



Splice.com



SelectVoice

Enhanced voice services deployed in the cloud,
on premise or any blend of the two

The Right Choice for Voice

What is SelectVoice?

SelectVoice, Splicecom’s complete communications service, is a single platform voice solution that meets all your business voice requirements – but goes further still. Delivering an extensive range of fixed and mobile voice capabilities and controlled via an easy-to-use web portal, SelectVoice puts you firmly in control of voice communication into, out of and inside your business.

We can deliver a complete end-to-end SelectVoice solution, including cloud hosting, connectivity and SIP trunks, or you can choose to deploy it with any of these services that you might already be using.

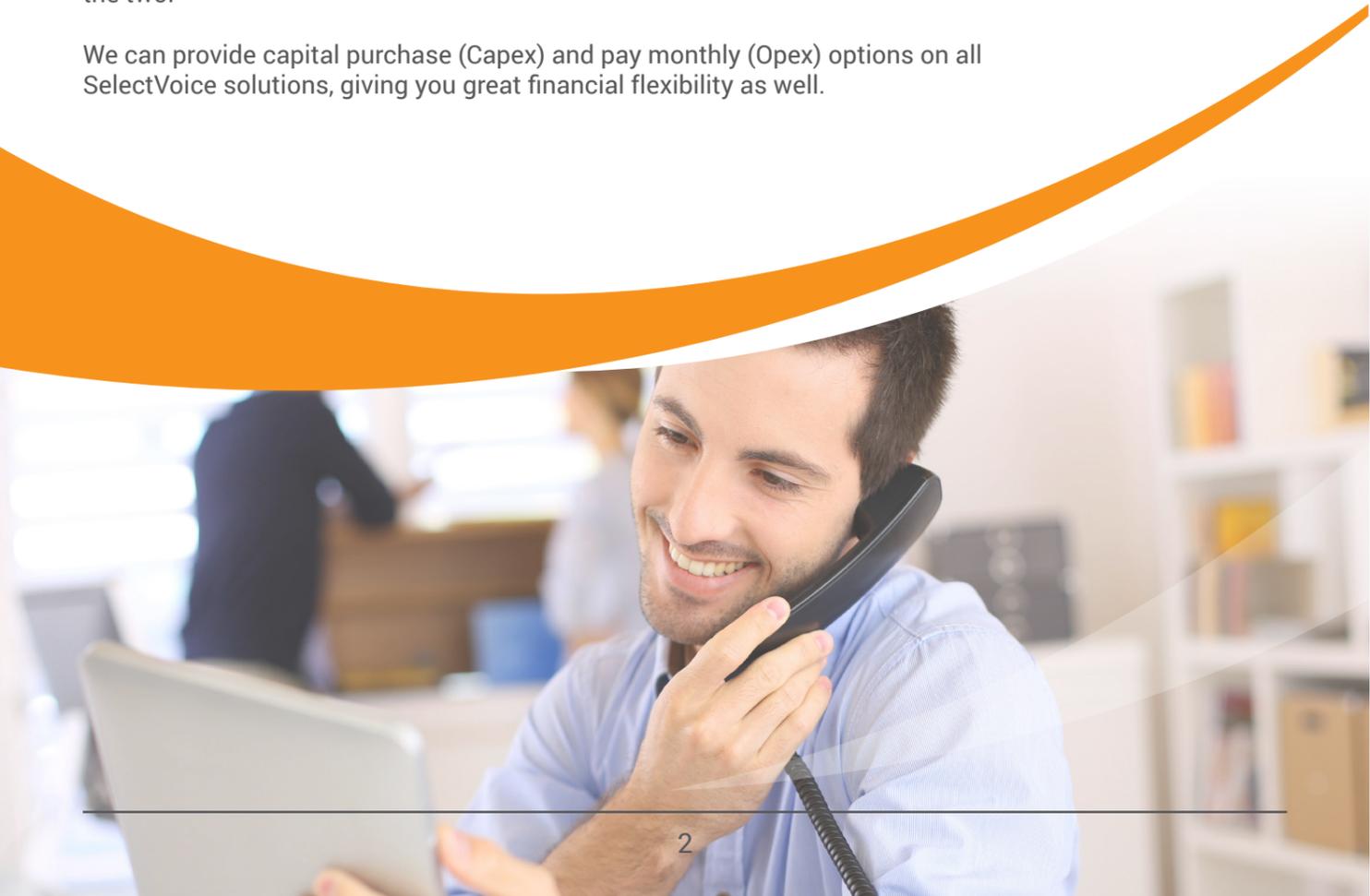
Why is SelectVoice Different?

SelectVoice is perfect for all businesses, whatever their size, type or requirement. In particular, it’s great for those looking to improve productivity, manage costs, customer service and image.

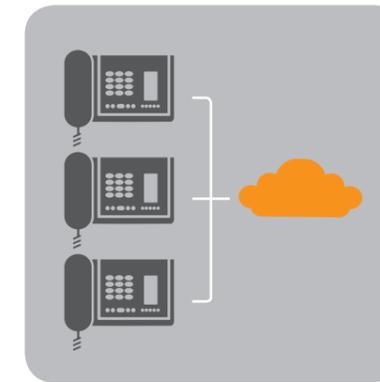
It’s your very own system, we don’t force you to share it with other businesses. In the cloud, on your premises or any blend of the two; the myriad of advanced features and benefits we can offer you will be the same. These are totally independent of how you choose to deploy your Splicecom SelectVoice solution – both now and in the future.

Splicecom’s heritage is in developing IP PBXs, phones and business management systems. We’ve been doing this since 2001, which is why we offer such a rich feature set across all our solutions. Our SV 1000 system is the latest step on this journey, providing a single platform solution that is cost effective for everyone; from the smallest business to the largest enterprise, in the cloud, on premise or any blend of the two.

We can provide capital purchase (Capex) and pay monthly (Opex) options on all SelectVoice solutions, giving you great financial flexibility as well.

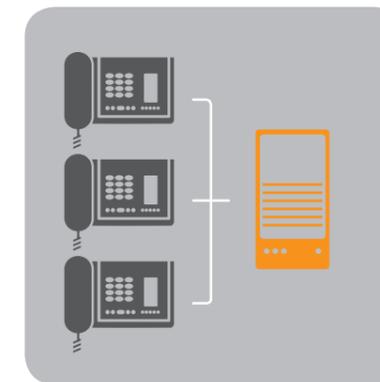


Splicecom SelectVoice - Fits perfectly with your IT strategy



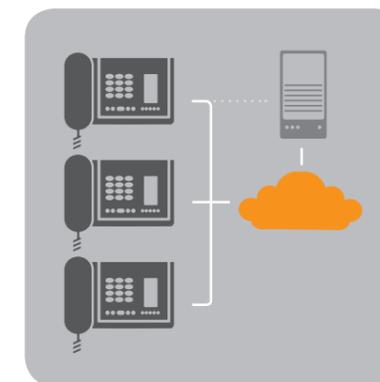
Cloud

- No on premise voice platform required
- Minimal upfront charges
- Pay monthly subscription service
- Access to new features/software levels at no additional fee
- Cloud based Business Continuity/DR options
- PSTN service access via single or mixed SIP services, ISDN2/ISDN30 trunking



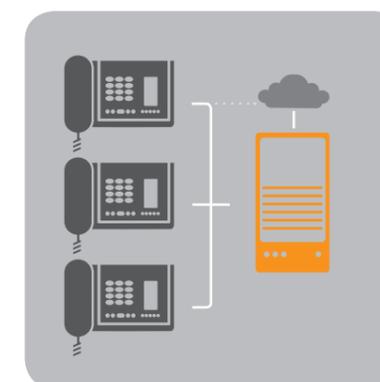
On Premise

- Take advantage of your existing virtual server/IT infrastructure
- Dedicated on premise server options
- Pay monthly subscription service, or outright purchase options
- Access to new features/software levels at no additional fee
- PSTN Service access via single or mixed SIP services, ISDN2/ISDN30 trunking
- Greater flexibility for high density data management - Call Recordings, etc.



Cloud with On Premise Failover

- Main voice applications located in the cloud
- Ability to combine Disaster Recovery with on premise local survivability (typically main sites) for advanced Business Continuity
- Improves network utilisation for remote offices and remote users
- All the benefits of on premise



On Premise with Cloud Backup

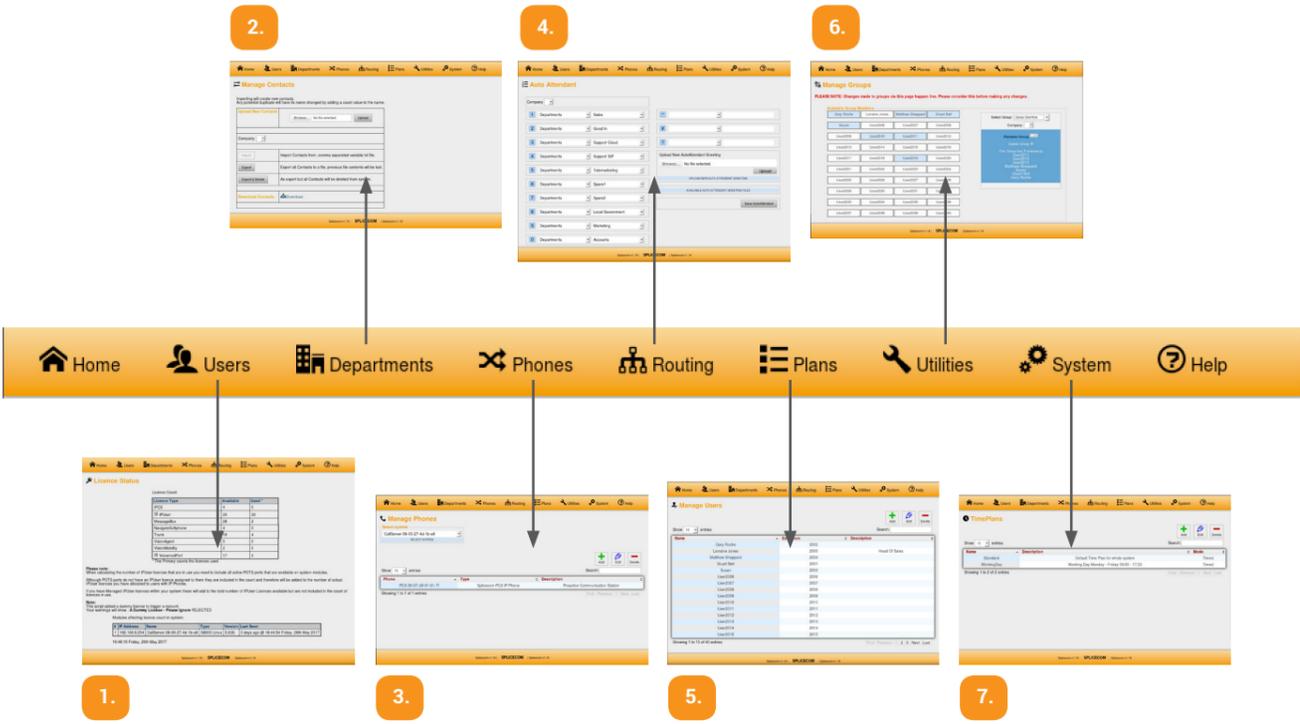
- Main voice applications located on premise
- Cloud based Survivable Gateway
- Ability to combine cloud based Disaster Recovery with on premise local survivability (typically main sites) for advanced Business Continuity
- Improves network utilisation for remote offices and remote users
- All the benefits of on premise

SelectVoice Admin Portal - Everyday management made easy

Splicecom SelectVoice's portal based management system provides IT managers with a powerful administration and management tool, making everyday adds, moves and changes simple, quick and easy.

With 7 primary areas of system configuration, the SelectVoice Admin Portal allows administrators to perform daily tasks simply and easily. Primary sections being:

1. **Users** - General user settings
2. **Departments** - Hunt Groups and departmental routing options
3. **Phones** - Phone management
4. **Routing** - Call Flows with Auto Attendant
5. **Plans** - Time of day routing
6. **Utilities** - Contact upload/download and database management
7. **System** - Live Call Data, SIP trunk data, licence availability/usage



System Features

| | | |
|---|---|--|
| Portal Based Management | Easy-to-use SelectVoice admin portal for adds, moves, changes and control. | Allows you to manage your own system. |
| Flexible Call Distribution | Comprehensive call routing provides initial and alternate distribution for group calls with options for voicemail, out-of-hours and bank holiday/exceptions. | Getting calls to the right person or group is fundamental – our competitors charge extra for this! |
| Call Forwarding | Forward personal and group calls to mobiles, home phone, etc. Options to divert to another phone on busy, or no answer as well. Set two phones to ring at the same time, for example your desk and mobile phones. | Easily controlled from your Splicecom desk phone, IP softphone, PC partner or smartphone app. |
| In-Queue Announcements | Record your own announcements for your customers to hear if they're waiting in a queue. | Improve your customer service by promoting the image or services you want to tell them about, whilst they're waiting for you to answer their call. |
| Embedded Auto Attendant | Automate repetitive call handling tasks. | Free up valuable staff time and enhance customer service by getting callers to exactly where they want to go – quickly. |
| Embedded Voicemail to Email | Automatically forward your voicemails to your email account so that you can play them back as audio files. Also known as Unified Messaging. | Get all your messages in one place. Great for the times that you're working away from the office. |
| Embedded Voice Conference Bridge | Set-up, manage and control your own voice conferences for three or more parties. | Save costs and time by hosting your own conferences, rather than outsourcing them to third party providers. |

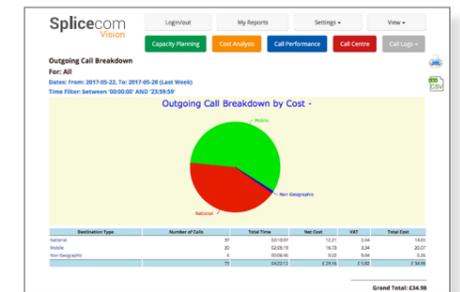
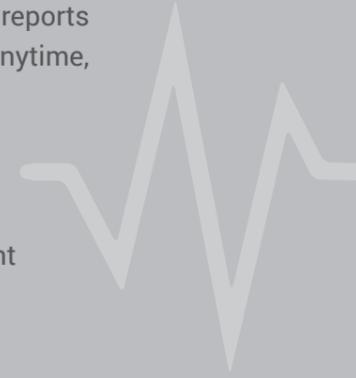
Vision Business Management - Operation wide analytics at its most powerful

The Vision suite is a true added value business tool that can be used to increase sales, improve customer service and identify opportunities for new services and products. In addition it manages and controls costs from both an infrastructure and staff perspective. Vision blends the elements of Call Management, Call Recording and real-time dashboards and wallboards into a unique solution, where the whole is far greater than the sum of the parts. Developed in-house by Spicecom, Vision is an embedded application, which means that it's been designed from the ground up to integrate with SelectVoice to ensure detailed reports, accurate stats and greater data integrity. And being browser based, Vision Business Management can be accessed anywhere, anytime, on any device.



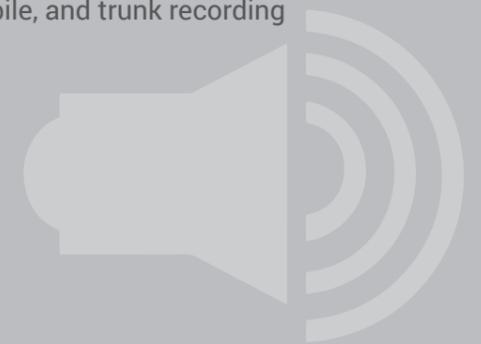
Vision Reports

- Historical Call Management reports
- Browser based for viewing anytime, anywhere, on any device
- Permissions based access
- 31 standard reports:
 - Cost analysis
 - Performance management
 - Capacity planning
- Scheduled email reporting
- Toll Fraud Alert
- Integration with SAP Crystal reports



Vision Record

- Fully embedded solution for mandatory and ad-hoc/snapshot call recording
- Fully integrated with SelectVoice for PCS desk phone, mobile, and trunk recording
- Operates independently of trunk type
- Encrypted recordings
- Recording mask for credit card transactions
- Compliance with FCA and PCI call recording requirements
- Fully integrated with Vision Reports providing:
 - Accurate searches
 - Notification of recordings
 - Playback
- Recording activity report log shows who's used playback/download/email
- Permissions based access
- Automatic/scheduled purging of data/call recordings



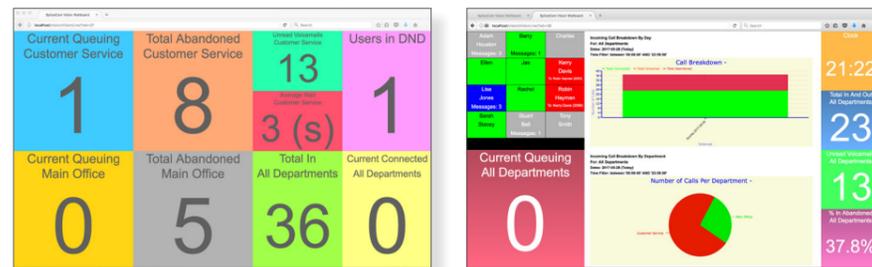
| Date | Call Centre | Call Name | Number | Target Name | Target Number | Ext | Ext Name | Recording In | Recording |
|------------|-------------|-----------|-------------|-------------|---------------|----------------|-------------------|--------------|-----------|
| 2017-05-22 | Peter | Accot | 01276539321 | Peter | 321 | Leau@vitalmail | InboundRecordings | | |
| 12:27:52 | Cross | | | | | | | | |

Vision

Vision

Vision Live

- Real-time wallboard application
- Browser based for viewing anytime, anywhere, on any device
- User/department and reporting group filters
- Threshold alarms configurable per tile
- Drill downs via selected Report Panel opens related Vision Report
- Information presentation:
 - Statistic panel
 - 29 standard tiles
 - Status/Favourites/Busy Lamp Field Panels
 - Report panel
 - Web panel
 - Scrolling 'ticker tape' panel



Vision Business Management

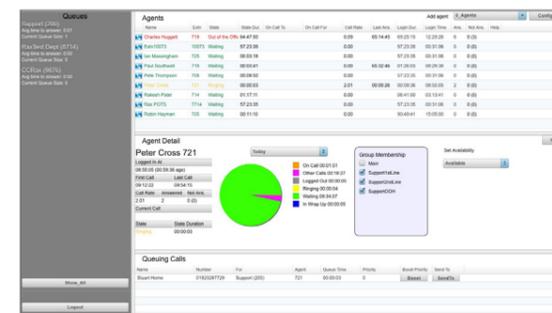
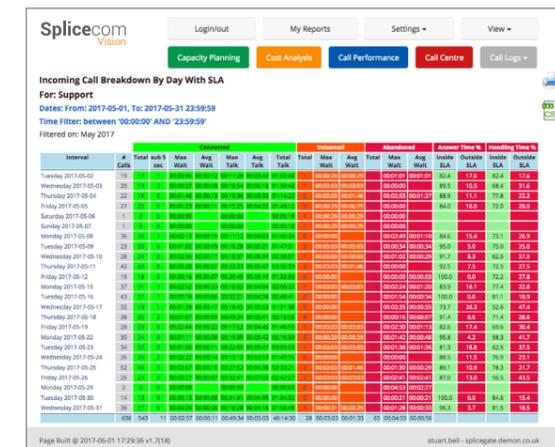
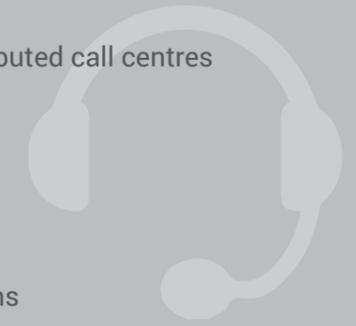
| | | |
|--|---|--|
| <h3>Vision Call Reporting</h3> | <p>Historical call reporting offering a wide range of reports in graphical and tabular formats.</p> | <p>Permissions based access allows directors, managers and administrators to only see what they're entitled to. Email report scheduling allows management reports to be generated and distributed automatically.</p> |
| <h3>Vision Call Recording</h3> | <p>Verify exactly what was said, or use for staff training. 30Gb storage capacity as standard for SelectVoice customers. Option to increase capacity/storage via external device whilst retaining search and playback facility.</p> | <p>Call recording control via desk phones and softphone for FSA and compliance requirements. Permissions based access for search, listen, download and forward to email with audit trail management.</p> |
| <h3>Vision Live Dashboards and Wallboards</h3> | <p>Real-time wallboard/dashboard option provides sophisticated real time data via panels, graphical and tabular displays, ticker tape view and user call status.</p> | <p>Browser based so you can view key information anywhere, at any time, on any device. Full integration with the embedded call reports allows you to drill down on the tiles when more detailed information is required.</p> |
| <h3>Vision Call Centre</h3> | <p>Delivers a comprehensive range of inbound call centre capabilities, including supervisor/agent facilities, intelligent call routing and extra reports/wallboards.</p> | <p>Helps you to effectively manage your call centre environment, boost agent productivity, increase efficiency and deliver a first-rate service to your customers.</p> |

Vision Call Centre - Increase your business productivity

Vision Call Centre helps businesses to meet and beat the service level expectations of their customers, whilst at the same time, increasing employee productivity and reducing operational costs. Developed to deliver a single seamless solution with SelectVoice platforms, Vision Call Centre combines advanced call routing with state-of-the-art reporting and management to optimise every aspect of your inbound call centre operation.

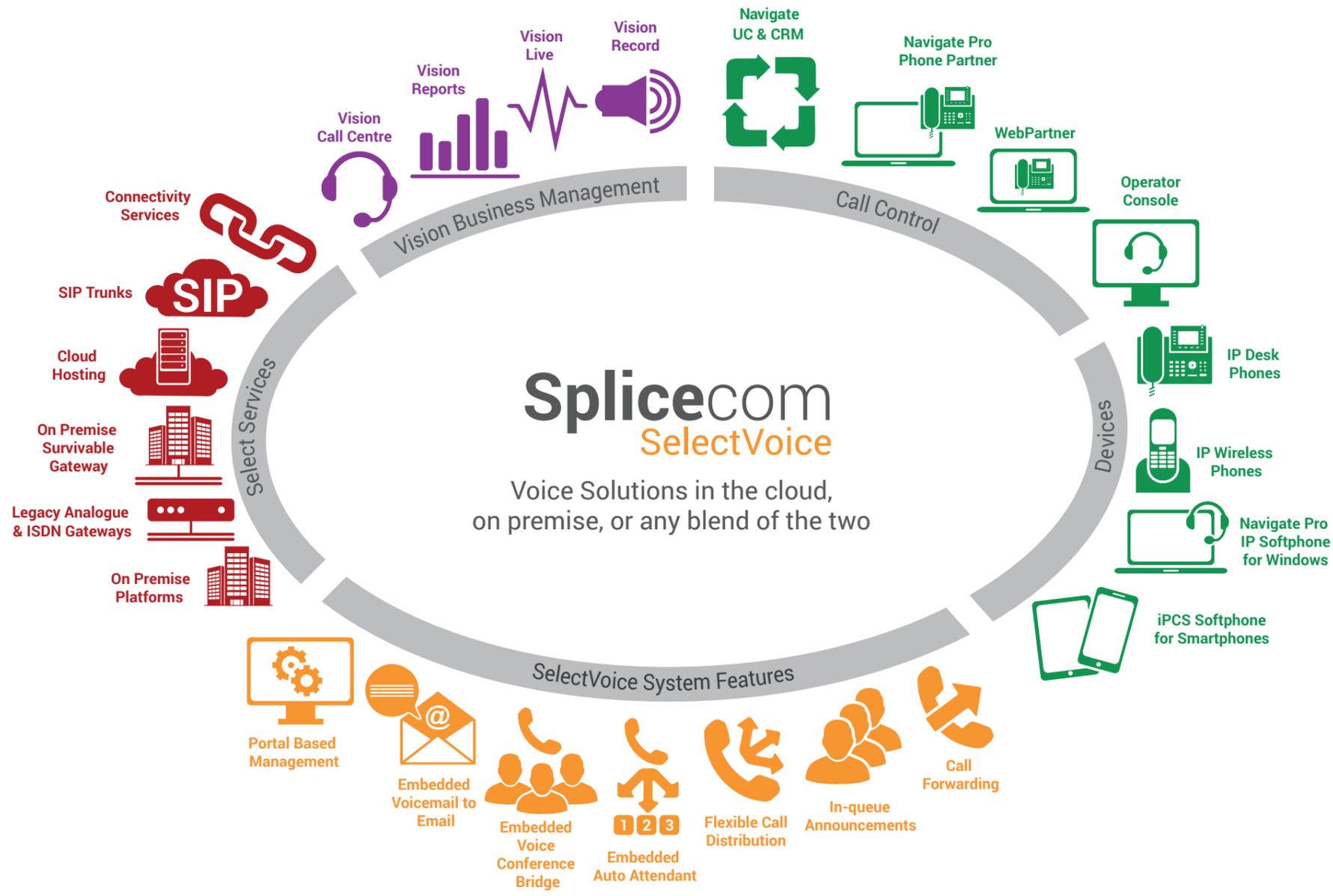
Vision Call Centre

- Ideal for every requirement, from simple help desks, to virtual distributed call centres
- Scales from one agent upwards – in increments of one
- Dynamic resource allocation to meet SLAs
- Automatic and/or manual priority control for queuing calls
- Totally transparent operation across multiple sites
- Homeworking agent support
- Developed in-house by Splicecom to work with SelectVoice solutions
- Easy-to-configure and manage



There is a Splice.com SelectVoice solution that is ideal for every business and organisation. No one is too big and no one is too small. Whatever industry you are in, whatever your particular voice requirement and whatever your IT strategy might be, there is a Splice.com SelectVoice solution that's just right for you.

- Vision Record**
Record voice calls for compliance or quality monitoring.
- Vision Live**
Real-time information direct to your Wallboards or PC screens. Get the big business-wide picture or focus on departmental or individual user performance.
- Vision Reports**
Easy-to-view reports show you what's going on in your business. Browser-based so you can view reports on any device, wherever you might be.
- Vision Call Centre**
Delivers an extensive range of inbound call centre capabilities for requirements large and small.
- Connectivity Services**
Connectivity lies at the heart of a successful voice solution. Offering voice only, converged voice and data or MPLS services, you can be assured of the most appropriate solution.
- SIP Trunks**
Lower call charges with 5,000 free minutes to UK landlines and mobiles. Disaster Recovery routing options, fraud monitoring and number portability too.
- Cloud Hosting**
A range of virtual servers in the cloud (vMAPs) for Splice.com's SelectVoice and core system applications.
- On Premise Survivable Gateway**
Deployed with SelectVoice cloud solutions to provide advanced resilience and DR with local call breakout over SIP or ISDN trunks.
- Legacy Analogue and ISDN Gateways**
Integrate your legacy services and devices with the cloud using our Intelligent ISDN and analogue phone gateways, which support door entry systems too.
- On Premise Platforms**
A choice of standalone Multi App Platforms (MAPs) for deploying Splice.com's SelectVoice and core system applications.
- Portal Based Management**
Multi-level access control providing configuration and management access for system admin, helpdesk staff and Splice.com specialists.
- Embedded Voicemail to Email**
Receive all your voicemails in your email. Integration with our system Contact Directory provides easy caller identification and message search.
- Embedded Voice Conference Bridge**
Easy-to-set-up voice conferencing greatly improves project planning, issue resolution and business development.



- Navigate UC and CRM**
Voice enables Skype for Business and Outlook integration, then adds support for all the leading CRM and market specific databases.
- Navigate Pro Phone Partner**
PC based call control for your Splice.com IP desk phone.
- WebPartner**
Browser based call control for Yealink, analogue and smartphones as well as Splice.com's IP desk phones.
- Operator Console**
Elevates business productivity and enhances the image created at the main point of customer contact, through better service.
- IP Desk Phone**
Splice.com phones provide access to highly desirable features in a consistent manner. Yealink phones are ideal for everyday use, or where budgets are tight.
- IP Wireless Phone**
A wide range of IP wireless devices, ideal for office mobility, are supported.
- Navigate Pro IP Softphone for Windows**
Delivers Splice.com desk phone features in a softphone on your PC. Reduces costs, frees desk space and encourages headset working.
- iPCS Softphone for Smartphones**
Splice.com's iPCS smartphone apps provide core desk phone features on your smartphone, over WiFi/3G/4G connectivity.
- Call Forwarding**
Route calls to your device of choice when out of the office, or have both your office phone and mobile phone ring simultaneously.
- In-queue Announcements**
Simple pre-set announcements greatly improve overall customer satisfaction.
- Flexible Call Distribution**
Unlimited Hunt Groups, Call Presentation options, time of day routing and CLI identification ensure efficient customer service.
- Embedded Auto Attendant**
Give your callers the ability to choose which department they want to talk to, ideal for avoiding switchboard congestion.

- Embedded Apps
- Unified Communications
- SelectVoice Features
- Deployment

Unified Communications

High Quality Business Devices



We manufacture our own high quality Splicecom handsets in Great Britain to enrich the SelectVoice product offering. In addition, we have partnered with Yealink to further broaden our device portfolio to cover video phones, conference devices and DECT wireless phones.



Softphones for Freedom and Flexibility

Splicecom's IP softphones for Windows PCs and Android, Apple iOS and Windows smartphones, allows you to use your favourite business device as a fully featured system phone - and a great mobility solution.



Devices

| | | |
|---------------------------------------|--|--|
| IP Desk Phones | Wide choice of Splicecom system phones or Yealink SIP phones for your desktop. | Choose between value added features, all aimed at saving you time, or low-cost of entry. |
| IP Wireless Phones | Wide choice of office mobility solutions. | Allows you to make and receive personal and group calls whilst you're away from your desk. |
| Navigate Pro IP Softphone for Windows | IP softphone application for Windows and Apple PCs and laptops. | Use your laptop or desktop PC as a high specification IP phone. |
| iPCS Softphone for Smartphone | Smartphone softphone application for Android, Apple and Windows phones. | Use your smartphone as your sole business phone, or in conjunction with your desk phone. |

Unified Communications

WebPartner - Browser based call control



Ideal for today's mobile working practices, WebPartner is a browser based phone partner, which allows business users greater freedom over the way they handle their voice calls when away from the office, delivering greater flexibility and control.

Accessed through the web browser of notebooks/laptops, PCs, tablets and smartphones, Splicecom's WebPartner doesn't need any native PC applications to be loaded and there's no requirement for complex routing or Virtual Private Networks (VPNs), so it's easy to set-up, use and maintain, making it 'IT department friendly'.

Navigate Pro - Manage your phone calls from your PC



Available as both a phone partner and softphone, Navigate Pro delivers advanced personal call management features for Splicecom's broad range of IP desk phones, or existing 3rd party analogue telephones via your existing Windows

laptop or PC. Providing point and click access to both commonly used and advanced SelectVoice features, Navigate Pro provides a single intuitive interface to manage business communications for all employees across a business, irrespective of their role.

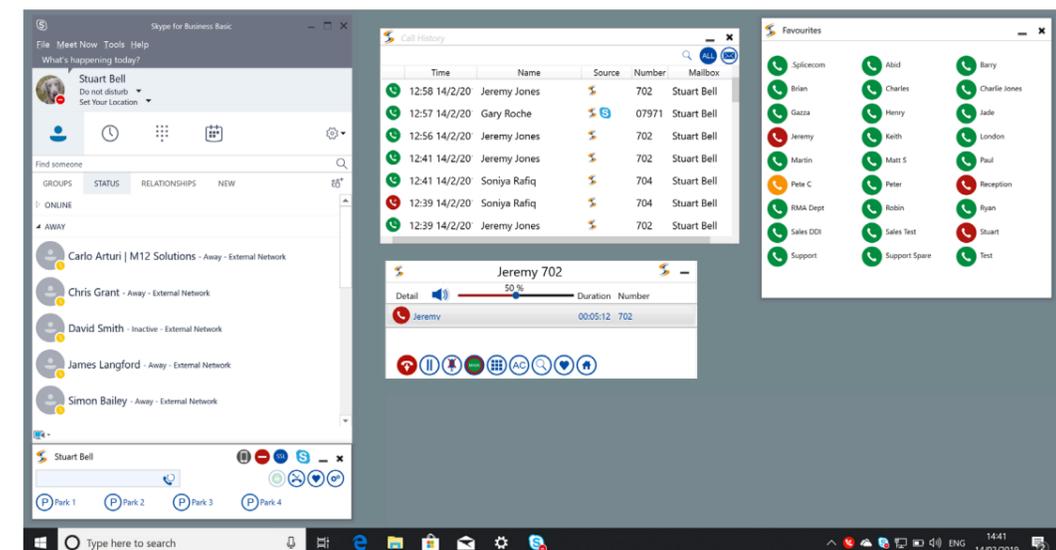
Available as standard for every Splicecom user, Navigate Pro delivers ALL of the benefits associated with Splicecom's top of the range IP phones. Calls can be made directly from your Windows laptop, or alternatively from your phone's keypad as normal. The same choice is available for call handling (answer, hold, transfer, park, pick-up, conference, etc.) as well.

Navigate Pro voice enables Microsoft's Skype for Business and Outlook, fully integrating SelectVoice with these popular desktop apps.

Navigate Pro + Skype for Business

- Improves internal and external communication
- Supports cross federation*
- Both parties can view SfB and phonE system status
- Promotes closer working relationships with suppliers and customers

*Requires the appropriate Skype Privacy Relationship settings



Unified Communications

Navigate UC - Saves your staff time and makes them more productive

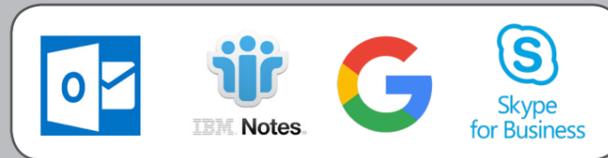
Navigate UC is a powerful personal productivity tool that allows businesses to benefit from voice enabling their core IT apps through Splicecom SelectVoice.

Navigate UC helps to increase efficiency by showing the caller's contact details on your PC screen before calls are answered and eliminating wrong numbers by enabling 'click-to-dial' directly from Microsoft Skype for Business 2016, Microsoft Outlook, Lotus Notes and Google Contacts.

Navigate UC also provides real-time Presence information on all your colleagues, allowing you to make instant and accurate decisions as to how and when is the best time to communicate with them. This includes integrated messaging (IM), which is also provided on Navigate UC.

Take personal productivity to the next level

- Helps users decide how they want to deal with a call and then act immediately
- Unifies Splicecom SelectVoice with:
 - Outlook
 - Skype for Business
 - IBM Notes
 - Google Contacts
- Click-to-dial from:
 - Apps above
 - Web pages
 - Clipboard
- Controlled pop of contact's records on incoming call
- Preview window shows:
 - Caller's name
 - Caller's number
 - Call control buttons
- Call History
- Presence shows colleagues availability in real-time
- Integrated messaging allows conversations with one or more colleagues

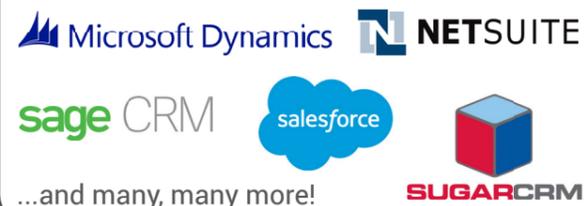


Navigate CRM - Voice enables your core IT apps to improve workflow efficiency

Navigate CRM takes all of the powerful personal productivity features of Navigate UC and adds support for all the leading CRM apps, alongside integration with LDAP and ODBC databases.

Many other database apps for specific vertical markets – too many to meaningfully list here – are also supported. So if you can't see the particular database you're using here, please contact us to see if we can bring the same Unified Communication benefits to your business.

Unifies Splicecom SelectVoice with:



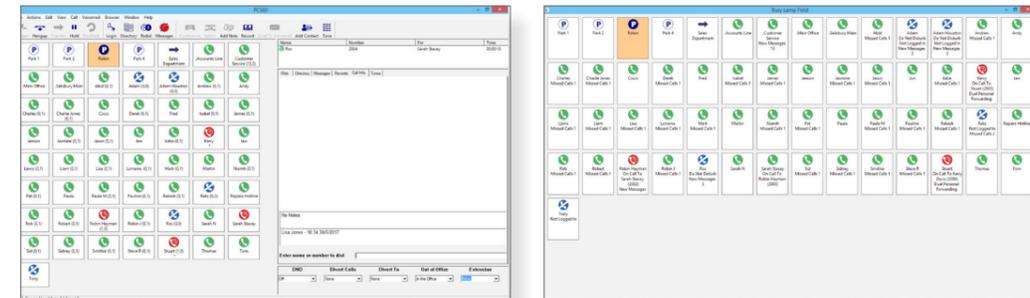
Unified Communications

Operator Console - Enhance your company image at the point of contact



Gives your operators and receptionists everything they need to deliver positive experiences to those contacting your business, ensuring all calls are handled efficiently and professionally. This helps them to dispatch calls quickly, efficiently and effectively, with a personal touch.

Allows operators and receptionists to; answer, transfer, park, hold, place calls, and more—directly from the operator console app, when used in conjunction with a Splicecom IP desk phone. Fully integrated with SelectVoice platforms for directory searches and Busy Lamp Field/Presence/Status information.



Call Control

| | | |
|-----------------------------------|--|---|
| WebPartner | Manage and control your Splicecom desktop phone or Yealink SIP phone from your PC, laptop or Apple Mac. | Delivers value added SelectVoice features to any phone. |
| Navigate Pro Phone Partner | Manage and control your Splicecom desktop phone from your PC, laptop or Apple Mac. | Delivers advanced phone features to even entry level phones. SelectVoice enables Skype for Business and Outlook. |
| Navigate UC | Integrate your Splicecom system phone with all the leading PIM apps, including Skype For Business, Outlook, IBM Notes and Google Contacts. | Click-to-dial your contacts to save time and improve efficiency. Screen pop your contact information when they call. |
| Navigate CRM | Integrate your Splicecom system phone with all the leading CRM applications, including Salesforce, Sugar and Microsoft Dynamics alongside vertical market database applications, like Capita SIMS for Education. | Click-to-dial your contacts to save time and improve efficiency – dial the correct number every time and screen pop your contact's information when they call. |
| Operator Console | Gives your operators and receptionists everything they need to deliver positive experiences to those contacting your business, ensuring all calls are handled professionally. This helps them to dispatch calls quickly, efficiently and effectively, with a personal touch. | Allows operators and receptionists to; answer, transfer, park, hold, place calls, and more—directly from the operator console app, when used in conjunction with a Splicecom IP desk phone. Fully integrated with SelectVoice platforms for directory searches and Busy Lamp Field/Presence/Status information. |

SelectVoice Mobility - Now you can be 'in' even when you're 'out'

Being contactable and keeping in touch whilst you're away from your desk, either in the office or out of it, are key to business success. Splicecom offers a range of solutions to suit your requirements, however you choose to work.



Simple Forward: Single Location

Just forward your phone calls to your mobile or another number.



Advanced Forward: Dual Location

Forward your phone calls to your mobile, so when you get a call both your mobile and desk phone will ring.



Forward Ring with Portal Call Control

If you've got internet access you can forward calls to your external number via the browser-based SelectVoice WebPartner. Includes User Settings, Busy Lamp Field and Contact Search and Dial.



Forward Ring with PC/Mac Application Call Control

As before, but uses a dedicated Windows or Mac OS app. Loads more features as well.



Softphone for PC and Mac



Cordless DECT or WiFi Phone



Office/Remote Desk Phone



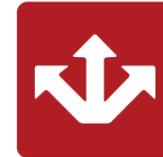
Softphone for Smartphone

Hotdesk facility that allows users to login/out of their chosen device. This can be:

- a softphone for PC and Mac
- a cordless DECT or WiFi device
- an office/remote desk phone
- a softphone for Apple, Android or Windows smartphones



Splicecom SelectServices - Add what you want, wherever you want it



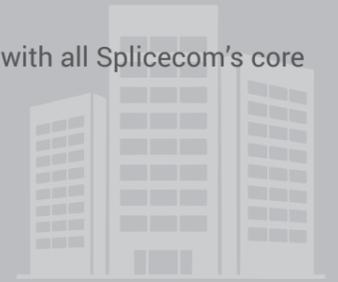
Splicecom SelectVoice provides you with a complete end-to-end voice solution, but if you want to build your own service or add connectivity or SIP Trunks to an existing system, Splicecom SelectServices is just what you need.

Splicecom Select On Premise Platforms

A stand-alone Multi Application Platform (MAP) that comes pre-loaded with all Splicecom's core voice apps:

- SelectVoice
- Vision Business Management suite
- Secure Remote Gateway

Choose from MAP (medium to large), or MAP Solo (small).

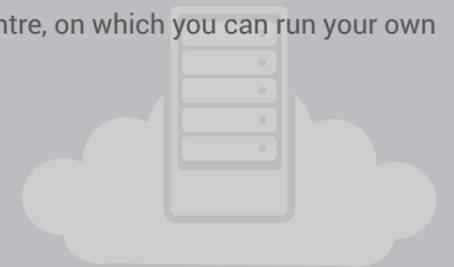


Splicecom Select Cloud Hosting

A dedicated, secure virtual server (vMAP), hosted in our data centre, on which you can run your own Splicecom voice apps, including:

- SelectVoice
- Vision Business Management suite
- Secure Remote Gateway
- Voice Processing

Choose from small, medium or large server sizes.

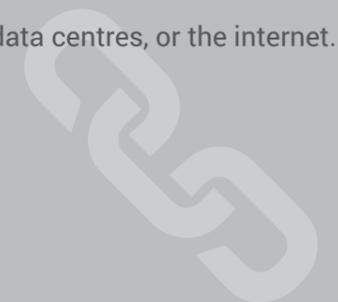


Splicecom Select Connectivity

Provides secure connectivity from your site(s) to your data centre, our data centres, or the internet. Choose from:

- xDSL
- Fibre To The Cabinet (FTTC)
- Generic Ethernet Access (GEA)
- Ethernet First Mile (EFM)
- Fibre Ethernet

Options for MPLS backbones and site-to-site VPNs are available.

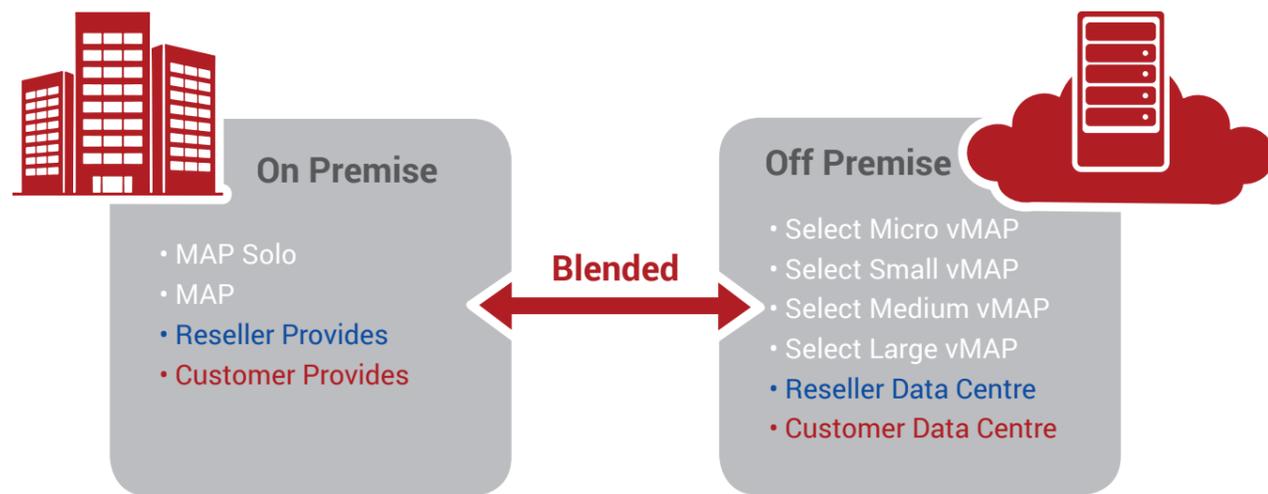


Splicecom Select SIP Trunk Services

SIP allows for far more cost-effective voice communication solutions as well as providing additional features that traditional ISDN services and analogue lines just can't deliver. Splicecom SIP provides:

- A fully scalable service, from one trunk up, to suit your business needs
- Business grade voice and internet convergence
- Flexible UK numbering
- A choice of new phone numbers, or transfer of your existing ones
- International SIP numbering so you can deliver local services outside of the UK
- Affordable resilience and Business Continuity

SelectVoice Server Types



SelectServices

| | | |
|--|--|--|
| Select On Premise Platforms | A range of Multi Application Platforms (MAPs) which come pre-loaded with Splicecom's voice platform and associated apps for you to run on your premises. | Splicecom's MAP is ideal for medium to large business requirements, whilst the entry level MAP Solo fits the bill for smaller organisations. Both come pre-loaded with the SelectVoice 1000 voice platform, Vision Business Management and the Secure Remote Gateway. Alternatively you can run these applications on your own Linux or virtual servers. |
| Select Cloud Hosting | A range of virtual servers (vMAP), in our data centres, on which you can run your Splicecom voice platform and associated core apps. | Our data centres offer high availability, fault tolerant, virtual servers. Ideal for larger cloud and blended systems, or whenever you want to purchase your voice platform outright. Allows you to build your own 'private cloud' without the start-up costs. |
| Select SIP Trunks | Choose your own or take ours - 5,000 bundled minutes for free calls to UK landlines and mobiles. | Reduce the cost of your telephone calls and get Business Continuity and Disaster Recovery too. |
| Select Connectivity | Use what you've already got, or take advantage of Splicecom SelectServices (broadband, fibre or leased-line services), for end-to-end connectivity. | Splicecom Select Connectivity ensures a full on-net delivery for maximum performance. |
| On Premise Survivable Gateway | Blends SelectVoice in the cloud with Splicecom's fully integrated on-site Survivable Gateway for the optimal Disaster Recovery solution. | Offers enhanced levels of Business Continuity should connectivity outages occur - delivers full internal communications, ISDN/SIP service support, call recording back-up, attendant services, etc. |
| Legacy Analogue and ISDN Gateways | Easy-to-deploy intelligent gateways supporting ISDN trunks and analogue phones. | Allows high capacity analogue phone deployment for schools, hotels, etc., or connectivity for legacy door entry, PA systems, or ISDN Trunks. |

About Splicecom

British based Splicecom is a voice solution provider offering enhanced voice services deployed in the cloud, on premise or any blend of the two. The ability to harness the benefits of these options ensures companies always have competitive solutions that meet all their business requirements.

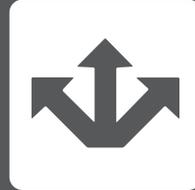
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