

Voice One

Flexible and future-proof digital phone services

What is Voice One?

Voice One is our collection of scalable cloud voice services that simplify making and taking calls over the internet. Replace your legacy telephony systems with future-ready solutions underpinned by the cloud. One simple package providing the digital voice services you need managed by one cloud partner.

We have a range of flexible pay monthly packages available, combining Voice over Internet Protocol (VOIP) per user licenses, digital phone systems and even handsets. Choose from low-cost, no-frills licenses, to feature-rich solutions for truly mobile users, and connected calling services for Microsoft Teams. Add on extra features for enhanced cloud functionality, including CRM integration and call analytics.

Not every user has the same needs when it comes to voice communications. With Voice One, you can easily mix and match licenses to meet the diverse needs of your business. Blend low-cost licenses such as Voice One Essential with more advanced solutions for agile workers to provide users with the functionality they need. We'll design your package and combine it into one simple, pay monthly package, and can even provide the end-to-end management of your digital voice services.

Provide users with the flexibility to decide where they make and take calls on their devices. Move to a Voice One package today and ensure you're ready for the analogue telephone network switch off in 2025.

What's the analogue switch-off?

For decades, phone calls in the UK have been carried over a network of copper lines called the public switched telephone network (PSTN). This has served the country well, but it's no longer able to keep up with the demands of modern business.

So, it's being replaced with a digital alternative – one that allows you to make your phone calls over the internet while also offering greater support for things like video calling and file sharing. Openreach, which is managing the network upgrade, is planning to switch off the PSTN by the end of 2025. That means all businesses will need to have moved to digital phone lines by then.



Replace your legacy phone system

How will Voice One help?

With Voice One, you can replace your existing analogue phone system with a digital solution. It combines two core types of internet telephony, so you can find the best way to make the move to digital phone lines.

- **Hosted SIP Trunking:** If you have a private branch exchange (PBX) device and use ISDN, Hosted SIP Trunking lets you connect your phones to the internet. That means you can keep your current phones for now and still get the benefits of the cloud – perfect if you want to stagger your transition to digital.
- **Hosted Centrex:** A complete digital solution, Hosted Centrex is a cloud PBX service. It replaces your on-site analogue phone system with a digital alternative. You then make calls through internet protocol (IP) phones, as well as computer and mobile apps. If you're ready to go fully digital, this is the solution for you.

Features and benefits available

- ✓ **Simplicity and flexibility.** Get a single, scalable, and flexible solution combining licenses to meet needs of users.
- ✓ **Stay future ready.** When the PSTN is switched off, you'll be prepared for the change.
- ✓ **Mix and match licenses.** We'll design a flexible package combining the different license types to meet the unique requirements of your business and end users.
- ✓ **Reliability and security.** Your network is monitored 24/7, to make sure it's running properly and safely.
- ✓ **Flexible monthly billing.** Find all your licenses and services in a simple monthly bill.
- ✓ **Add users easily.** You can add or remove new users quickly and easily, so you can scale up or down as necessary.
- ✓ **Easy number management.** Users can take calls from anywhere, on any device, but with the same number.
- ✓ **Voice recording.** Calls can be recorded for training and quality purposes, with recordings stored in the cloud.
- ✓ **Advanced call control.** Direct calls where they need to go, with automated queueing, redirecting and on-hold audio.
- ✓ **Call analytics.** View a range of statistics with dashboards to make them easier to digest.
- ✓ **Contact centre features.** Receive calls on one number and have them automatically distributed among a team.
- ✓ **CRM integration.** Voice One integrates with popular CRM systems such as Microsoft Dynamics.



Flexible and future-ready



Designed for anywhere working



Reliable and secure



One partner for all communications



Easy to manage



Seamless integrations



Simple number management



Fully managed service available



One integrated solution from one partner you can rely on

The 848 Group is a BT Wholesale Partner and Microsoft Partner designing, deploying and managing seamless cloud voice and collaboration services. If you'd like to know more about our full range of Voice One offerings, including Teams Direct Connect, please get in touch.



Our range of Voice One solutions

Our flexible approach to voice means your business can mix and match Voice One licenses to build the digital voice service you need.

Voice One Express

An all-inclusive modern voice solution designed for small businesses.

Small businesses and sole traders need simple but reliable voice solutions. Voice One Express is purpose-built for small businesses with 10 or less users working remotely or on a hybrid basis. It offers full calling functionality and the flexibility of the cloud, so users aren't tied to one location. Voice One Express licenses can be used in place of desk phones in office locations, giving you the option for mobility if or when you need it. Voice One Express is affordable, providing the calling features you need without unnecessary extras, keeping calling costs low for your small business.

Voice One Essential

A low-cost digital voice license for users who need common calling features.

Voice One Essential is our cost-effective, no-frills cloud voice service to support your business in this digital future. Designed for simplicity and affordability, Voice One Essential is ideal for users who require basic calling features and functionality. Users get a modern voice solution, and your business doesn't end up paying for features they don't need. It's also easy to enhance your Voice One Essential licenses with add-ons like call recording and analytics for users that require them.

Voice One Mobile

An all-inclusive license with enhanced functionality for anywhere working.

Ultra-flexible and feature-rich, Voice One Mobile is our all-inclusive digital voice solution made for modern mobile working. It's designed for users who need the freedom to call, connect and chat from anywhere. With a full range of advanced calling capabilities, Voice One Mobile provides seamless communication experiences across devices, with single number simplicity and flexibility. Get all the functionality you'd expect from a traditional phone service, plus enhanced features for future-ready calling and communication.

Voice One Teams Connect

Future-ready and flexible calling for Microsoft Teams.

Voice One Teams Connect brings truly flexible voice communications to Microsoft Teams. It's our cloud-based phone solution for high-quality business calls across all devices. Combining secure digital phone services from BT Wholesale with Microsoft Teams Operator Connect, Voice One Teams Connect is our unified solution for seamless business communications. Access Hosted PBX or Hosted SIP Trunking directly from within Teams, for high-quality digital phone calls on every device. It's the simple way to enhance voice communications.