presence state.

## 12 Call Screening:

Screen your call options by caller type and condition, with options including only receiving calls from particular known callers, blocking specific phone numbers, or sending specific phone number directly to voicemail. Screening can include asking the caller to identify themselves “I am....” with the caller then automatically placed on hold.

## 13 Away Attendant:

Give your callers the option of how they wish to be directed. The personal Away Attendant can route your caller depending on choices made from the interactive audio menu. The Dial Out Feature allows the caller to be rerouted to a substitute user.

## 14 Call Queuing:

Call Queuing keeps the inbound call on hold with audible music until you answer. You can setup queue sizes and when the customer will be redirected to voicemail or elsewhere.

## 15 Call Back:

The Call Back feature allows a caller to be called back when the extension is not available.

## 16 Call Park:

Call Park allows you to hold calls in a shared virtual location. Users can retrieve the parked caller with the click of a button.

## 17 Extension Groups:

Extension Groups allow several users to be a part of a hunt group, allowing calls to ring on multiple terminals with different distribution cycles. The group members can access a shared voicemail box.

## 18 Call Recording:

Call Recording on Eclipse UC comes with two options: On-The-Fly-Recording and Systematic Recording. On-The-Fly-Recording allows you to start/stop recording at the click of a button. Systematic Recording will record all inbound and outbound calls per user.



### **19 Boss/Secretary:**

Boss-Secretary is a filtering feature where specific calls to the boss can be automatically re-directed to the boss's secretary/assistant.

### **20 Paging Groups:**

Paging Groups allow users make one-way announcements to multiple desk phones and supported paging devices.

### **21 Switchboard:**

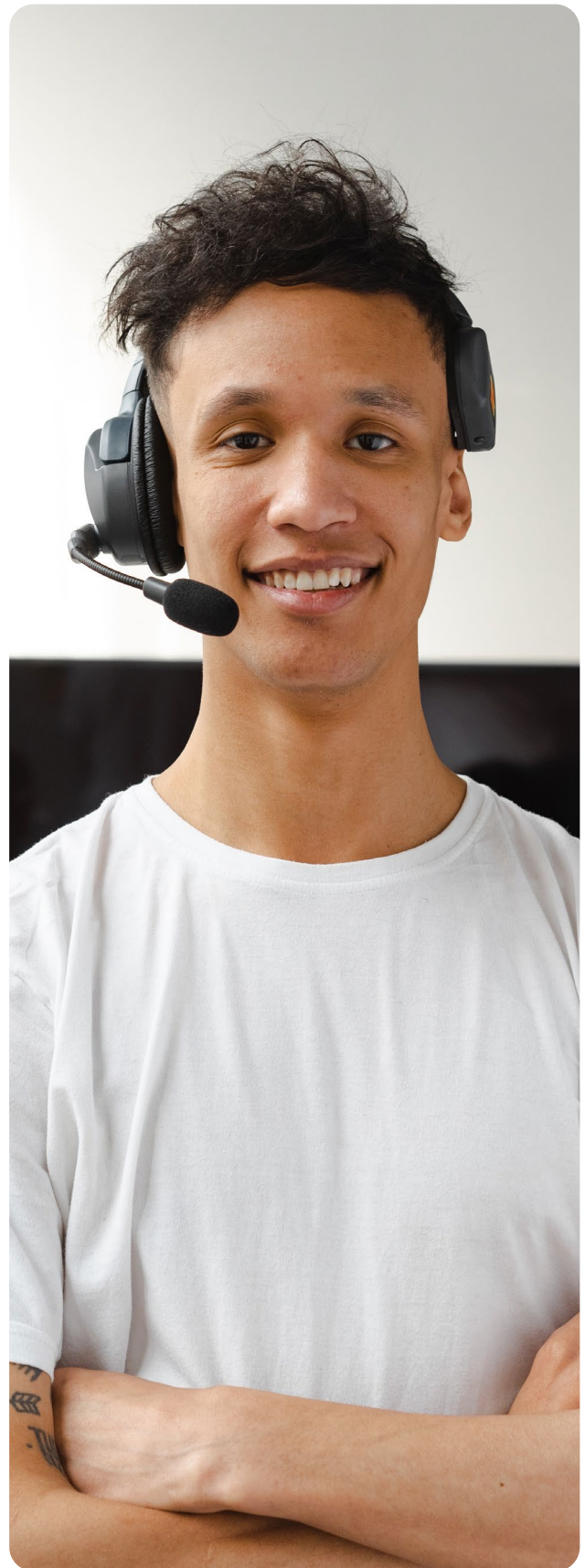
Switchboard is an interactive advanced attendant console for administrative roles. The intuitive interface allows in-house or out-sourced receptionists to efficiently manage internal and external contacts and distribute customer calls.

### **22 UCC/CRM Integration:**

UCC Connect allows the integration of telephony into many CRM's, Cloud Accounts, Software and Web Browsers. It enables the user to make a call in one click and have a client's information displayed on incoming calls to increase productivity. Click-to-dial makes calling from your web browser or CRM simple.

### **23 Video Collaboration:**

The Eclipse UC Video Conferencing and Collaboration solution allows users to organise video conferences with desktop screen and document sharing. Fully integrated with the Eclipse UC suite, a user can launch a 100-participant meeting room with the click of a button. Participants can join from anywhere on any Zoom supported device, PC or smartphone.





# Microsoft Teams Collaboration Suite:

Partnering with Channel UC, allows our partners best in market access to  
**Tier 1 software and hardware vendors**

## CC4Teams

Contact Centre



Advanced Microsoft Teams contact centre operator console with unique call parking features.

## Analytics 365

Analytics & Reporting



Boost your business with workplace analytics for Microsoft Teams

## ROGER 365

Contact Centre



Upgrade your Microsoft Teams environment to a professional contact center.

## Clobba

Voice Recording, Analytics & Reporting



Monitor performance, analyse usage and reduce costs company wide.

## Ribbon

Calling



Infrastructure and service solutions for all global tier-1 carriers.

## CRM Integration

Channel UC Phone System CRM Integration



Integrate your phone system with your CRM through Channel UC.

## SIP Trunks

Calling



Scalability, cost saving, and the flexibility to integrate voice services.

## Red Cactus

CRM Integration



CRM Integration, MS Teams Integration, Contact Centre Integration.

## CallCabinet

Call Compliance



Revolutionary compliance call recording solutions for unrestricted business intelligence

## Dubber

Voice Recording



Advanced call recording and voice AI capabilities for business.



# Quick & Easy Teams Collaboration

## Step 1

### Choose a Microsoft Licence

Choose a Microsoft licence from the above options, which we can supply if required.



## Step 2

### Select Your Call Plan

Choose one of our calling plans; unlimited calling plan, unlimited SIP Trunk or PAYG



## Step 3

### Add Your Hardware

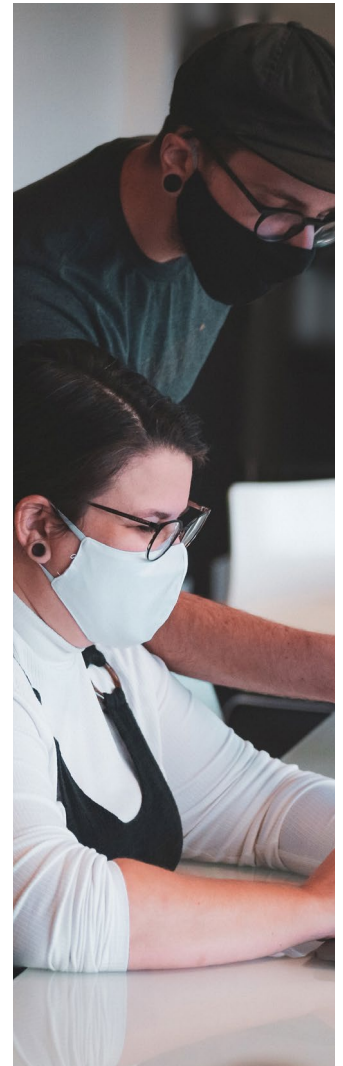
Choose an outright buy or extended credit option from one of our hardware vendors



## Step 4

### Install with Professional Services

Request installations and rollout management from our pro services team



# CC4Teams

## A Completely integrated Microsoft Teams Contact Centre

Transform Microsoft Teams into a Robust Contact Centre Solution with Advanced Features and Functionality. Rollout and set-up have never been easier, with the use of Graph API making it easier than ever before to get started.

### Included Contact Centre Features

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- ✓ Calls Waiting List
- ✓ Selective Call Pick up - Cherry Picking
- ✓ Automated Call Answering
- ✓ Voice Channels
- ✓ Group Voicemail
- ✓ Notifications Centre
- ✓ Customisable Presence States
- ✓ Contact Lists
- ✓ Contact List - Instant Search
- ✓ Contact List - Teams Chat
- ✓ Variable Wrap up Codes & Time - Inbound
- ✓ Variable Wrap up Codes & Time - Outbound
- ✓ Automatically disabled when not answering calls
- ✓ Outbound dialing with number selection
- ✓ Favourites List in CC4Teams
- ✓ Call History
- ✓ Blind & Consultative Transfers

### Optional CRM Integration

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- ✓ Dynamics 365 Integration CTI
- ✓ ServiceNow Integration CTI
- ✓ Salesforce Integration CTI
- ✓ Red Cactus CRM/ERP Integrations with 200+ Applications

**Optional Extras  
are not included in  
standard features**

CC4Teams Bundles everything you need to run a contact centre into the one package. Stop paying more for a 3rd party to provide the features you need

# Thank You!



**Have any questions?  
Please get in touch**

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