

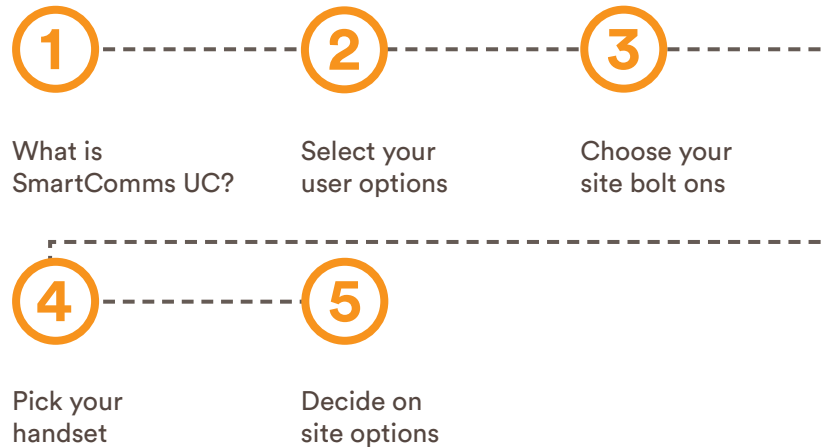
A close-up photograph of a man with glasses and a blue button-down shirt. He is wearing a black headset with a microphone and is holding a black coiled telephone cord in his left hand. He is also holding a blue pen in his right hand and is writing on a small notepad. The background is a solid teal color.

KCOM

## SmartComms UC

How to get started with your  
flexible, scalable and reliable Unified  
Communications and telephony solution

## Get started...



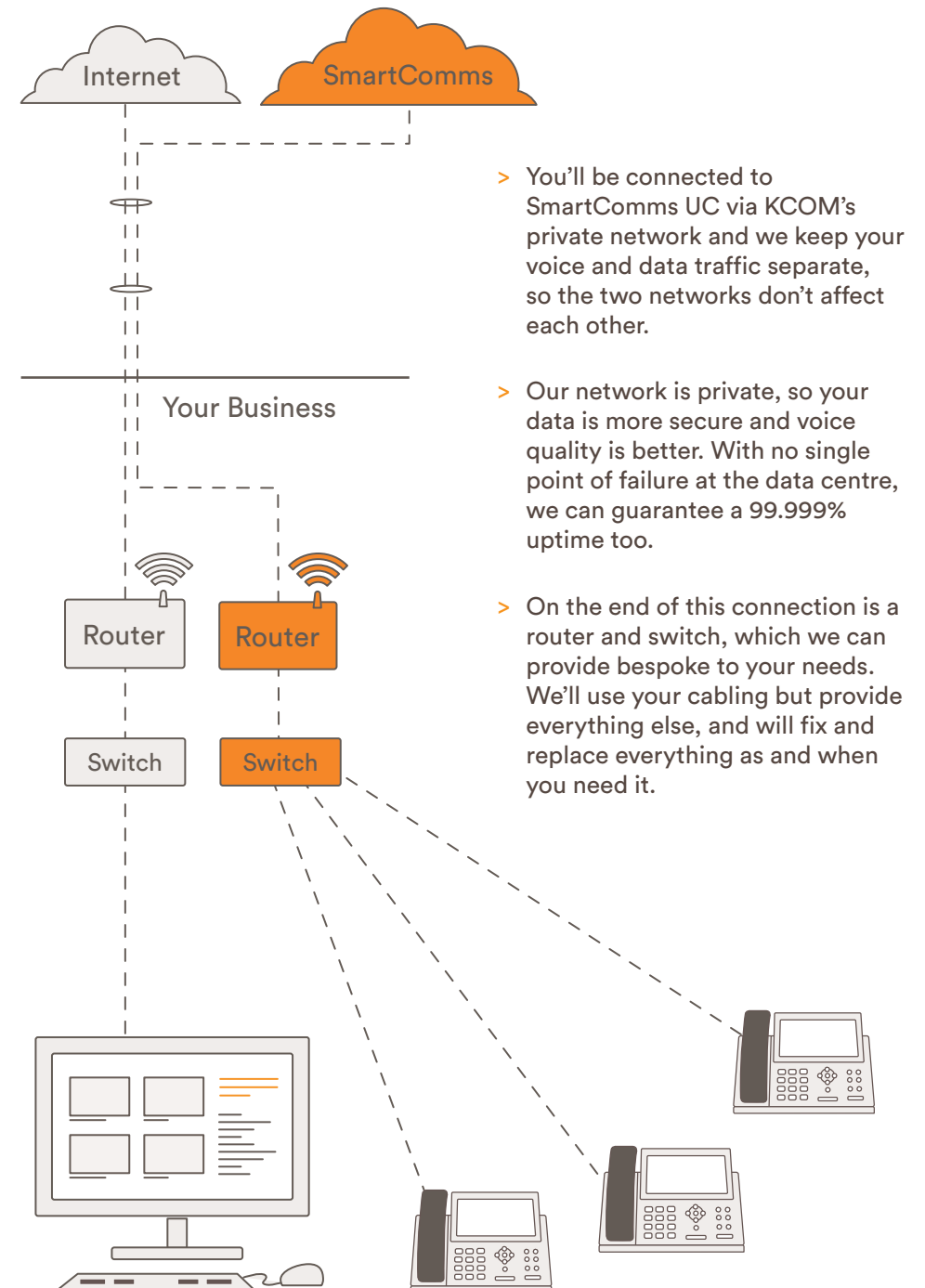
## ① What is SmartComms UC?

The easiest way to explain what it is is to compare it to what you have now.

With a traditional phone setup, you'll be connected to a telephone network via several lines, with a telephone system tucked away somewhere in your workspace, and a number of handsets spread out among your staff.

You'll also have a connection to the internet via a copper or fibre line coming in, with a router and switch connected to the line, and then to your PCs.

With SmartComms UC, we can replace your existing phone system and give you connection to SmartComms in 'the Cloud' – which is located in dual, geographically separate and secure Data Centres in the UK.



## ② Select your user options

SmartComms UC can meet the needs of your office based staff, home workers and mobile workers at once.



### Functional User:

Ideal for staff who work mainly from their desk.

Functional users can:

- > Transfer calls
- > Put calls on hold
- > Be a member of a hunt group or call centre



### Fixed User:

For staff who work from the office but regularly attend meetings.

Fixed users can:

- > Create a personalised voicemail service with an option to deliver messages to email
- > Make changes to settings from their laptop such as call divers
- > Do everything a functional user can



### Mobility User:

For staff who work from different locations and need to make calls from their smartphone.

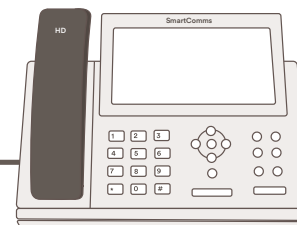
Mobility users can:

- > Make and receive calls from one number across different devices using the Webex app with an inclusive Webex - Basic licence
- > Make free calls back to the office over Wi-Fi
- > Do everything a fixed user can

## ③ Choose your bolt ons

SmartComms UC comes packed with features, which you can easily add and remove as and when you need them from your online portal.

- > **Voice recording:**  
To help you deliver better training and comply with legal regulations
- > **Go Integrator:**  
Integrate SmartComms UC with your CRM system so you have customer details on hand
- > **Busy Lamp Field:**  
See from your handset if employees are on another call or not available
- > **Hot Desking:**  
Log into any desk phone and keep your number and settings
- > **Cisco Webex - Basic:**  
Voice and video call using the inbuilt softphone or native dialler. Join conferences or host up to two others in meeting from any of your devices.
- > **Cisco Webex - Standard:**  
Experience all the features of the Webex basic licence and more. Create your own personal meeting rooms and host up to 25 others on screen. Work from anywhere on your Smartphone, PC or Tablet.
- > **Receptionist Console:**  
See which staff are available and distribute calls efficiently



## ④ Pick your handset

We offer a range of handsets from Polycom and Yealink, along with headsets from Jabra to ensure your users have the most suitable device for their needs. Here's our selection of Yealink options:

### W53P



### T46U



### T48U



### T46 with expansion module



### Yealink DECT

The Yealink W53P DECT phone gives users the ability to walk around while using the phone, and connects to a base station. You can have up to eight phones registered to the base with one number, or you can have multiple numbers for different handsets.

## ⑤ Decide on site options

SmartComms UC comes packed with a wide range of customisable site features as standard.



### Pick-up groups

These groups allow employees to answer another ringing phone within their pre-set group of phones.



### Call Analytics

SmartComms UC has an optional Call Analytics suite, offering powerful reporting functions, for real time and historic statistics of your business's call handling.



### Music on hold

SmartComms UC comes with pre-set on-hold music, and gives you the option of uploading your own pre-recorded audio clip.



### Auto-attendant

This offers an automated receptionist that delivers a personalised message to callers allowing the caller to press an option or dial by name or extension to route their call.



### Hunt groups

These groups of handsets share a phone number and are used wherever there is a high volume of calls coming into a single number. A call into a hunt group will search for the next available extension based on the call distribution set up.

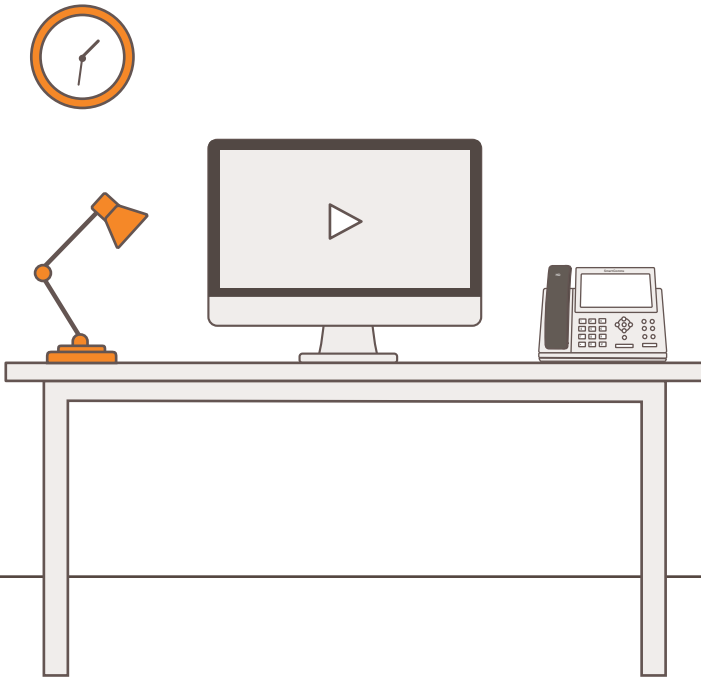


### Call Centre

Call Centre provides intelligent call distribution and queuing for businesses that handle lots of incoming calls. Music on hold and customisable comfort messages can be played to callers waiting to be answered.



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**Watch our webinar online at**  
**[heybusiness.kcom.com/smartcomms](http://heybusiness.kcom.com/smartcomms)**

