



# Future Office - Hosted Telephony

Your office, wherever you are.

**Complete business communications,  
simply delivered, remarkably  
supported.**



## Future Office

2 Circles' Hosted Telephony Service, Future Office, is the most efficient and effective way to manage your voice communications. Future Office is future-proof, and will provide your business with substantial cost-savings, along with the flexibility for you and your staff to work anywhere in the world, as if they were in your office. Other advantages include an extensive range of top quality handsets, crystal clear calls, and a vast range of customizable call features. With all this and more, Future Office is the ultimate business voice communications system.



Voice



Mobile



Connectivity



M2M



Hosted Services



IT Solutions



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## Future Office at a glance

Complete cloud business telephone system with all the features of a traditional PBX but with the flexibility and cost savings of VoIP technology allowing you to work from wherever you are.

### Substantial Cost Savings

- No capital outlay or expensive maintenance charges
- Simple low cost per user pricing means you only pay for what you need
- Cheaper call costs

### Geographical Flexibility

- Never miss a call again
- Work from anywhere even overseas
- Create a local presence with a virtual office in any city

### Future Proof and Scalable

- Scales to meet your business needs
- Built-in robust business continuity
- Crystal clear call quality

### Easy to Manage

- Simple to set-up, just plug and play
- Make changes quickly and easily from anywhere with web based management.
- Award winning 24/7 UK based support

### Standard Features

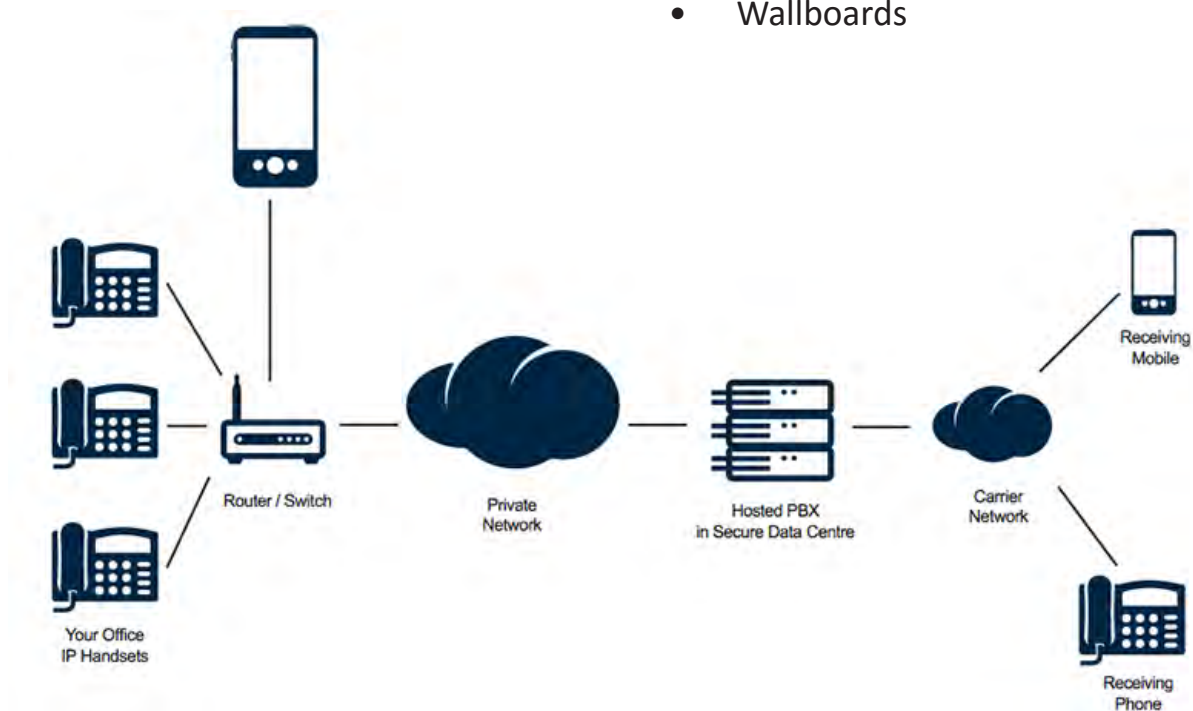
- Call park, call pick-up and three-way calls
- Call ID and anonymous caller blocking
- Automatic call back and "Do Not Disturb"
- Music on Hold
- Call groups
- Call and voicemail notification and forwarding by email and SMS
- Time Based Routing

### Additional Features

- Hunt Groups
- Auto Attendant
- Call Recording
- Call Queues

### Optional Extras

- Phone Buddy
- Wallboards







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## Future Office

Future Office is a complete telephony system for business. It provides a comprehensive range of facilities and features which allow you to link your fixed and mobile telephony easily and efficiently, improving your productivity and company image at an affordable price.

**Packed with clever features to help you make the most of your telephone communications.**

Future Office is a hosted, cloud telephony service that is easy to use and simple to configure. Calls are made and received over a voice-over-internet broadband connection and you can configure and monitor your phones through a easy to use web portal.

**With 2 Circles you can use a single system to link all your offices and benefit from free calls between branches.**

Future Office is ideal for all sized businesses, whether you operate from one location or multiple sites. Future Office allows you to link your office phones to your mobiles, so it is also ideal for businesses whose employees are regularly on the move.



The system's comprehensive range of administrative and call features make it a cost-effective and flexible alternative to traditional PBX systems. Businesses can easily configure the system to match their exact requirements, even if their requirements are subject to frequent changes.

**With Future Office there are no hidden extras and it comes as a fully featured system as standard.**



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## Future Office Features

Using the system is just like using a traditional telephone, and you don't need any specialist knowledge or skills to make the most of all the features it provides and for you to make the most of your telephone communications. Preferences can be easily configured through the web portal and many of the most common features can be easily configured directly through the handset.

### Never miss a call

- Divert calls to another number or Voicemail when you're on the phone or away from your desk. Includes external and mobile numbers, as well as other phones on your network.
- Use Call Forwarding to set other numbers on your network to ring when your phone rings, or twin your phone with your mobile.
- Know when another caller is waiting to get through with Call Waiting, and use Call Park to put a caller on hold while you answer another call.

### Never lose a contact

- Know when you have a message waiting with onscreen pop-ups, SMS text messages and email alerts.
- Respond immediately with Last Number Redial and Click-2-Talk.
- Easily manage all your contact lists with your personal and company Address Books.
- Never forget to make those important calls – use Events Diary to set reminders against your Address Book entries.

### Work efficiently

- Set Quick dial Short Codes for your everyday numbers.
- Have all your internal and external telephone numbers quickly to hand with Address Book – see who's calling and Click-2-Talk straight from your contacts.
- See when colleagues are free to take a call with Line Monitoring, and transfer calls to any internal or external number easily.
- Protect your precious time with Do Not Disturb and Block Anonymous Calls.
- Bring a colleague in on a phone conversation with Three-way Call and forward important Voicemail messages easily to handsets or emails.
- Monitor critical call routes with Wallboards displaying real-time call metrics.





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## Future Office Features (continued)

### Don't feel tied to your desk

- Forward your calls to any internal phone, your mobile or external phone.
- Access Voicemail from any internal phone, your mobile or external phone, or on-line.
- Access your contacts from anywhere with your on-line Address Book.
- Let the whole team know with messages on Shared Voicemail.
- Access your Fax messages on-line or by email.

### Promote your image

- Automatically schedule call routing patterns and greetings for different times of the day or week with Time-based Routing.
- Help your customers' calls get through with Call Groups.
- Let your callers know they're connected with Music on Hold.
- Route your callers to the right people with Auto Attendant and Call Queues.
- Perfect and review your telephone responses with Call Recording.

### Work securely

- Set passwords and pin numbers to secure your phones, voicemail and web-portal from unauthorised access.
- Set external or mobile Failover numbers to keep your communications open in the event of a power-cut or local network failure.

### You're always in control

- The powerful administrative features in the web portal make managing the phone network and monitoring costs and performance a quick and easy job:
- Update, add or remove users. Includes a bulk import facility for uploading user details.
- Set up Call Groups, shared Voicemail boxes and Music on Hold.
- Create a shared company Address Book and an automatic internal telephone directory.
- Monitor your phones account and company Calls History, and create automatic Company Reports.







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## System Setup & Management

### Setting-up the system

Future Office requires a business grade internet connection, a SIP trunk and a Local Area Network to connect your company telephones. The number of SIP trunk channels required will depend on the total number of concurrent calls your telephone system is expected to handle. We provide real time monitoring to allow you to optimise the number of channels purchased. Future Office has an easy “plug and play” set up: initialising your telephone system is a simple matter of plugging in your telephones.

### Setting up your Future Office system is easy - you plug in your IP phone and it works!

Future Office operates with a huge range of leading IP handsets, including Cisco, Yealink, Panasonic DECT phones and Polycom conference phones, which are supplied pre-provisioned. In addition all our Yealink SIP handsets come with a life-time warranty.

### Managing the system

The Future Office web portal makes configuring and customising the telephone system an easy task. The Administrator control panel allows you to manage your system, including:

- Create user accounts and assign numbers to users
- Create corporate telephone directories
- Create Call Groups
- Upload music files for Music on Hold
- Activate Call Queuing (Gold subscription)
- Set up Call Recording (Gold subscription)
- Set up Auto Attendant (Gold subscription)
- Activate Time-based Routing
- Set any call barring policies
- Set different presentation numbers
- Monitor telephone usage and performance
- View and print performance reports

### Configuring and customising your telephone network is an easy job. No specialist skills or knowledge are required





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### Company Address Book

The Company Address Book feature allows administrators to create two telephone directories that are automatically available to all users on the system. The Internal Directory provides contact details for all the users on your telephone network. The Shared Contacts List is an optional directory that can be used for other telephone numbers or contacts that users might find useful. Contacts can be entered individually or uploaded from a CSV file. They can also be exported as a CSV file, Microsoft Excel spreadsheet or as an XML or pdf file.

### Call Groups

Call Groups can be used to create either a group of users that can pick up each other's calls (Call Pickup) or a group of users that will have calls to a specific number distributed between them (Call Forwarding). Up to 250 Call Groups can be specified.

### Music on Hold

This feature allows you to provide Music on Hold for all or just specified phones. Administrators can choose from a list of music files available from the portal or can upload their own approved tracks.

### Auto Attendant

Auto Attendant allows callers to be automatically transferred to an extension without the intervention of an operator or receptionist. You can create a library of recorded greetings and instructions, and up to 100 individual menus and sub-menus.

### Call Recording

Allows you to record external and / or internal calls to all or specific company phones which have that feature. Call recordings are stored securely online and the search facility enables you to retrieve the calls that you want to review or download.

### Call Queues

Call Queues hold incoming calls if there are no free operators to direct the calls to. With Future Office you can create up to 50 call queues and choose music and messages to play to a waiting caller.

### Time-based Routing

Time-based Routing enables administrators to configure individual phones and voicemail messages for different times of the day or week. The schedule will automatically route inbound calls for particular periods, e.g. lunchtimes, out-of-hours, weekends, holidays etc. calls to specific internal or external phones, call groups or voicemail boxes for each designated period in the schedule, and to create a library of voicemail messages to suit those occasions. The feature can cope easily with complex and sophisticated company schedules, which means that administrators can configure different operating hours for different days of the week and a specific response for each individual routing period.



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### Call barring

Administrators can set Call Barring criteria for individual phones or for all phones on the network. Includes:

- Bar all calls from being received or made
- Bar calls to international numbers
- Bar calls to premium rate numbers
- Bar calls to 118, 0844 or 0871 numbers

### Presentation numbers

This feature allows administrators to set an alternative (i.e. corporate) telephone number that members of the public will see when they receive a call from a phone on the company network.

### Performance reports

Future Office's automatic call metric reports help administrators to monitor their call management policies. The reports cover outcomes (calls answered, missed or forwarded to voicemail); performance (time to answer) and volume of calls across days or weeks. Reports can be printed or saved as pdf files.

## Optional Extras

### Wallboards

Wallboards work with Future Office's Call Group function. Wallboards display real-time call statistic reports, including:

- Calls overview – the number of incoming calls, answered calls, outgoing calls, lost calls and average duration both as a group total and by team member.

- Inbound calls – the number of incoming calls, answered calls, lost calls, queued calls and ring duration both as a group total and by team member.
- Outbound calls – the number of outbound calls, average duration and maximum duration both as a group total and by team member.
- Queued calls – the average queue time, maximum queue time, queue limit breaches, timeouts and the number queuing now both as a group total and by team member.

The reports can be displayed on a wall-mounted Plasma or LCD screen, allowing the call group members to monitor and respond to real-time performance issues. The Wallboards option is available at an additional monthly charge.

### Phone Buddy

Phone Buddy is a free app for your Windows PCs that gives you fast access to your Future Office call features, including:

- Screen pop-ups on your computer that show when you have an incoming call or voicemail, and who the call is from
- Immediate access to the portal website without having to log in separately
- Immediate access to today's received calls
- Immediate access to unheard voicemail messages
- Bulk download, file verification and delete functions for Call Recording administrators