Keep everyone talking everywhere
with Complete Comms

KCOM
Business

Complete
Comms

What is Complete Comms?

Complete Comms is a business telephony and unified collaboration service that enables you and your employees to work from anywhere.

Whether it's in the office, at home or out and about, your customers will receive a consistent business service whenever they call you.

With the increasing demand for hybrid working environments, Complete Comms brings a premium communications platform to the business community controlled via the softphone application.

28% of employees reported both working from home and travelling to work[1]

[1] https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/articles/characteristicsofhomeworkersgreatbritain/september2022tojanuary2023

Why choose Complete Comms for your business?

KCOM is a leading provider of IT and communication services. We have been innovating for over 120 years and provide services to more than 150,000 consumers and businesses across the region.

Reliable

This service is built and managed on our network. KCOM holds the relationship directly with the developer which enables faster resolution.

Competitively priced

Tailored to meet your business requirements with contract lengths to suit you.

Dependable

Pair your Complete Comms with our premium full fibre Lightstream technology to add further value to your business.

Easy installation

Downloadable Smartphone App and PC softphone client available for quick and easy setup.

Enable your employee to be fully agile and work wherever they need to with our wide range of features such as PC softphone client & Smartphone apps. Providing consistent customer interactions and responses from your business, Complete Comms by KCOM can improve your customer experience.
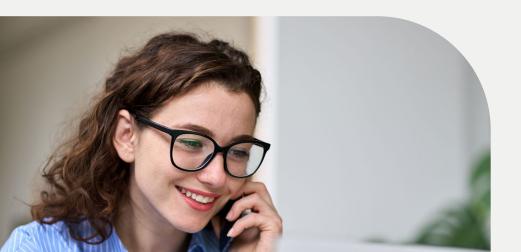
Maximise productivity with Complete Comms

Improve productivity and efficiency

Manage your calls easily and effectively with features such as call analytics and auto attendant. Provide callers with a menu of options and assign hunt groups to distribute and direct calls across your team with ease.

Work from anywhere

Host your own remote office with the softphone app and take your profile and settings to wherever you need to be. Whether you're on a sales visit or working from a different office, you are contactable from anywhere.

Scalability

Gain the ability to scale your business through different licence types & assign them to your employees. You can even upgrade your licence type, to gain further insight into your call traffic.

Simple to use

Have complete control of your business through a single portal, using the web or mobile app whilst on the road, at home or in the office.

Feature rich enhancements

Upgrade to a Call Centre Lite (ACD) Licence to take advantage of a range of features. The Complete Comms UC app allows you to view the status of your colleagues, chat and share files directly.

Key features

Team Collaboration

Hunt groups
distribute and allocate calls across your team

Call transfer
to any internal or external number

Company directory
available for any user, anywhere

Flexible Working

Home Worker
take your profiles and settings to your home

Remote Office
Control on the go: Access the Commportal via the softphone app anywhere

Call notify
receive voicemail notification via email

Work Efficiently

Anonymous or selective
call rejection to stop unwanted calls

Speed dial
up to 100 of your favourite numbers

Do Not Disturb
to show you are unavailable

Improve Company Image

Customisable Greetings
welcome customers in a way best for you

Eco Friendly
less infrastructure means better sustainability

Voicemail
comes as standard to ensure no calls are truly missed

Additional features

Give your customers the professional response they expect.

Use our **easy-access Auto Attendant** to deliver their call to the correct department or team. Make it easier for your employees to receive calls with Hunt groups, and Pickup groups or deliver it to the **ACD Call Centre.**

Auto Attendant

Out of the office, taking a much needed break or operating at reduced working hours? Our Auto Attendant options have got you covered.

Easy Attendant

A simple, effective and easy to use auto-attendant option. Our Easy Attendant allows you to set up a standard schedule for the active working week. When this doesn't apply you can amend the schedule and keep your customers in the loop with a service message.

Premium Attendant

The auto-attendant that does it all. Premium Attendant allows enhanced call schedules including bank holidays. Perfect for businesses operating with multiple teams or taking calls across multiple location.

Call Centre Lite (Automatic Call Distributor/ACD)

Need to field large volumes of calls concurrently into a busy call centre? Our ACD is perfect for your business...

Our ACD option gives supervisors and agents call routing and call queuing facilities, as well as the ability to:

- Monitor, Barge-in or Whisper on calls
- Customise agent status codes
- Wrap-up calls with customisable disposition codes

Easy installation with the Complete Comms app, available on both desktop and mobile.

KCOM offers a feature rich collaboration platform to suit your business needs anytime, anywhere.

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To book a demo visit
kcom.com/completecomms

Or for more information call us on
0800 9155 777