



The future of
hosted telephony



With an array of market leading features, the Evonex hosted telephony solution from SCG will give your business the competitive communications edge in today's demanding business world.



Flexible, cost effective business communications

Evonex hosted telephony is the ideal solution for businesses of all sizes. Staff efficiency is improved with easy-to-use features and built-in Business Continuity ensures that, whatever the situation, you will never miss a call.



Switching couldn't be easier.

We have over 50 years' experience in the communications market with highly professional and experienced teams that deliver first class support and advice throughout the selection, installation and support of your new hosted system. Evonex is perfect for all sizes of business from single sites, to multi-site corporate requirements and of course in any environment home workers benefit from the full suite of functionality as though they were in the office. Evonex brings all your staff together on a single communications platform with easy to use Directories, Group Voicemails, Fax to Email, Instant Messaging and Presence.

- ✓ Intuitive user portal and call features at your finger tips
- ✓ HD voice and video capability
- ✓ Full compatibility with leading handsets
- ✓ Flexibility to use an approved range of popular hosted handsets
- ✓ One license allows multiple device registrations - Deskphone, Desktop Soft Client, Mobile client and Microsoft Teams
- ✓ Hot Desking and Call Park features
- ✓ Conference - 3 party ad hoc and conference bridge
- ✓ Address books see who is calling and Click-2-Dial straight from your contacts
- ✓ Reception Console with night service override and Drag and Drop for easy call transfer
- ✓ Functionality that is equivalent to, if not superior than, the leading on premise IP systems

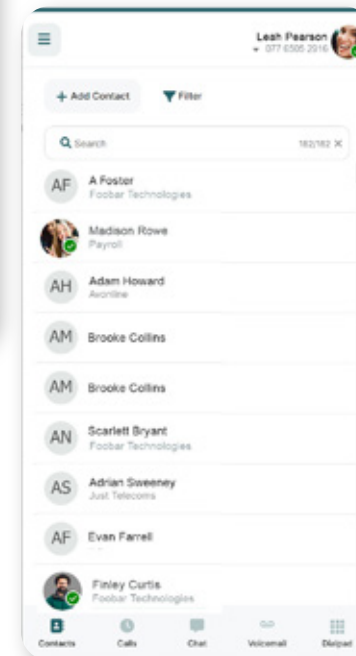
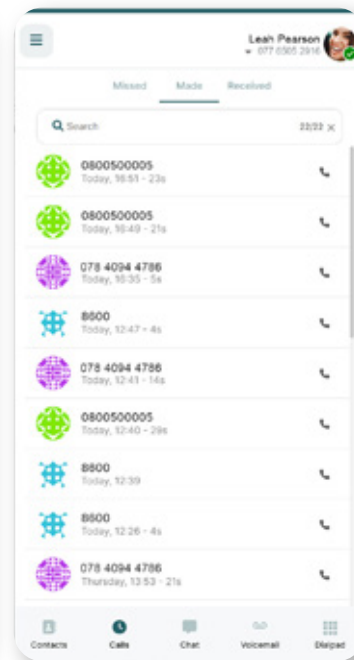
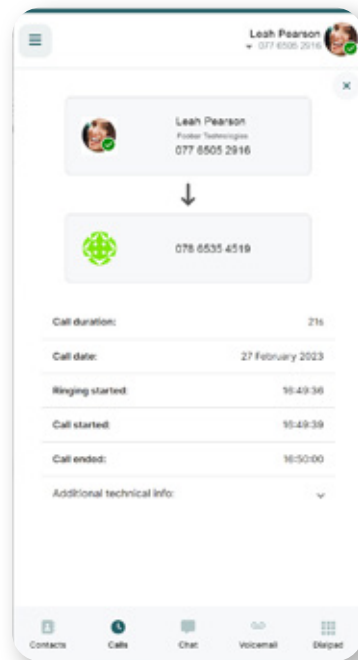
Features & Applications



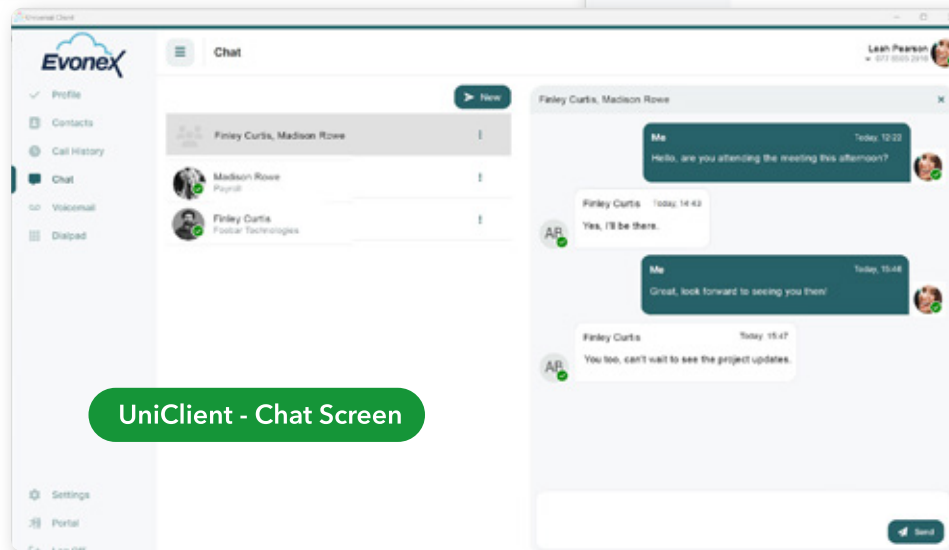
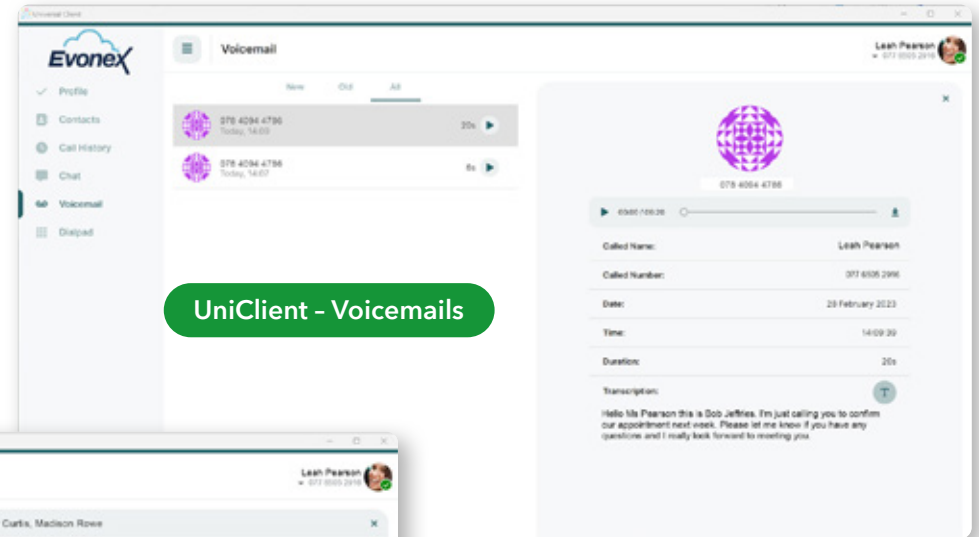
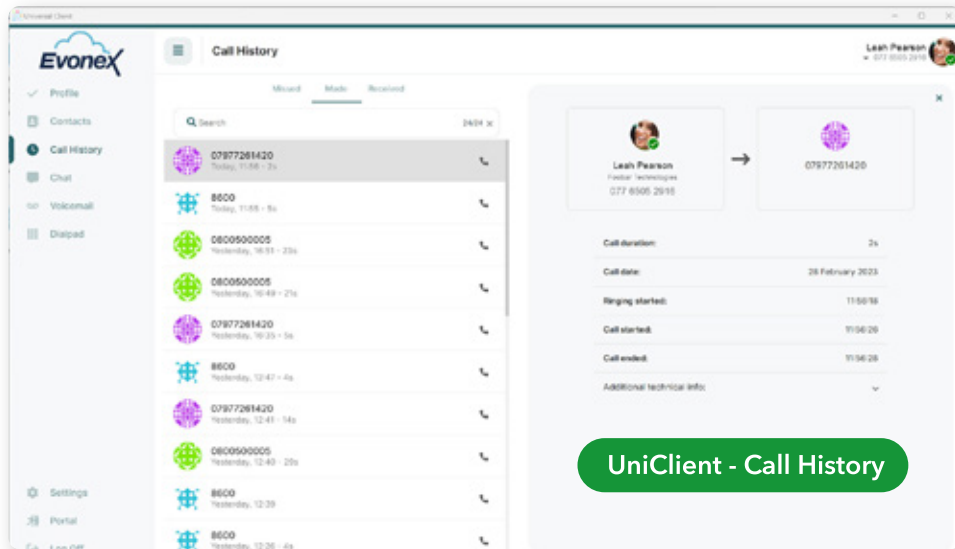
The Evonex platform is a future proof, feature rich, fully supported hosted telephony solution built on highly resilient, patented, super reliable technology that is easy to use and manage. It has a range of market leading applications designed to make your everyday communications experience highly effective in the fast moving world of business.

Evonex Connect

- Works on Windows, MacOS, iOS, Android and any modern web browser
- Intuitive and clean user interface, maintaining cross-platform familiarity
- Includes all the features and functions you have come to expect:
 - Call Hold, Transfer & Park
 - Enhanced Presence
 - Contacts – internal directory, shared company & personal
 - Call History (made, received & missed)
 - Chat – one to one and groups
 - Voicemails – **including message transcription**



Features & Applications



Features & Applications



Call Recording

Choose what to record; all calls, percentage of calls, inbound / outbound. Flexible storage options available for calls, with MiFID II compatibility (auditable records of call recordings are kept online). Authorised administrators can search, playback, download and delete.

Click to Call & CRM Integration

Improve efficiency with screen pops and click to call. Evonex is designed to plug straight into the leading CRM systems and business applications.

Business Continuity

Ensure you still get calls even when your connection is down with a failover number activated via the portal, using any device with an internet connection or using a standard telephone connection and PIN.

Hunt Groups & Call Queue Management

Automatically schedule time-based routing plans and personalised messages. Manage up to 50 queues, edit queue durations and volumes, manage what happens next and enable manual override for system administrators to move calls up, down and out of queues.

Call Management

Manage your calls with the easy-to-use desktop application which shows your phone activity for the day, so you can always see what calls you need to return, what voicemails you need to listen to and what Instant Messages and alerts you need to respond to.

Reception Console

Drag and Drop makes it easy to transfer calls to users, groups or directly into a conference and eliminates the need for extensive user training. Agents can monitor call queues, prioritise important callers and override night service.

Manual Night Mode Toggle

Night mode is a simple way to enable and disable an out of service mode for your phones. It will suit those that are used to traditional or on-premises systems and anyone who wants to avoid the complexity of time, day and date routing. Easily set up a button on any phone to activate or deactivate the feature. Tap the button, it illuminates red when night mode is on and green when off and a system announcement provides audible confirmation.

Time-Based Routing

Time-based Routing is a feature that allows Administrators to configure the call routing of individual phones around the opening hours of their business. This means that calls can be routed a certain way during office hours, another way during lunch hours and yet another way out of hours. A company can define multiple sets of office hours (we call these "schedules") which means different schedules can apply to different numbers. It's also possible to include date exceptions for public holidays, for example.

Manage Contacts

Manage personal and company address books, access call history; inbound, outbound and missed calls and save time with click to call.

Presence & IM

The desktop application provides presence as standard and enables you to add contacts, speed dial numbers and make, answer, transfer, park and hang up calls with ease.

Monitor, Whisper & Barge



Allows Customer Administrators access to Monitor, Whisper & Barge within a specific set group of users.

Monitor

Silently oversee conversations ensuring professional quality of customer service and support are adhered to. No audible sound would alert the agent or the customer that the conversation is being monitored.

Whisper

Provide information and guidance privately to assist new or inexperienced personnel in a live environment. When the whisper feature is activated, the supervisor can begin speaking to the agent. This is one-directional audio from supervisor to agent. The customer will not hear the whisper. Both supervisor and agent can hear the customer.

Barge

Enter directly into conversations where appropriate to take control of events potentially being handled sub-optimally. A supervisor who is silently monitoring / whispering joins the call, which becomes a full three-way conference call, where all three parties can hear each other.

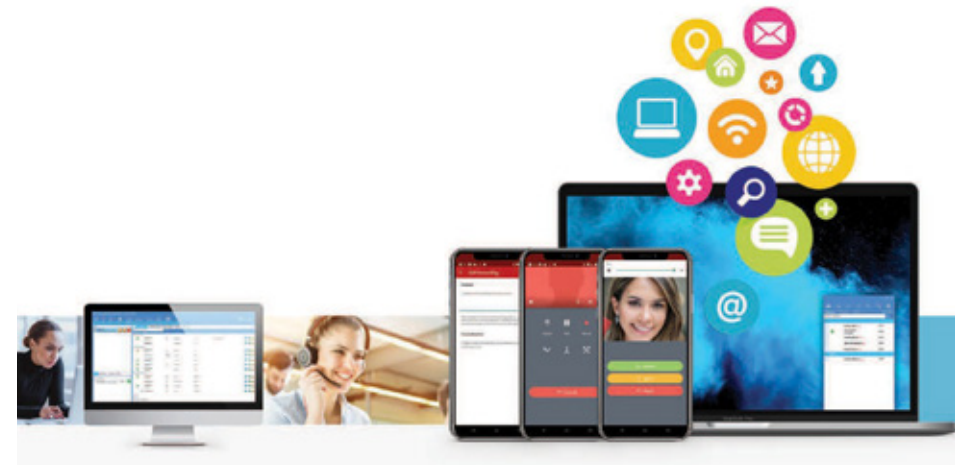


Lockdown Solution

Organisations have a responsibility for the safety of those on their premises. As events requiring a lockdown are become more widespread, such as security threats or other incidents, a robust solution is necessary.

We can provide a Security & Lockdown Alarm feature that is built in as standard and free to use. It enables you to broadcast unique visual alarms and distinct audio alerts to devices across your premises, which is especially useful in schools (in line with Ofsted and school emergency planning), healthcare facilities and public buildings.

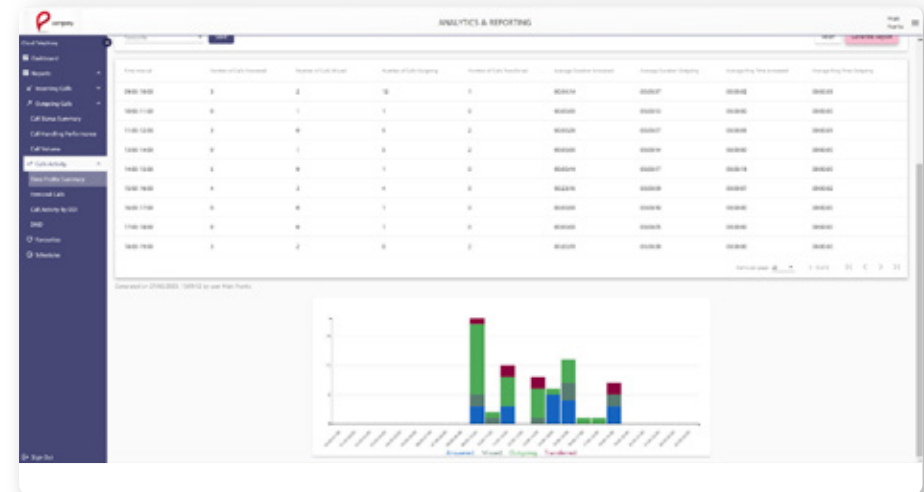
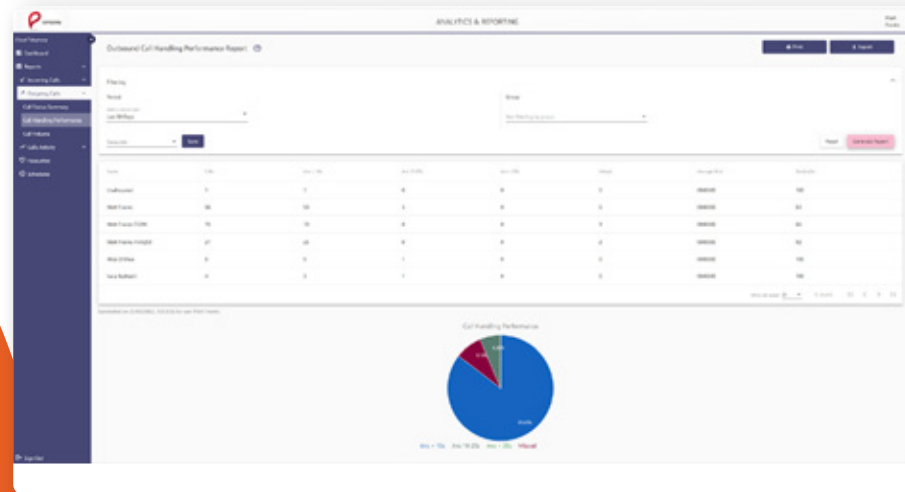
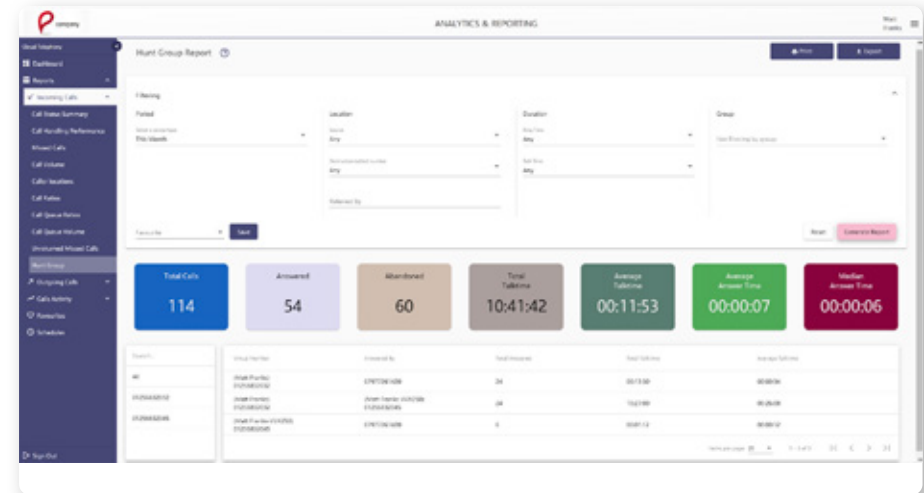
This also pairs with our in-built paging system that allows users to broadcast messages to all phones in the organisation. This is a great tool for sending out information or emergency alerts, all delivered through handset speakers. This can be achieved in a number of different ways, including paging specific groups of extensions, or organisation wide.



Insights

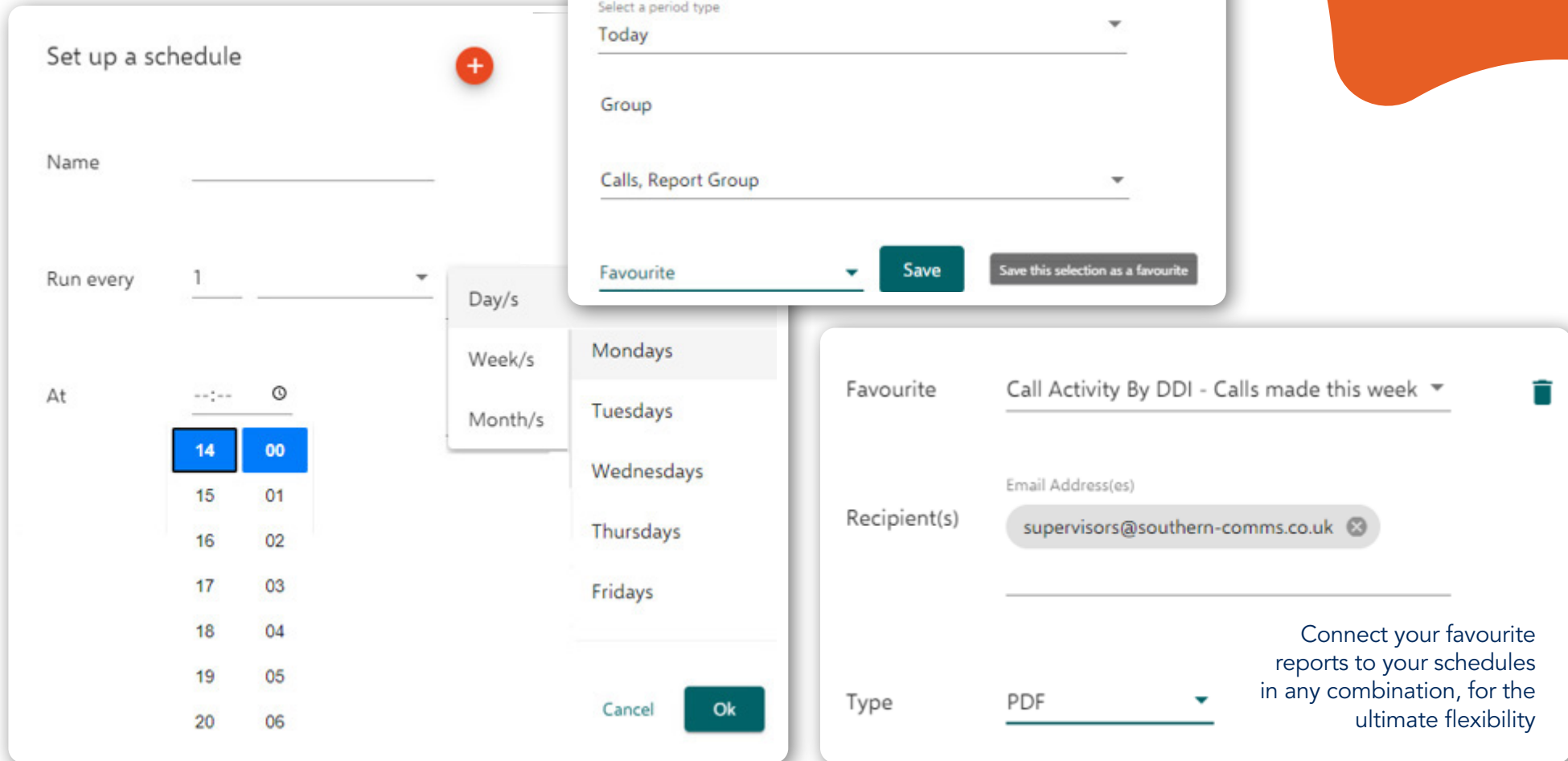


Insights is our inbuilt reporting suite which provides you with free of charge, in-depth management information. It allows manual export of reports to CSV or PDF and scheduled delivery of reports to your email with attachments.



Insights - Scheduling detail

Set up a schedule to define when the reports are emailed to you – you can create multiple schedules



Set up a schedule

Name

Run every

At

Day/s

- Week/s
- Month/s

Monday/s

- Tuesdays
- Wednesdays
- Thursdays
- Fridays

Cancel

Filtering

Save a report with your favourite filters – create as many as you need

Period

Select a period type

Today

Group

Calls, Report Group

Favourite

Favourite

Recipients

Email Address(es)

supervisors@southern-comms.co.uk

Type

Connect your favourite reports to your schedules in any combination, for the ultimate flexibility

Seamless Microsoft Teams integration

Evonex enables you to deliver a phone system that integrates with the Microsoft Teams environment whilst keeping all its handy telephony features.

Collaboration is key and the Evonex Teams Voice Licence, enables you to connect your telephony platform with your Microsoft Teams environment, smoothly and efficiently.

An easy-to-use management tool enables you to benefit from the features of telephony integrated into your MS Teams environment, increasing efficiency with a single platform for collaboration and calls.



Simplicity and ease of integration

SCG manage the integration for you and you retention all your existing numbers.



Functionality

World-class collaboration features offered by Microsoft Teams, bolted onto the full PBX functionality from Evonex, enriches the user experience, offering telephony features, Insights reporting and the ability to fully record calls.



Resilience

Bespoke dynamic failover for managed devices means that if Teams is unavailable, you can still use your full telephony communication platform. All of your routing can be done via the platform giving your business a full uptime scenario and independent self managed diverts at user level.



MS Teams and SCG.
Best of both worlds.



Our commitment to service & support

SCG are committed to delivering the highest level of service to our customers.



We're here to support you whenever you need us. Our dedicated Technical Team provides a fast and friendly service for all our customers.

Installed, Configured and Managed

SCG will ensure your system is configured to meet the requirements of your business including helping with setting up and training on using scheduling and DDI routing, Auto Attendants and queuing, call barring and fraud prevention.



Qualified Professionals

Our staff are fully trained in Evonex through regular courses to become certified in the sales, provisioning and installation of Evonex.



Ease of use

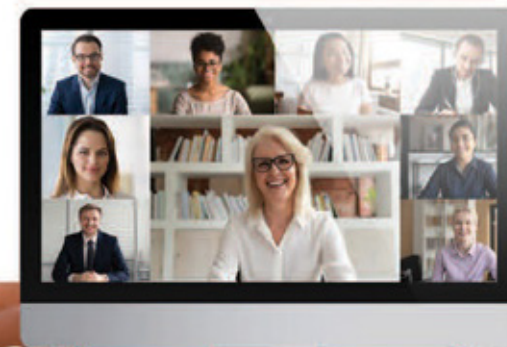
A library of collateral and videos are available to help train users and demonstrate features to new users.



Support

We support you all the way. Our dedicated Technical Support Team provide a fast, friendly and accurate service for all our customers.

- ✓ Comprehensive setup and configuration guides covering all aspects of the platform
- ✓ A focus on continuous improvement and development
- ✓ A dedication to listening and responding to customers' needs
- ✓ Pride in offering intelligent and responsive support



Handsets



YEALINK T58 PRO

- ✓ Professional IP Deskphone
7" touch screen
- ✓ 27 programmable keys
- ✓ Dual gigabit ethernet connection
- ✓ PoE support

Yealink



YEALINK W73P

- ✓ DECT cordless IP telephone
- ✓ 1.8" colour screen
- ✓ 35-hour talk time
- ✓ 400-hour standby time



YEALINK T33G

- ✓ Cost-effective IP Deskphone
- ✓ 2.4" colour display
- ✓ 4 programmable key
- ✓ Dual gigabit ethernet connection
- ✓ PoE support



Specifications



Standard Features

| Feature | Description |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3-way Call | Bring colleagues into your call |
| Address Book | User shared and company address books |
| Monitor, Whisper, Barge | Listen in for staff training or to help your colleagues during a call, either silently, or intrude to make your presence known to either or both parties |
| Broadcast | Make an announcement across a group of handsets |
| Business Continuity | Network failover setting at user level |
| Busy Lamp Field | Busy lamp field line monitoring |
| Call Alias | Outbound calling using alias |
| Call Barring Policies | At user and company level |
| Call Divert | CD always, CD busy, CD no answer |
| Call Forwarding | CF always, CF busy, CF no answer, CF sequential, CF parallel, CF overflow PSTN, AA CQ, VM |
| Call History | Calls made, calls received, calls missed, call search |
| Call ID Blocking | Anonymous calls, anonymous divert, anonymous reject, anonymous divert to voicemail |
| Call Park | Call park, call unpark bay |
| Call Pick Up | Call pick up, group pick up, call pick-up redirected |
| Call Recording | Call recording, retrieval, download and storage |
| Call Reporting | Report on individual call activity or create call groups to report on |
| Call Transfer | Call transfer announced, call transfer blind |
| Call Waiting | Call waiting |
| CLI Presentation Option | CLI selection on outbound calls |
| Click to Dial | Click to dial from your PC |
| Directory | Directory with company, private and external contacts |
| Fax to Email | Receive faxes as email |
| Instant Messaging | IM service with Presence |
| Manual Night Mode | Toggle night mode on and off without any complex time or date routing |
| Mobile Twinning | Mobile to desk phone |

| Feature | Description |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Music on Hold | Music on hold, store up to 999 tracks |
| Number Presentation | Set an alternative number that members of the public see when a call is received from the company network |
| Pin Protected | Dialling Pin protected outbound dialling |
| Presence | Presence status and away when idle |
| Reporting & KPI | Inbuilt reporting suite provides free of charge, in-depth management information. Allows manual export of reports to CSV or PDF and scheduled delivery of reports to your email with attachments. |
| Security Alert | Send an alert tone and message to a group of phones |
| SMS | Send SMS messages from your desktop |
| Time Based Routing | Time based routing, multiple calendar / schedule, call management planner |
| Video Call | On selective handsets only |
| Voice Mail | User VM, group VM, VM to email by user or group, directed VM, VM to SMS |
| Web Portal | Web portal access, user and administrator levels |

Optional Applications

| Feature | Description |
|-------------------|----------------------------------------------------------------------------------|
| Auto Attendant | Auto attendant |
| Call Queues | Call queueing |
| Conference Bridge | Conferencing facility |
| CRM Integration | CRM CTI integration |
| Microsoft Teams | Make and receive your telephone calls through your Teams clients |
| Mobile App | Mobile app |
| Reception Console | Drag and drop call management |
| Wallboards | Call overview, inbound calls, outbound calls, agents inbound calls, queued calls |

Evonex is:

- ✓ Powerfully functional and highly feature rich
- ✓ All the features you'd expect of a traditional business telephone system
- ✓ Secure – two-factor authentication
- ✓ Intuitive – easy to use & manage
- ✓ Simple licensing structure – agile working options included
- ✓ Flexible enough to suit all businesses and future proof for your peace of mind
- ✓ Business Continuity features included
- ✓ Highly resilient platform which extends across three UK Tier 4 datacentres
- ✓ We're proud to have an uptime greater than 99.99% - unrivalled in the UK hosted telephony market
- ✓ Hugely scalable – almost unlimited scope for expansion
- ✓ SCG owned and operated since 2018
- ✓ UK based Development and Operations teams



Why Evonex:

- ✓ Cross-platform WebRTC Universal Softphone Client – the same user experience across all operating systems
- ✓ Microsoft Teams integration
- ✓ Call Recording included
- ✓ Insights call reporting included
- ✓ Flexible number presentation
- ✓ CRM integration
- ✓ Click-to-call

Call us today on

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