



The cegecom **PHONE** services offer you a wide range of voice services able to meet all your requirements, whether your business is small or large.

Our phone solutions range from **simple analogue line**, **ISDN line** with the possibility of using simultaneously maximum 30 voice channels, shared phone system allowing "pay-as-you-grow" flexibility, **Voice over IP line** to added value voice services including standardised service number, Internet-based call management system, computerised phone ACD systems or voice dialogue systems.

You can also combine basic phone service with Internet access thanks to our **COMPLETE** services.



# taking advantage of state-of-the-art phone system

With the cegecom **PHONE** solutions, you have the choice between **analogue** line, **ISDN** line, **Voice** over **IP** line and **advanced** voice services.

## Simple analogue line

The **simple analogue line** (Phone Analog) is still the right choice if you are a small company or if you use special applications such as fire alarm and emergency call systems.

## ISDN line (Phone BRI)

Our **ISDN lines** (Phone BRI) enable you to take full advantage of digital technology, high connection speed, top voice quality, a lot of features and per second billing. If you are a larger company, professional ISDN primary rate interfaces (Phone BRI-PBX and Phone PRI) give you the possibility to use up 30 voice channels at the same time with additional connections as your activity grows.

### Voice over IP line

By opting for our **Voice over IP** solution, you can use your IP-based network to talk and send data simultaneously. Thanks to this unique infrastructure for your email, fax and phone communications, you simplify your process, save time and make your staff easier to be contacted. Using an employee-based recognition system, your staff can work wherever they want – without configuration expenses and time delays. And you don't need to worry about the integration of this forward-looking technology: our experts will work with you to develop the best conversion scenario for your company.

## Advanced voice services

Our **advanced voice services** give you a maximum level of availability and security with personalised solutions quickly and cost effectively implemented. If you want to have your own single service number, we will take care of everything. Our Internet-based call management system offers in real time 24/7 services, including routing, statistics and individual message downloading. With our computerized phone ACD (Automatic Call Distribution), you benefit from optimized and tailor-made call processing services. Our voice dialogue systems provide 24/24 routine solutions to better assist your customers when they are seeking a contact or requiring information and can be integrated in different types of telecommunications installations, CTI products and data processing systems.

And to better greet and serve your customers, we provide you our advanced voice service modules including automatic switching of contact numbers (Automatic Dial out), teleconference systems, Voice2Mail and Fax2Mail to receive voice messages and incoming faxes directly by email.

# Analogue and ISDN lines

# technically available service features

Depending on the tariff and type of product, some services features may be subject to charges.

Service features	PHONE PRI	PHONE BRI-PBX	PHONE BRI	PHONE ANALOG
Multiple subscriber numbers UP to 10 MSN may be operated.	×	×	<b>√</b>	x
Single phone number for analogue devices	×	×	×	✓
Block dialling	✓	<b>√</b>	✓	×
Overlap dialling	✓	✓	✓	✓
<b>Direct Dial Inward function</b> Direct dialling of individual extensions of the phone system.	<b>√</b>	✓	×	×
Calling number presentation The caller's phone number is displayed to the call recipient.	<b>√</b>	✓	✓	✓
Calling number suppression The caller's phone number is not displayed to the call recipient.	<b>√</b>	<b>√</b>	<b>√</b>	<b>√</b>
Intercepting nuisance calls The number of the last call will be logged. The customer must make a request in advance of this feature to cegecom.	<b>√</b>	<b>√</b>	<b>√</b>	<b>√</b>
CLIP no screening The customer can transfer a service number for outgoing calls that is displayed to the call recipient. This feature cannot be guaranteed if calling abroad.	<b>√</b>	✓	×	×

Service features	PHONE PRI	PHONE BRI-PBX	PHONE BRI	PHONE ANALOG	
Call forwarding if line busy A preset call forwarding is activated immediately if the line is busy.	<b>√</b>	✓		✓	
Call forwarding if no reply A preset call forwarding is activated after a specific period of time.	✓	✓	<b>√</b>	<b>√</b>	
Unconditional call forwarding All calls are forwarded immediately.	✓	<b>√</b>	<b>√</b>	✓	
Optional calling number restriction	✓	✓	✓	✓	
Call waiting	✓	✓	✓	×	
Partial rerouting	✓	✓	✓	×	
Call blocking	✓	✓	✓	✓	
Call holding	✓	✓	✓	×	
Three-party conference call	✓	✓	✓	×	
Cloud User Group Virtual group of subscribers to a fixed network. Subscribers can only call each other and cannot be contacted by any other phone.	√①	√①	√①	√①	
Data connections 64 kbit/s restricted/unrestricted.	✓	✓	✓	×	
Analogue modem connections	✓	<b>√</b>	✓	✓	
Fax connections	✓	✓	✓	✓	

- × Not supported by the line.
- ✓ Supported by the line (the function depends on the phone/phone system).
- $\checkmark \textcircled{\scriptsize 1}$  For this feature, the customer must apply for authorisation to the ILR.



# technically available service features

Depending on the tariff and the type of product, some service features may be subject to charges.

Service features	PHONE BRI-PBX	PHONE BRI	PHONE ANALOG	PHONE SIP	PHONE SIP-TRUNK
Multiple subscriber numbers UP to 10 MSN may be operated.	×	<b>√</b>	×	✓	×
Single phone number for analogue terminals	×	×	<b>√</b>	✓	<b>√</b>
Block dialling	✓	✓	✓	✓	✓
Individual dialling (overlap dialling)	√2	√2	√2	√2	√2
<b>Direct Dial Inward function</b> Direct dialling of individual extensions of the system.	<b>√</b>	×	x	×	<b>√</b>
Calling number presentation The caller's phone number is displayed to the call recipient	<b>√</b>	<b>√</b>	<b>√</b>	<b>√</b>	<b>√</b>
Calling number restriction The caller's phone number is not displayed to the call recipient.	<b>√</b>	<b>√</b>	<b>√</b>	<b>√</b>	<b>√</b>
Intercepting nuisance calls The number of the last call will be logged. The customer must make a request in advance of this feature to cegecom.	<b>√</b>	<b>√</b>	✓	<b>√</b>	<b>√</b>
CLIP no screening The client can transfer a service number for outgoing calls that is displayed to the call recipient. This feature cannot be guaranteed if calling abroad.	<b>√</b>	×	×	×	<b>√</b>



Service features	PHONE BRI-PBX	PHONE BRI	PHONE ANALOG	PHONE SIP	PHONE SIP-TRUNK
Call forwarding if line busy A preset call forwarding is activated immediately if the line is busy.	<b>✓</b>	<b>√</b>	<b>√</b>	<b>√</b>	✓
Call forwarding if no reply A preset call forwarding is activated after a specific period of time.	<b>✓</b>	<b>√</b>	<b>√</b>	<b>√</b>	✓
Unconditional call forwarding All calls are forwarded immediately.	✓	<b>√</b>	✓	<b>√</b>	✓
Optional calling number restriction	✓	✓	✓	✓	✓
Partial rerouting	✓	×	×	×	✓
Call blocking	✓	✓	✓	✓	✓
Call holding	✓	×	×	×	×
Three-party conference	✓	✓	✓	✓	✓
Cloud User Group Virtual group of participants to a fixed network. Participants can only call each other.	√①	<b>√</b> ①	√ <b>①</b>	√¹	<b>√</b> ①
Data connections 64 kbit/s restricted/unrestricted	√2	√2	√2	√2	√2
Analogue modem connections	√2	√2	×	×	x
Fax connections	√3	√3	√3	√3	√3

- × Not supported by the line.
- $\checkmark$  Supported by the line (the function depends on the phone/phone system).
- $\checkmark \textcircled{1}$  For this feature, the customer must apply for authorisation to the ILR.
- $\checkmark \textcircled{2}$  This feature is not available in every network area.
- √③ In order to avoid transmission faults, data rates on fax equipment should be set at maximum 9600 kbit/s. Error Correction mode should be deactivated.

# Advanced Voice Services

# **IN Management System**

## Routing options

- Standard routing
- Multi-calls
- Routing by origin
- Routing by percentages
- DTMF (Dual-Tone Multi-Frequency) menu selection
- Personalised routing depending on customer requirements

All routing modules are provided for the integration of personalised messages and the definition of time functions for maximum flexibility in emergency situations

# Statistics options

- Daily statistics
- Advanced voice service statistics
- Statistics by origin
- Statistics by hour/minute
- Statistics on successive calls from the same caller
- Destination statistics

# Pre-recorded message options

- Welcome message
- Waiting message/music
- Busy line or no answer message
- Outside working hours message
- We can also create studio quality personalised messages.



# **ACD Systems**

- · Call routing in the desired language and to the relevant department
- Call distribution directly to the available contact
- Real-time ACD system supervision (callers, agents, groups, waiting queues)
- Reporting with statistics function
- Additional communication channel integration (fax, SMS and e-mails).
   Whatever the channel used, it is possible to create different groups or techniques (skills), to define different call flows and to integrate different welcome, waiting and information messages.
- No installation software or technical modification of existing systems needed
- · Full system integration from anywhere with an Internet access.

# Voice Dialogue Systems

- Automatic switching
- Banking portal
- Timetable information
- Branch search
- Pre-qualification
- Meter reading

We also offer you a full range of services: advice, design, implementation and operation of your application.

