



The future of  
**hosted telephony**

With an array of market leading features, the Evonex hosted telephony solution from XXX will give your business the competitive communications edge in today's demanding business world.



# Flexible, cost effective business communications

**Evonex hosted telephony is the ideal solution for businesses of all sizes. Staff efficiency is improved with easy-to-use features and built-in Business Continuity ensures that, whatever the situation, you will never miss a call.**



**Hiline has been at the leading edge of internet telephony for more than a decade, specialising in robust, reliable hosted services packed full of the latest features.**

Our hosted communications platform, Evonex, marks a radical re-envisioning of the way hosted IP telephony and is available as a fully white-label product to businesses of all sizes, through our network of resellers. Evonex embodies our commitment to cutting-edge, super-smart technology, focusing on continuous improvement and development directed by listening to resellers' needs. This is backed up by our outstanding track record for the reliability and stability of our systems and a reputation for fast, friendly, and accurate support.

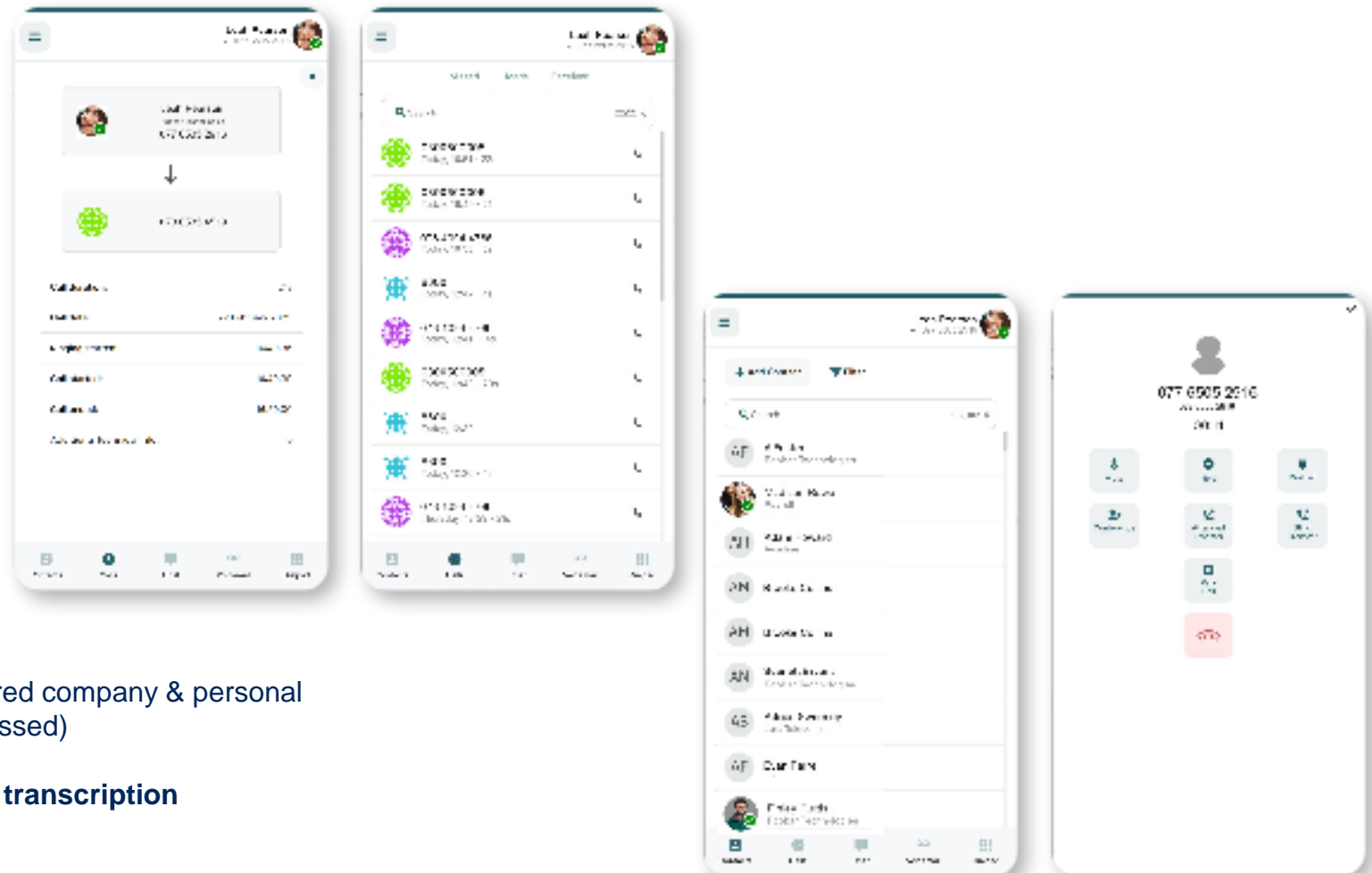
- ✓ Intuitive user portal and call features at your finger tips
- ✓ HD voice and video capability
- ✓ Full compatibility with leading handsets
- ✓ Flexibility to use an approved range of popular hosted handsets
- ✓ One license allows multiple device registrations - Deskphone, Desktop Soft Client, Mobile client
- ✓ Additional licence options for Microsoft Teams integration
- ✓ Hot Desking and Call Park features
- ✓ Conference - 3 party ad hoc and conference bridge
- ✓ Address books see who is calling and Click-2-Dial straight from your contacts
- ✓ Reception Console with night service override and Drag and Drop for easy call transfer
- ✓ Functionality that is equivalent to, if not superior than, the leading on premise IP systems

# Features & Applications

The Evonex platform is a future proof, feature rich, fully supported hosted telephony solution built on highly resilient, patented, super reliable technology that is easy to use and manage. It has a range of market leading applications designed to make your everyday communications experience highly effective in the fast-moving world of business.

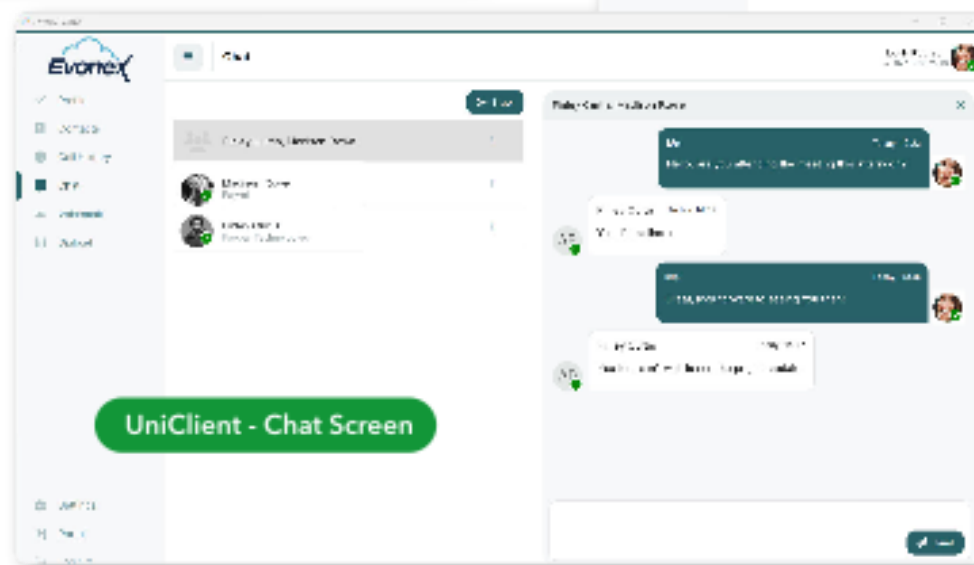
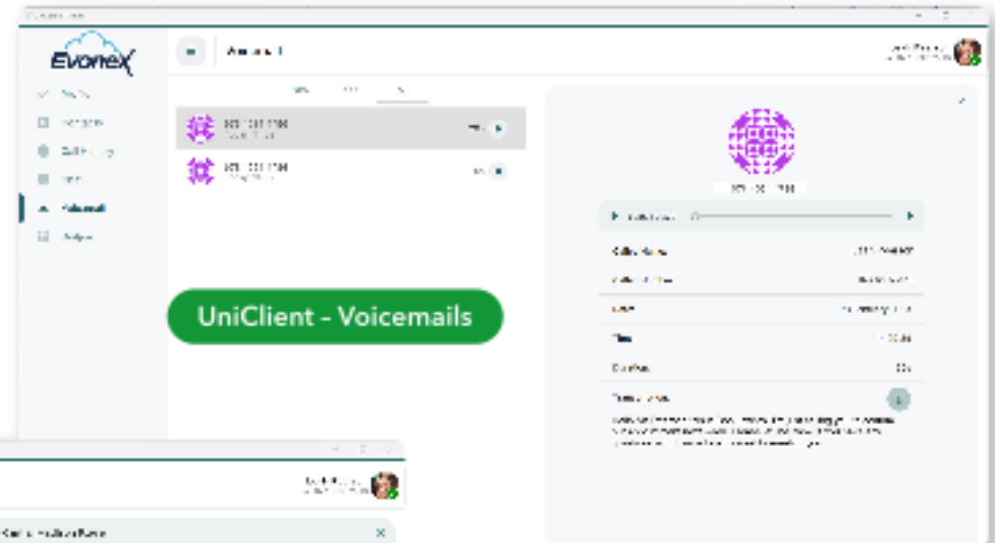
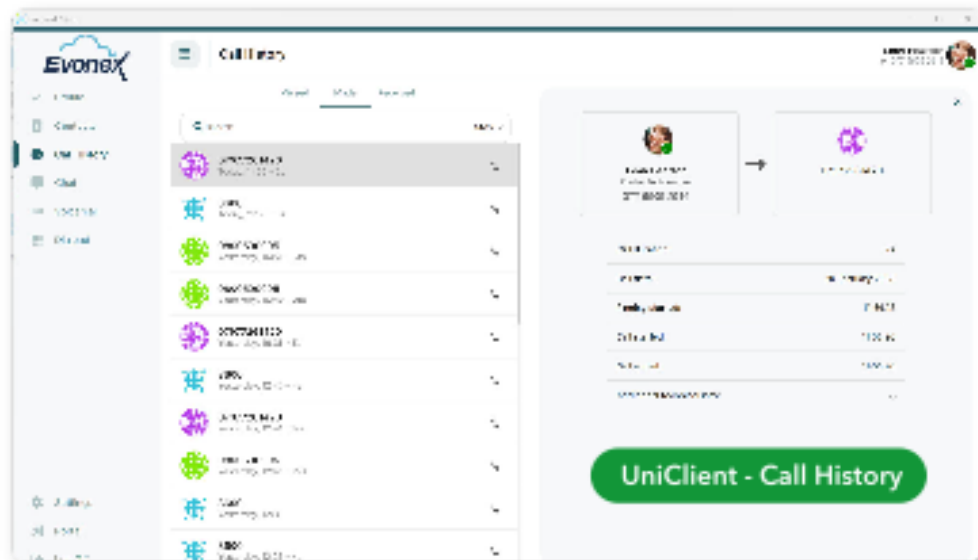
## Universal (WebRTC) Client

- Works on Windows, MacOS, iOS, Android and any modern web browser
- Intuitive and clean user interface, maintaining cross-platform familiarity
- Includes all the features and functions you have come to expect:
  - Call Hold, Transfer & Park
  - Enhanced Presence
  - Contacts – internal directory, shared company & personal
  - Call History (made, received & missed)
  - Chat – one to one and groups
  - Voicemails - **including message transcription**





# Features & Applications



# Features & Applications



## Call Recording

Choose what to record; all calls, percentage of calls, inbound / outbound. Flexible storage options available for calls, with MiFID II compatibility (auditable records of call recordings are kept online). Authorised administrators can search, playback, download and delete.

## Click to Call & CRM Integration

Improve efficiency with screen pops and click to call. Evonex is designed to plug straight into the leading CRM systems and business applications.

## Business Continuity

Ensure you still get calls even when your connection is down with a failover number activated via the portal, using any device with an internet connection or using a standard telephone connection and PIN.

## Hunt Groups & Call Queue Management

Automatically schedule time-based routing plans and personalised messages. Manage up to 50 queues, edit queue durations and volumes, manage what happens next and enable manual override for system administrators to move calls up, down and out of queues.

## Call Management

Manage your calls with the easy-to-use desktop application which shows your phone activity for the day, so you can always see what calls you need to return, what voicemails you need to listen to and what Instant Messages and alerts you need to respond to.

## Reception Console

Drag and Drop makes it easy to transfer calls to users, groups or directly into a conference and eliminates the need for extensive user training. Agents can monitor call queues, prioritise important callers and override night service.

## Manual Night Mode Toggle

Night mode is a simple way to enable and disable an out of service mode for your phones. It will suit those that are used to traditional or on-premises systems and anyone who wants to avoid the complexity of time, day and date routing. Easily set up a button on any phone to activate or deactivate the feature. Tap the button, it illuminates red when night mode is on and green when off and a system announcement provides audible confirmation.

## Time-Based Routing

Time-based Routing is a feature that allows Administrators to configure the call routing of individual phones around the opening hours of their business. This means that calls can be routed a certain way during office hours, another way during lunch hours and yet another way out of hours. A company can define multiple sets of office hours (we call these “schedules”) which means different schedules can apply to different numbers. It’s also possible to include date exceptions for public holidays, for example.

## Manage Contacts

Manage personal and company address books, access call history; inbound, outbound and missed calls and save time with click to call.

## Presence & IM

The desktop application provides presence as standard and enables you to add contacts, speed dial numbers and make, answer, transfer, park and hang up calls with ease.

# Monitor, Whisper & Barge

**Allows Customer Administrators access to Monitor, Whisper & Barge within a specific set group of users.**



## Lockdown Solution

Organisations have a responsibility for the safety of those on their premises. As events requiring a lockdown are becoming more widespread, such as security threats or other incidents, a robust solution is necessary.

We can provide a Security & Lockdown Alarm feature that is built in as standard and free to use. It enables you to broadcast unique visual alarms and distinct audio alerts to devices across your premises, which is especially useful in schools (in line with Ofsted and school emergency planning), healthcare facilities and public buildings.

This also pairs with our in-built paging system that allows users to broadcast messages to all phones in the organisation. This is a great tool for sending out information or emergency alerts, all delivered through handset speakers. This can be achieved in a number of different ways, including paging specific groups of extensions, or organisation wide.

### Monitor

Silently oversee conversations ensuring professional quality of customer service and support are adhered to. No audible sound would alert the agent or the customer that the conversation is being monitored.

### Whisper

Provide information and guidance privately to assist new or inexperienced personnel in a live environment. When the whisper feature is activated, the supervisor can begin speaking to the agent. This is one-directional audio from supervisor to agent. The customer will not hear the whisper. Both supervisor and agent can hear the customer.

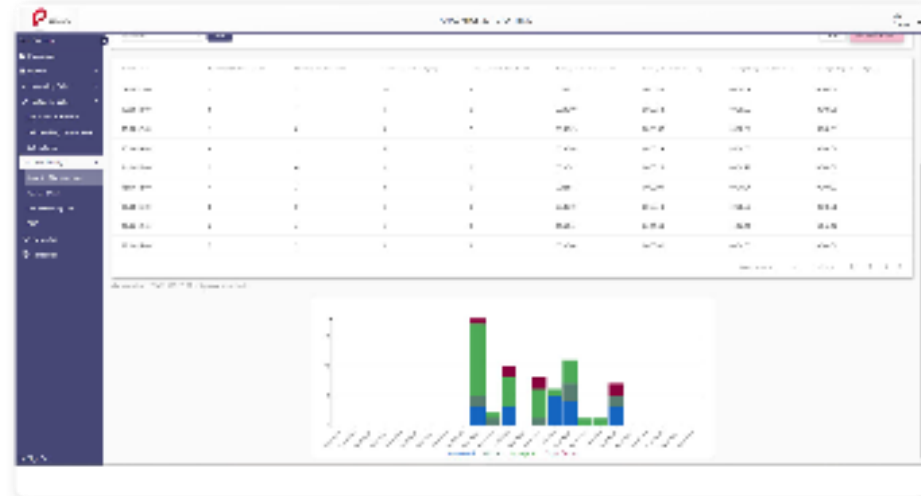
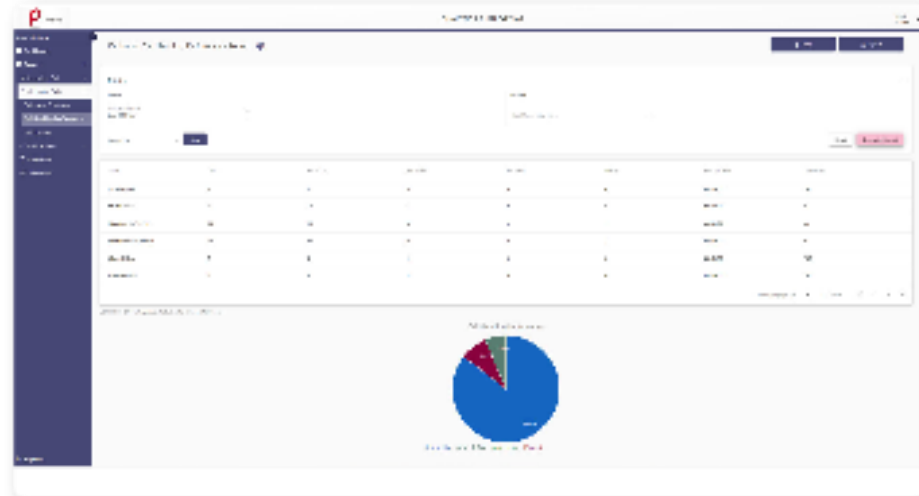
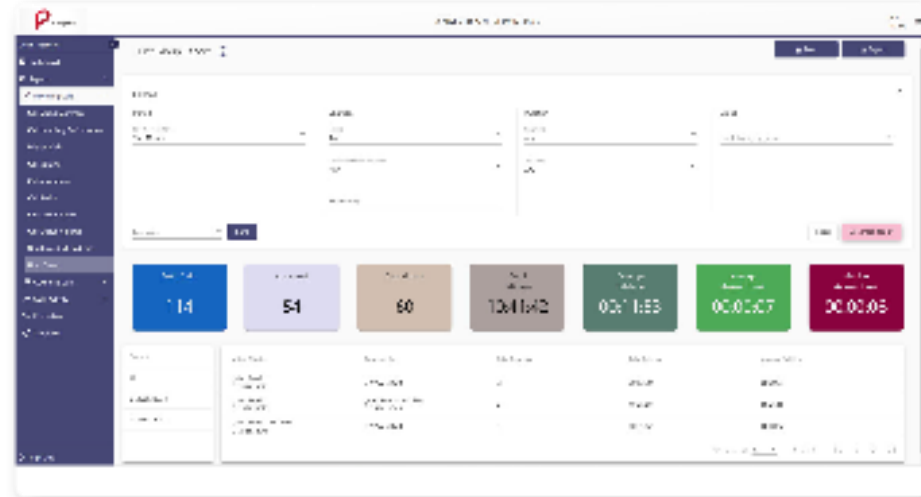
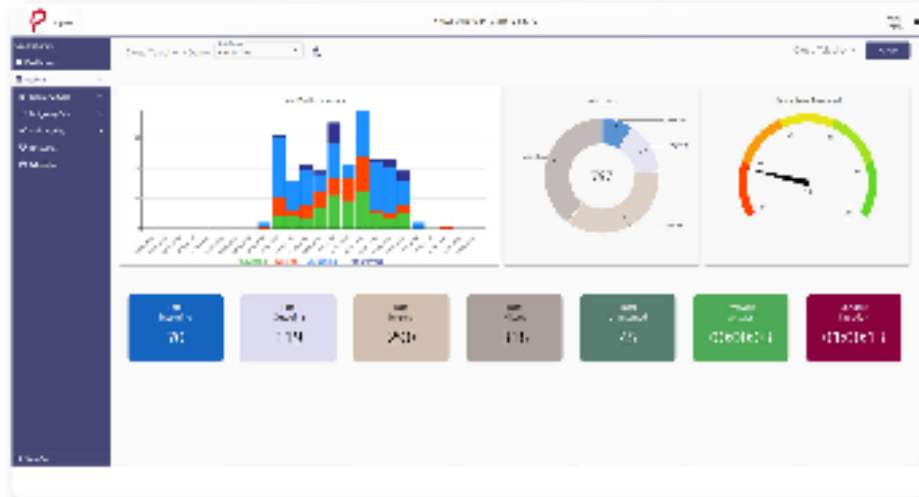
### Barge

Enter directly into conversations where appropriate to take control of events potentially being handled sub-optimally. A supervisor who is silently monitoring / whispering joins the call which becomes a full three-way conference call, where all three parties can hear each other.



# Insights

Insights is our inbuilt reporting suite which provides you with free of charge, in-depth management information. It allows manual export of reports to CSV or PDF and scheduled delivery of reports to your email with attachments.





# Insights – Scheduling detail

Set up a schedule to define when the reports are emailed to you – you can create multiple schedules.

Set up a schedule

Name

Run every

1

At

--:--

⌚

14

00

15

01

16

02

17

03

18

04

19

05

20

06

Day/s

Week/s

Month/s

Mondays

Tuesdays

Wednesdays

Thursdays

Fridays

Cancel

Ok

Filtering

Period

Select a period type

Today

Group

Calls, Report Group

Favourite

Save

Save this selection as a favourite

Favourite

Call Activity By DDI - Calls made this week

Email Address(es)

Recipient(s)

supervisors@southern-comms.co.uk

Type

PDF

Save a report with your favourite filters – create as many as you need.

Connect your favourite reports to your schedules in any combination, for the ultimate flexibility.

# Seamless Microsoft Teams integration

**Evonex enables you to deliver a phone system that integrates with the Microsoft Teams environment whilst keeping all its handy telephony features.**

Collaboration is key and the Evonex Teams Voice Licence, enables you to connect your telephony platform with your Microsoft Teams environment, smoothly and efficiently.

An easy-to-use management tool enables you to benefit from the features of telephony integrated into your MS Teams environment, increasing efficiency with a single platform for collaboration and calls.



## Simplicity and ease of integration

XXX manage the integration for you and you retention all your existing numbers.



## Resilience

Bespoke dynamic failover for managed devices means that if Teams is unavailable, you can still use your full telephony communication platform. All of your routing can be done via the platform giving your business a full uptime scenario and independent self-managed diverts at user level.



## Functionality

World-class collaboration features offered by Microsoft Teams, bolted onto the full PBX functionality from Evonex, enriches the user experience, offering telephony features, Insights reporting and the ability to fully record calls.



**Microsoft Teams and XXX Best of both worlds.**



# Handsets



## CISCO 8851

- ✓ Enterprise IP Deskphone
- ✓ 5" colour screen
- ✓ 5 programmable keys
- ✓ Dual gigabit ethernet connection
- ✓ PoE support



## CISCO 6851

- ✓ Budget-friendly IP Deskphone
- ✓ 3.5" backlit grayscale screen
- ✓ 4 programmable keys
- ✓ Dual gigabit ethernet connection
- ✓ PoE support



## YEALINK T58 PRO

- ✓ Professional IP Deskphone
- 7" touch screen
- ✓ 27 programmable keys
- ✓ Dual gigabit ethernet connection
- ✓ PoE support



## YEALINK W73P

- ✓ DECT cordless IP telephone
- ✓ 1.8" colour screen
- ✓ 35-hour talk time
- ✓ 400-hour standby time



## YEALINK T33G

- ✓ Cost-effective IP Deskphone
- ✓ 2.4" colour display
- ✓ 4 programmable key
- ✓ Dual gigabit ethernet connection
- ✓ PoE support



## SNOM D717

- ✓ Entry-level IP Deskphone
- ✓ Colour screen
- ✓ 3 programmable keys
- ✓ Dual gigabit ethernet connection
- ✓ PoE support



## SNOM D865

- ✓ Enterprise IP Deskphone
- ✓ 5" colour screen
- ✓ 10 programmable keys
- ✓ Dual gigabit ethernet connection
- ✓ PoE support

# Handsets



## GRANDSTREAM WP822

- ✓ Portable WiFi IP phone
- ✓ Dual-band WiFi
- ✓ 2.4" colour screen
- ✓ 8-hour talk time
- ✓ 200-hour standby time



## GRANDSTREAM GXP2613

- ✓ Worker IP Deskphone
- ✓ 2.8" colour screen
- ✓ 24 programmable keys
- ✓ Dual gigabit ethernet connection
- ✓ PoE support



## GRANDSTREAM GRP2615

- ✓ Enterprise IP Deskphone
- ✓ 4.3" colour screen
- ✓ 40 programmable keys
- ✓ Dual gigabit ethernet connection
- ✓ PoE support
- ✓ Integrated WiFi



## POLY VVX250

- ✓ SoHo IP Deskphone
- ✓ 2.8" colour screen
- ✓ 4 programmable keys
- ✓ Dual gigabit ethernet connection
- ✓ PoE support



## POLY VVX450

- ✓ Enterprise IP Deskphone
- ✓ 4.3" colour screen
- ✓ 12 programmable keys
- ✓ Dual gigabit ethernet connection
- ✓ PoE support

Monthly	Units	Unit cost	Total cost
Evonex Connect licenses			
Virtual numbers			
Reception console			
Wallboard			
Network only (i.e. Door entry)			
<i>Total monthly licence cost</i>			
Handsets	Units	Unit cost	Total cost
<i>Total monthly handset cost</i>			
<b>Total Monthly cost</b>			
One off costs	Units	Unit cost	Total cost
Number porting			
Survey			
Install and training			
<b>Total one off cost</b>			



# Specifications

## Standard features

Feature	Description
3-way Call	Bring colleagues into your call
Address Book	User shared and company address books
Monitor, Whisper, Barge	Listen in for staff training or to help your colleagues during a call, either silently, or intrude to make your presence known to either or both parties.
Broadcast	Make an announcement across a group of handsets
Business Continuity	Network failover setting at user level
Busy Lamp Field	Busy lamp field line monitoring
Call Alias	Outbound calling using alias
Call Barring Policies	At user and company level
Call Divert	CD always, CD busy, CD no answer
Call Forwarding	CF always, CF busy, CF no answer, CF sequential, CF parallel, CF overflow PSTN, AA CQ, VM
Call History	Calls made, calls received, calls missed, call search
Call ID Blocking	Anonymous calls, anonymous divert, anonymous reject, anonymous divert to voicemail
Call Park	Call park, call unpark bay
Call Pick Up	Call pick up, group pick up, call pick-up redirected
Call Recording	Call recording, retrieval, download and storage
Call Reporting	Report on individual call activity or create call groups to report on
Call Transfer	Call transfer announced, call transfer blind
Call Waiting	Call waiting
CLI Presentation Option	CLI selection on outbound calls
Click to Dial	Click to dial from your PC
Directory	Directory with company, private and external contacts
Fax to Email	Receive faxes as email
Instant Messaging	IM service with Presence
Manual Night Mode	Toggle night mode on and off without any complex time or date routing
Mobile Twinning	Mobile to desk phone

Feature	Description
Music on Hold	Music on hold, store up to 999 tracks
Number Presentation	Set an alternative number that members of the public see when a call is received from the company network
Pin Protected	Dialling Pin protected outbound dialling
Presence	Presence status and away when idle
Reporting & KPI	Inbuilt reporting suite provides free of charge, in-depth management information. Allows manual export of reports to CSV or PDF and scheduled delivery of reports to your email with attachments.
Security Alert	Send an alert tone and message to a group of phones
SMS	Send SMS messages from your desktop
Time Based Routing	Time based routing, multiple calendar/schedule, call management planner
Video Call	On selective handsets only
Voice Mail	User VM, group VM, VM to email by user or group, directed VM, VM to SMS
Web Portal	Web portal access, user and administrator levels

## Optional applications

Feature	Description
Auto Attendant	Auto attendant
Call Queues	Call queueing
Conference Bridge	Conferencing facility
CRM Integration	CRM CTI integration
Microsoft Teams	Make and receive your telephone calls through your Teams client
Mobile App	Mobile app
Reception Console	Drag and drop call management
Wallboards	Call overview, inbound calls, outbound calls, agents inbound calls, queued calls

## Evonex is:

- ✓ Powerfully functional and highly feature rich
- ✓ All the features you'd expect of a traditional business telephone system
- ✓ Secure – two-factor authentication
- ✓ Intuitive – easy to use & manage
- ✓ Simple licensing structure – agile working options included
- ✓ Flexible enough to suit all businesses and future proof for your peace of mind
- ✓ Business Continuity features included
- ✓ Highly resilient platform which extends across three UK Tier 4 datacentres
- ✓ We're proud to have an uptime greater than 99.99% - unrivalled in the UK hosted telephony market
- ✓ Hugely scalable – almost unlimited scope for expansion
- ✓ UK based Development and Operations teams



## Why Evonex:

- ✓ Support for Cisco, Yealink, Poly, Snom and Grandstream as auto-provisioned managed devices
- ✓ Support for almost any SIP phone – bring your device to the platform
- ✓ Cross-platform WebRTC Universal Softphone Client – the same user experience across all operating systems
- ✓ Microsoft Teams integration
- ✓ Call Recording included
- ✓ Insights call reporting included
- ✓ Flexible number presentation
- ✓ CRM integration
- ✓ Click-to-call

Call us today on

