

Flexible communication solutions for Managed and Virtual Offices



Crown
Commercial
Service
Supplier



What is Service-Call?

Service-Call for Managed and Virtual Offices (MVO), delivers a family of communications solutions specifically tailored for the MVO sector. Developed by British based voice specialists, Splice.com, Service-Call satisfies the needs of a wide range of services, supporting lower end budget office space to high end prestige Central City locations.

Service-Call operates with market leading PMS, CRM and general or bespoke billings systems. It integrates with WiFi infrastructures for roaming staff and offers advanced Business Management tools for Call Reporting, Live Business Dashboards and Wallboards and fully integrated Call Recording.

Virtual Office/Reception services are also available, whether that's operating as a dedicated service or part of the overall Managed Service Office solution.

Key Features of Service-Call



Company/Tenant Configuration

Allows for the configuration and programming of multiple 'Companies/Tenants', giving each business their own individual telephone system



Billing Management

Works with Elephant, Tri-Line and other billing systems. Also offers its own built-in billing solution



Service-Call Unified Device Support

Desk phones, smartphones, softphones, wireless phones



Headsets

Desk phones support cabled or Bluetooth headsets



Wireless Connectivity

Desk phones support wireless connectivity where wiring is problematic



Wireless Phones

DECT or WiFi for mobility



Operator Console

Central Operator position for one or many Managed/Virtual Offices



Main Reception

Multi-site deployment or hunt groups



Virtual Users

Voicemail and call forwarding facilities for those who don't need a desk phone



Hot Desking/Drop-in Facility

Fully featured Hot Desk facilities enable mobility both within and between buildings



Staff Calling

Emergency call facility for multiple members of staff, wherever they might be



Tannoy/Paging System

Use desk phones or integration with 3rd party tannoy/paging systems



Service-Call Analytics - Business Reporting and Recording

Historical reporting with integrated call recording



Service-Call Live

Wallboards and Dashboards



System Management - Service-Call Admin Portal

Browser based system admin tool



Service-Call Attendant

Single or multi-level auto attendant



Messaging

Allows calls to ring direct or overflow to voicemail



In Queue Announcements

Simple announcement, Position in queue, Callback



Single-Site Deployment

A phone system physically residing in your Managed/Virtual Office



Single-Site Cloud Deployment

A phone system remotely located in the cloud



Multi-Site Deployment

A single on premise phone system. Works across all Managed/Virtual Offices, each Office can operate independently



Multi-Site Cloud Deployment

A single phone system, remotely located in the cloud. Works across all Managed/Virtual Offices, each Office can operate independently



Finance

CAPEX or OPEX or a blend of both to meet budgetary requirements