Simplified Unified Communications by...

eden experts **in telecoms**

Simplified UC by Eden

Why Simplified UC by Eden?

The Simplified UC by Eden hosted Platform delivers a feature rich web portal combined with the choice of three licence types, optional call bundle and certified Yealink handsets if required. A host of extras can be added to licences depending on use and requirements, offering flexibility and control. Licences and enhanced features are offered on a 30 day, 12 or 36 month term.

Our service is delivered via the Porta One platform – a carrier grade (Class 4 and 5) switch that delivers enterprise level scalability and resilience whilst delivering real time call data and reporting capabilities, providing a compelling UC voice proposition for our customers.

Licences

Our licences and corresponding commercials are tailored depending on needs. Our three licences cover different scenarios depending on usage and our enhanced features can be added selectively when needed, rather than being automatically bundled.

Not all licences require all features. Management teams, for example, may need to drill down into certain CLIs only, to view performance and users who are on the move would benefit from the mobile app over users who are only office based.

Feature	Internal Call Licence	Hosted Extension Licence	Super Bundle
	Internal and emergency calls only. Ideal for education, hospitality etc.	Standard Licence includes extension & DDI, voicemail, call hold/transfer/forward (Hosted PBX features)	Hosted Extension Licence with most commonly used optional extras included
Extension	✔	✔	✔
Hosted PBX Features		✔	✔
Usage record (xDR, SMS)	✔ (31 days)	✔ (31 days)	✔ (31 days)
Standard Recording		✔ (31 days)	✔ (31 days)
Stop/Start Recording (PCI)		Optional	✔
Notes (Search, Private, Public)		✔ (31 days)	✔ (31 days)
Sign in/out User		✔	✔
Visual Voicemail		✔ (31 days)	✔ (31 days)
Group Voicemail		✔ (31 days)	✔ (31 days)
Business Insights			✔
User Insights			✔
Video and Meetings			✔
Softphone (mobile and desktop)			✔
4000 Min Call Bundle			✔
Teams Licence*			✔

Please contact us for our Licence and Enhanced Features pricing.
*Users can utilise their Teams app dial pad through the Simplified UC by Eden platform. Note: The user requires the phone system/standard licence with MS for this to work.

Enhanced Features
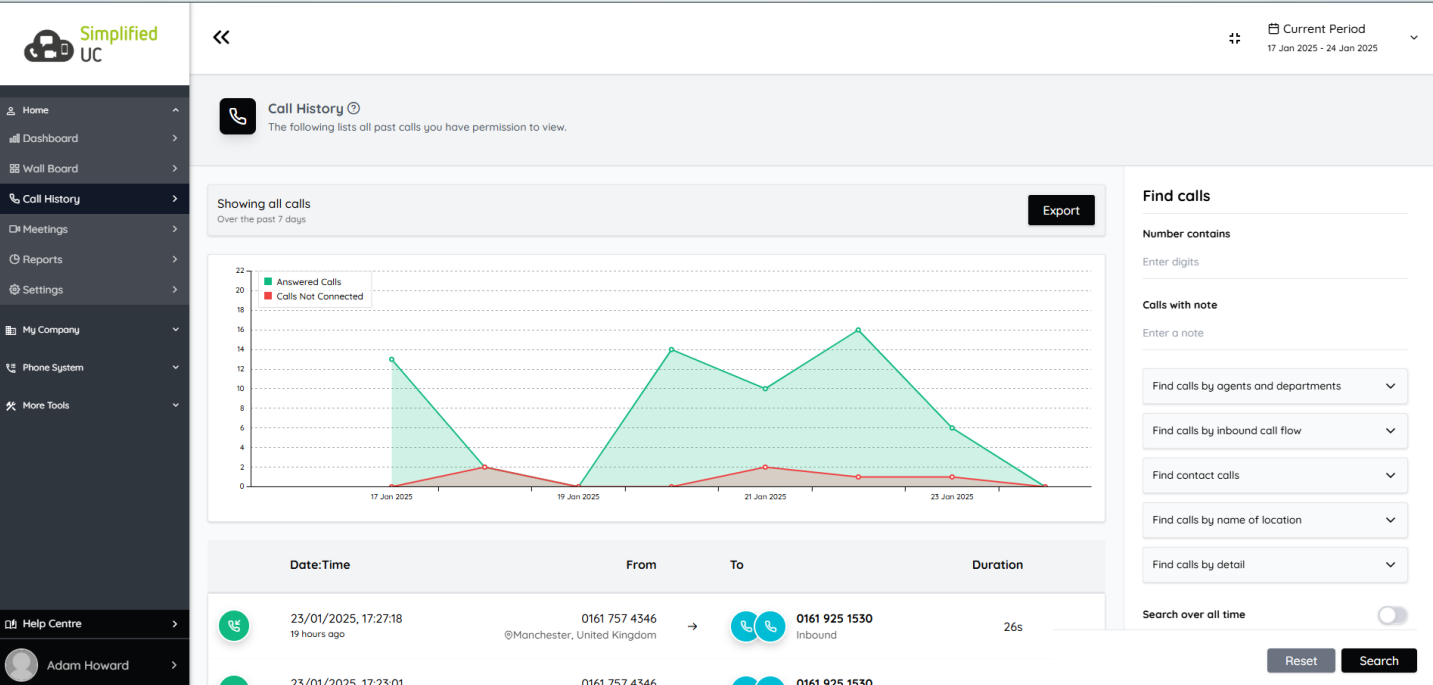
Simplified UC by Eden is a fully modular service that can be tailored to your requirements. Our enhanced features offer flexibility in terms of mixing and matching across licences and can be added when needed:
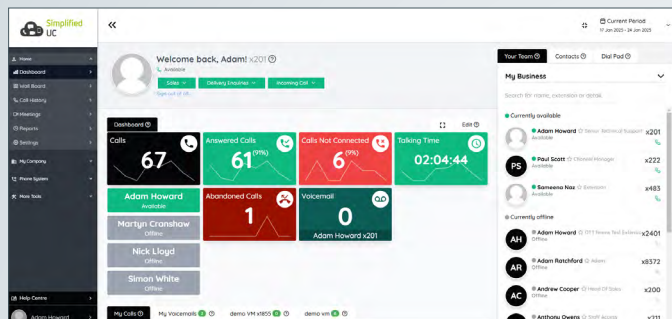
Business Insights

Business Insights gives users intuitive access to the business analytics in one interface along with access to easy-to-view statistical data. This gives insight into how businesses are performing on calls - highlighting areas for improvement in call routing settings and agent availability etc.
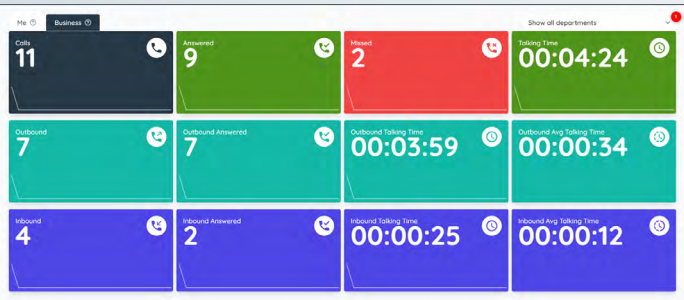
The Business Insight licence is applied at company level (i.e. every user within a company) and features include:

- Unlimited call recording, stored for life

- Unlimited CDRs, SMS capture

- Unlimited call notes with search

- Unlimited call outcomes (standard)

- Business level statistics

- Unlimited wallboards per hunt group

- High level call summary reporting

- Live call queue stats

- Meeting statistics with one-click join

- Hunt group reporting including sign in/out statistics and live presence

Enhanced Features

User Insights

User Insights is a bolt-on licence to Business Insights that allows visibility into the business down to user level. Customers must have Business Insights to view User Insights, however User Insights is only applied to the specific users that the business requires detailed insights data to be displayed for. User Insight includes:

- User level statistics
- Custom call outcomes per hunt group
- User sign in/sign out statistics
- Live call queue status
- Meeting reports
- Stop/Start recording reporting

Apps

- **Mobile** – softphone with contacts, history, keypad, messages and control panel
- **Desktop** – contacts, history, call recordings and control panel as well as in call functions such as transfer, mute, record, place on hold
- **Video** - simple to use browser-based conferencing solution for small organisations. Available on a 'per room' basis with allocated admin user control, supporting up to 10 conference attendees

Call Recording And Compliance

- **Unlimited call recording** - (31 days included with standard licence)
- **PCI Licence** - gives users the ability to mute specific parts of a recording whilst their call is in progress, ensuring sensitive information is not captured in a call recording. This is controlled by stop and start keys configured on the user's handset or the in-portal call control

Call Bundle

4000 minutes to 01, 02, 03 and UK Mobile*. Not all licences make large numbers of calls so you can choose where to apply call bundles to make it cost effective. *Conditions apply

CRM Integration

The Simplified UC by Eden solution offers a number of CRM applications, giving the user a specific feature set to enable them to work productively and collaboratively. Features includes desktop call control, presence, messaging, click to dial, caller preview, screen popping and address book searching.

Contact us for more details on the options available.

Please refer to our price list for all enhanced feature options.

Handset Overview

Can be purchased upfront or over 12 / 36 months.

**Yealink T33G
SIP Phone**

**Yealink T42U
SIP Phone**

**Yealink T46U
SIP Phone**

**Yealink T48U
SIP Phone**

**Yealink T54W
SIP Phone**

**Yealink T58W
IP Video Phone**

**Yealink W73P
SIP DECT**

Handset	Full HD Voice	PoE	Display	Ethernet Ports	Headset Support	SIP Accounts	PC Port	Message Waiting ID
Yealink T33G SIP Phone	✔	✔	Backlit colour display	Dual-port Gigabit Ethernet	✔	up to 4	✔	✔
Yealink T42U SIP Phone	✔	✔	2.7" LCD with backlight	2 x RJ45 10/100/1000Mb	✔	up to 12	✔	✔
Yealink T46U SIP Phone	✔	✔	4.3" Colour	Dual-port Gigabit Ethernet	✔	up to 16	✔	✔
Yealink T48U SIP Phone	✔	✔	7.0" Colour touch screen	Dual-port Gigabit Ethernet	✔	up to 16	✔	✔
Yealink T54W SIP Phone	✔	✔	4.3" Colour	Dual-port Gigabit Ethernet	✔	up to 16	✔	✔
Yealink T58W IP Video Phone	✔	✔	7.0" multi touch screen	Dual-port Gigabit Ethernet	✔	up to 16	✔	✔
Yealink W73P SIP DECT	✔	✔	1.8" TFT Colour	1 x RJ45 10/100Mb	✔	up to 10	X	✔

Security & Risk Mitigation

We take the security of our UC solution very seriously and are dedicated to protecting our customers. We continue to evaluate our security regularly to ensure high levels of protection from fraudulent and malicious activity.

Call rates and daily usage - the platform allocates credit on a per-customer basis. This allows for automated blocks to be triggered if an account exceeds the designated daily spend limit. Setting policies reduces the risk of potential costs accumulated by fraudulent activity.

Call barring - Outgoing calls to number ranges which could incur substantial costs, such as International, Premium Rate and higher-rate 07 numbers (070, 075 and 076), are barred by default on our platform.

Geo Risk - Geographic risk profiles impose limits on accounts registering on IP addresses outside our parameters. Outbound calls from these extensions are screened and use audible codes designed to validate genuine calls and block activity deemed to be potentially fraudulent.

Concurrent call limits - Manages the number of concurrent calls that can be made from an individual account to reduce the potential for fraud.

Fraud detection and alerts - Traffic patterns and concurrent call volumes are constantly monitored. Both yourself and our team will be alerted to any suspicious calls and any persistent call activity will be remediated if necessary.

Business continuity

- The Simplified UC by Eden platform is geo-located within a UK data centre with full replication and failover capability in the Netherlands

- Use of Softphone app when organisations are unable to access their premises

- Divert feature to allow calls to be routed to an alternative number

For more details please contact:

Eden
Tel: **0113 892 1115**
Email: **Hosted@justaskeden.co.uk**

Visit: **justaskeden.co.uk**
Call: **0113 892 1115**
Email: **ask@justaskeden.co.uk**

Sycamore House, Station Road, Guiseley, Leeds, LS20 8BX