



# 10 reasons why you should choose Pivotal Voice

## #1 Create cost efficiencies

Pivotal Voice offers competitive voice usage rates and unlocks additional cost saving opportunities that include:

- Making external calls for a fraction of fixed line calling costs.
- Calling internal or remote extensions at no cost.
- Converting enterprise telecommunications from a capital investment into a monthly operating expense.
- Accessing discounted per-minute rates with voice bundles. Leverage economies of scale to save more on bigger bundles. Whether you opt into a flat rate or a voice bundle, we can adjust our offering to accommodate your business's ever-changing requirements. Our voice bundles include calls made to local, national and mobile numbers but exclude special numbers and international calling, which are billed according to the rates applicable to the destination or organisation dialled. On any month-to-month offering, Pivotal will provide a flat rate of 45c/minute for mobile numbers and 25c/minute for local/national numbers. Our voice bundles are applicable on a minimum commitment of 12 months of voice usage where rates are reworked on economies of scale.

## #2 Contain costs with built-in safeguards

As a security feature, all international calls are closed on inception of the solution. This ensures no calls are made unnecessarily to international prefixes but can be opened on request.

## #3 Benefit from flexibility and scalability

The fully customisable solution and 3-tier licensing model can meet your specific business needs, with SIP routing and hosted IP-PBX provisioned over the internet or through a dedicated internet connection.

Easily add or remove extensions from a centralised dashboard available to the manager or administrator based on business requirements to scale your business on demand, while benefiting from the flexibility of our minimum month-to-month contractual agreement. This empowers your business by allowing you to add licenses and generate unique numbers for new employees, or deactivate and remove extensions for employees who leave the organisation.

## #4 A streamlined platform makes administration easy

This fully managed functional solution offers a single point of administration, with no physical infrastructure maintenance

requirements. Our remote proactive management, administration and maintenance frees your internal resources to focus on your core business.

## #5 Enjoy enterprise-grade reliability

Pivotal Voice hosts a fully replicated and highly available network infrastructure stack within the geo-redundant tier 1 Teraco data environment. Pivotal Voice offers business continuity with high availability and SLA-linked uptime, and exceptional quality of service (QoS). Pivotal Data's National Operations Centre (NOC) provides 24/7 support.

## #6 No calling restrictions

Pivotal Data can route calls to local, national, mobile, international and special numbers.

## #7 Meet regulatory compliance requirements

PCI-compliant call recording functionality offers easily accessible recordings at rates that are dramatically cheaper than other offerings on the market.

## #8 Unlock organisational productivity benefits

Pivotal Voice is a feature-rich solution that offers your operation access to various functionality that can significantly bolster your team's productivity. These benefits include:

- Advanced call routing capabilities that automatically routes calls to the appropriate person to boost workforce efficiency and improve customer engagement and satisfaction by ensuring customers always find the correct department.
- The capacity to facilitate unlimited calling ensures no more busy lines, so no more frustrated, unsatisfied customers.
- Presence capabilities provides real-time insights into staff availability.
- Follow-me functionality can route calls to up to 5 devices with a forwarding function.
- Easily port numbers should offices change locations.
- Run product and service promos while customers are on hold using customisable sound recording and music features to boost sales and marketing initiatives.

## #9 Enable enterprise mobility

Leverage the flexibility of VoIP and the advanced functionality of your smartphone to unlock additional mobile communication capabilities and realise significant cost savings on mobile communications.

Our solution's smartphone-compatible business VoIP app, available for Android or iOS devices, will ensure you're always contactable on a single number and never out of reach of your office extension.

Answer calls made to your office phone extension from your smartphone, with the ability to transfer calls to colleagues within your office without interrupting the call. Imagine the cost savings on your company's mobile phone costs.

## #10 Benefit from value-added features

Pivotal Voice offers 2 bundled solutions to suit your business's unique requirements. Choose from our Essential or Premium options based on your user requirements, monthly budget, and functionality preferences.

### Additional features available at an added cost include:

#### Telephone Management System (TMS)

Monitor platform usage and access detailed reports to control telephony costs.

Usage parameters monitored include:

- Inbound and Outbound calls
- Caller ID
- Extension number/User ID
- Time of Day
- Number dialled
- Line (trunk) usage
- Call duration
- Call cost

TMS report options include:

- Top 20 most expensive calls
- Top 20 longest calls
- Top 20 most dialled numbers

#### Billing engine

The scalable and fully integrated billing engine provides granular insights into your business operation with a consolidated report on voice usage. The billing engine's 100% auditable reports primarily detail call costs and offer additional information regarding voice usage to more accurately allocate costs by department, team, user or device.

Billing engine features include:

- Automatic and manual invoicing
- Branded and encrypted PDF invoices
- Customer and partner invoicing
- Email invoice delivery
- Recurring usage and ad-hoc billing
- Wholesale billing

#### Call recording

Record calls to maintain a record of all interactions and store compressed audio files for as little as R30/month per extension. All recorded voice calls are stored within the secure cloud environment where call recordings are archived and backed up daily. This ensures that your voice data is readily available, PCI compliant and provides access to search, listen, call extractions and playback of the recordings.

Recording benefits include:

- Additional unlimited storage capacity billed based on usage per gigabyte
- Pay-per-use model for additional on-demand recordings
- Record per extension
- Highly available recordings for easy playback, download and extraction

#### Reception Console

Gain unlimited access to phone presence, concurrent calls, and directories for a single once-off cost per receptionist with Pivotal Voice's Reception Console.

Key features include:

- Conferencing
- Remote logging
- Customisable user settings
- Encryption
- Customisable workspace
- Directory layouts
- Call interception
- Phone presence details
- Linked directories

