![silver lining - COMMUNICATION INNOVATION]

Hosted Telephony

Voice delivered **anywhere**, **anytime**, on **any device**.

Silver Lining's hosted voice infrastructure delivers state of the art IP telephony from our core data centres and locally at each centre. Our unique proposition ensures you never miss a call even if the office is compromised.

- Simplify Voice Deployment
- Built-in business continuity minus the cost
- Seamless migration that minimises risk
- No more costly upgrades, maintenance or adds/moves/changes costs

Advanced Features

Don't compromise features because you're using a hosted system. Silver Lining offers a full suite of applications ideal for a small business right through to an advanced contact centre.

Call Handling

Our voice solutions offer you a range of options in terms of call No longer are you rellant on a desk phone or fixed location. Using IP allows us to deliver calls wherever you are.

Local Gateway

Siver Lining can offer local gateways with PSTN connected to This is ideal for clients who do not want to rely on a site's data connection to deliver all inbound and outbound calls.

Inbound/Outbound Features

We provide a range of services that can be added very quickly, such as call queuing, call recording, PCI reporting. wall boards contact centre, auto attendant, IVR and more.

Have questions? Call us on 0345 683 11 11, email us on info@silver-lining.com or chat to us on our website.

Highly available IP Voice **accessed from any device or location** in the world

Silver Lining has built highley available infrastructure that allows you to 'tap into' services available via suitable data connections or PSTN services. Each application has been built on redundant servers and VMs to ensure availability ish high.

The service is delivered to you withing agreed SLAs and terms to ensure the service you receive reflects the high standards you have come to expect.

Business Continuity

Siver Lining can offer a selection of solutions to ensure telephony is always available, for existing customers and those looking to overlay non Silver Lining deployments

Softphone Integration

Silver Lining can offer you softphone applications delivered to you via a desktop or a smart phone device

Low Call Costs

We are mindful that you need to keep costs down so have ensured our rates are both low and competitive. As part of that Silver Lining can also offer bespoke billing to ensure transparency.

Reporting

Silver Lining has the ability to offer detailed reporting by extension/department as well as report on both inbound and outbound calling for those who need detailed reporting.

Mobile

Agent/ Supervisers

Handsets

Modular Intergration

Outlook/CRM Intergration

Local Survivability

Internet

AWS

LAN

Firewall

Your Voice Anywhere

Customer

Azure

Wifi

IT

IVR

Wallboards

Local Survivability

PCI-DSS Compliance

Call Recording