

breathetechnology
infrastructure | support | security | cloud



Breathe Easy – Voice

With feature rich, cost-effective
cloud telephony

*A system designed to
work from anywhere*



1

t

Introducing the solution to your communications problems

Breathe Technology delivers its award winning, cloud telephony platform in partnership with Zen Internet, the UK's leading business ISP and Uboss. We call it **Breathe Easy - Voice**.

The service boasts the latest functionality available from the cloud, coupled with Breathe's superior technical service and a pricing structure that presents truly great value for money.

The solution brings your teams together, wherever they are, in the office, on the road or working from home. All users have a range of sophisticated IP handsets as well as desktop and mobile apps available to them to maximise their productivity and enhance the usability of the service.

The system has all the features you could ask for, regardless if you are a school, multi-academy trust, small business or contact centre. Features are easily added based on a small monthly subscription fee, so you only ever pay for what you use.

What's more, as a cloud-based solution our platform is always up to date and you never have to incur costly upgrades to have the latest technology again, a bit like Microsoft Office 365.

Why would you want to own a costly, depreciating piece of equipment that is a single point of failure. If it breaks, you are offline and will incur down time until it can be fixed.

Why Breathe Easy – Voice is right for you

1

Number flexibility

Retain your existing numbers when you move to Breathe Easy – Voice or choose new numbers from anywhere in the UK and almost every major town and city from around the world.

2

Web based admin

In today's modern and dynamic working environment the ability to make changes in real time 24/7 without contacting a support desk is crucial to maintaining competitive advantage. The Uboss portal allows customer admins to add, remove or change service, or access all reports from anywhere within a browser.

3

Reduced costs

Migrating to the cloud means you only pay for the users and services you need as a recurring monthly subscription. This significantly reduces the upfront investment required and makes the telephone service a monthly operational expenditure.

4

System reliability

With a single cloud platform supporting thousands of business customers in the UK and around the world, the Breathe Easy – Voice hosted pbx platform is engineered to provide the greatest degree of reliability and stability.

5

Mobile first

Our mobile apps give users all the features they have at their desk, including "One Number" where they never display their 07 mobile number. All services are available including IM&P, hold, transfer, conference and directory lookup. Put your office in your pocket with Breathe Easy – Voice.

6

Scale gracefully

Easily add or remove users as seasonal or project based demand requires. For customers that have peaks and troughs in their headcount, our cloud solution is a perfect fit.

7

An end to obsolescence

Don't buy proprietary technology that is already dated when you first purchase it. Our cloud UC solution is updated constantly, often with several feature releases per month, meaning you never again have an out of date system.

8

Multisite and remote worker support

Work together in teams, even if you are not physically together. Video calling, presence, instant messaging, calendar integration and MeetMe conference enhance workgroup productivity across multiple locations.

9

Disaster recovery and times of crises

During times of disaster or crises, the system allows your business to migrate to a different premises or staff to work from home ... easily ... without changing your customer experience. It allows your business to communicate as normal.

10

No more copper ISDN?

As you may be aware, BT have announced that they will migrate from a copper to fibre optic network starting in 2020. You will ultimately need to keep your system and change to SIP for connectivity or move to a hosted platform. In most cases, upgrading an aging system does not make financial sense, especially if you still have all the downsides of an old fashioned telephone pbx.

11

Saving your money ...

As standard, Breathe will offer you a review of your current telephony spend, compared to the cost of the cloud system. By the time you have added up the line rental cost for your ISDN, call charges and annual support agreement, the cloud platform will be more cost-effective from day one. Don't forget physical systems have a new cost and refresh cost associated too, that you will never see again.

12

Free hardware

Some suppliers offer free hardware. Is anything ever free? We do however, offer the same OPEX model where your hardware is included in your telephony monthly subscription. This is very cost-effective and avoids the upfront layout.

13

We will take care of it

Our technical team will manage the entire process for you. Regardless if you are setting up a brand new system or migrating from an existing pbx or cloud system. We will also help migrate your telephone numbers.

14

Worried about bandwidth

As part of our standard portfolio we can help with connectivity, firewalling and switching to ensure that you get the best from your system. There is no better time than the present to take advantage of the latest internet speeds at very low prices. Ask your account manager to do a free survey on your site.

15

Multisite organisations

Regardless if you are a Multi-Academy Trust or a business with more than one site, it makes sense to run one single system for the entire organisation. Yes, you save significant costs with free calls between all your sites and staff, but the great part is that you can have a multi level auto attendant. Allowing you to operate as a larger entity with the main number, IVR message and menu's, then individual schools or business units can have their own number and system too. Finally, calls can be transferred to any extension in the larger organisation ... for a seamless experience.

Traditional features & more

Use your telephone like you always have done.
All the features you currently have and
more ... you just don't have a box.
It's the power of the cloud.



Call recording

Capture all call transactions for peace of mind. Play recorded calls back almost immediately in the Uboss portal



MeetMe conference bridge

Your private meeting room for colleagues and customers to dial into. Control the session with the moderator app



BroadWorks anywhere

Push and pull live calls between your IP desk phone and mobile for total mobility and flexibility



Hot desking

Easily move seats if you operate a flexible seating policy in the office or across sites or even when working from home



Call screening

CallerID automatically blocks withheld specific numbers or sends them to voicemail



Simultaneous ring

Mobile twinning so that your mobile will ring at the same time as your desk phone



Shared call appearance

Multi phone support means users can have several devices connected, an ideal solution for users that have a phone in the office and an app on their mobile or a phone in their home office



Unified messaging

All voicemail messages are forwarded to your email inbox for ease of access. In addition, play, save, delete and call back from within the voicemail tab in the Unity app



On-net extension dialling

Free on-net short dialling for all users in your business, even across different countries



Flexible minute bundles

You can tweak the cost-effective minute bundles easily to ensure you always have what you need



Multi level auto attendant

Group level and individual telephone numbers, IVR message and menu system for multisite organisations

System admin made easy

Making changes on your **Breathe Easy – Voice** couldn't be simpler. Our responsive support team will do this for you or alternatively can provide admin access if you require it. An Administrator can change all elements of the system, including adding and removing users, changing hunt groups and call centre settings and running reports. Configurable dashboard widgets on the home screen provide a snapshot of activity on the system and allows users to drill into deeper analytics. A comprehensive array of online and downloadable reports provides deep insight into how the system is being used and inbound calling patterns.

Uboss key features:

CHANGING SETTINGS & FEATURES – The web interface allows quick remote configuration of all your settings. Regardless if it's a name or extension change or voicemail configuration. New users, new extensions or features can be added quickly and easily.

CALL REPORTING – Call statistics are available almost in real time within the Uboss portal. Each leg of the call is tracked so it can be followed around the business showing any wait time or hold time at each leg.

AUTO-ATTENDANT REPORTING – What buttons are callers pressing on the auto attendant? Uboss demystifies exactly how callers are entering the business by providing reports on how often each option is selected.

SCHEDULED REPORTING – Configure which reports you want, which statistics to include and when to receive them with our automated reporting.

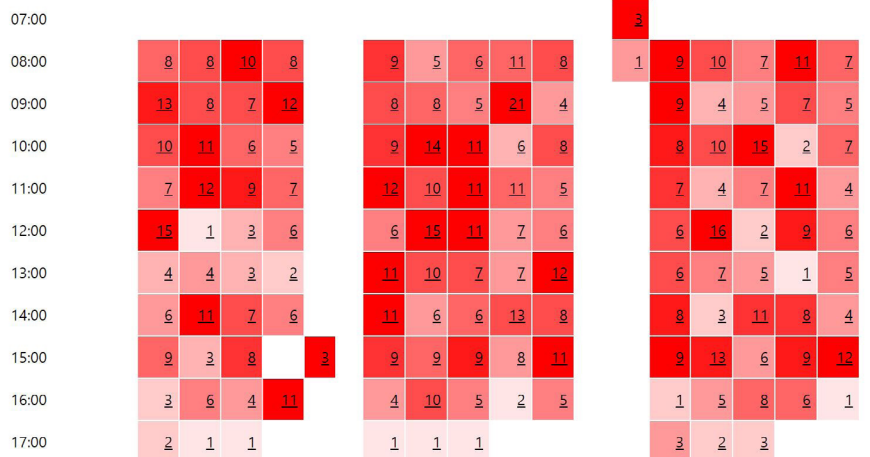
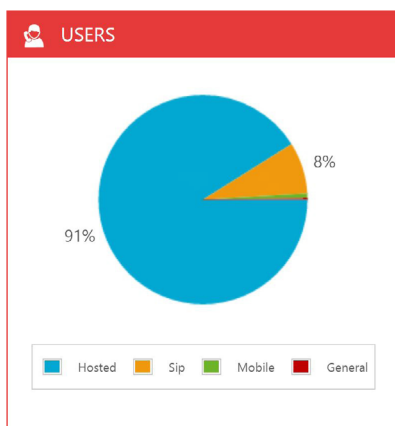
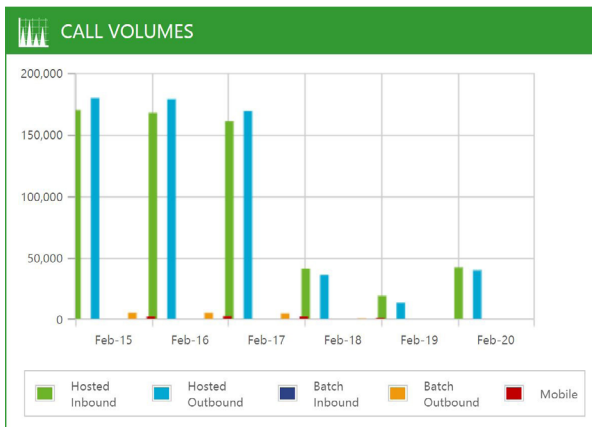
HEAT MAP REPORT – Call centre calls can be overlaid against the time schedule to produce the heat map report. This graphically represents peaks and troughs in calling patterns. Clicking any box will list all the calls that were received in the period.

CALL RECORDINGS – An administrator with the correct security permissions can playback call recordings up to their level. For example, the call centre supervisor may have permissions to play agent calls but not the MD.

AUTOMATED DEVICE SETUP – Once a device has been configured for a user in Uboss it can be connected to the network and will automatically and securely pull down its profile, greatly simplifying setup for your IT team.

WIZARDS & WIDGETS – The elegant Uboss interface features widgets providing a real time view of what has happened so far in the month. Making changes, such as adding a new user, is streamlined with wizards.

BULK CHANGE TOOLS – The ability to manage the platform can scale to thousands of users with bulk change tools. These will allow mass changes to be applied, such as changing what the buttons on the phones do, or changing outbound CallerID for all users, but can also be used to provide a download of the current user configuration.





Call recording

Call recording is an essential tool for productivity and staff training. Using our advanced and secure recording option, calls can be available online in Uboss almost as soon as the call is completed. Only users that have sufficient permissions can access recordings and they can only access another users recordings at the same or lower security level to themselves. For peace of mind an optional audit log can be activated that will show who has accessed which call recordings.

Key features

- Calls kept in a secure and protected storage
- Recorded calls kept free for 90 days
- Bulk exporting available
- Roles & permissions based on access to recorded calls

Smooth operator

Unity is a Windows client that combines call control, instant messaging, system directories and a busy lamp field to enhance the user experience. In this way, Unity provides more information about incoming calls and makes it easier to transfer, place on hold or conference the caller. The user status window also provides a visual indication of whether colleagues are engaged or available to take a call. Advanced telephone features such as hotdesk login,

call diverts and Follow Me services can also be configured through Unity. Featuring an intuitive icon based interface, Unity provides point and click call control within the familiar desktop environment. Unity improves work group collaboration by bringing users closer to each other and simplifying internal and external communication. Unity is available in Lite and Pro variants as well as Unity Reception shown below.

The screenshot displays the Unity Reception software interface. At the top, the title bar reads "Unity Reception: Steve Tutt - Unavailable - Clearing Tickets (duration: 18:55:00)". The interface includes a menu bar (File, Messaging, Tools, Help) and a toolbar with icons for Unavailable, Available, Wrap-up, Release, Dial, Transfer, Hold, Conference, Voicemail, Recording, Reports, and Settings. A "Partner Branding" logo is visible in the top right corner.

The main area is divided into several sections:

- My Statistics:** A table showing call metrics for individual users.
- Overall Queue Statistics:** A table showing aggregate call queue performance.
- Call Log:** A table listing recent calls with columns for From, To, Duration, Status, and Notes.
- Contacts:** A list of contacts with columns for Name, Phone, Department, ACD State, and Status.
- Chat Window:** A vertical chat window on the right side showing messages from Steve Wardle, Colin Farrant, and Charlotte Quarty.

Name	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time	Calls in Queue	Longest Wait Time	Total Calls	Calls Answered	Total Missed Calls	Average Wait Time	Average Talk Time
Bolts Sales	0	0	0	00:00:00	00:00	0	00:00	0	0	0	00:00	00:00
Nuts Sales	0	0	0	00:00:00	00:00	0	00:00	0	0	0	00:00	00:00
	0	0	0	00:00:00	00:00	0	00:00	0	0	0	00:00	00:00

Total Calls	Calls Answered	Total Missed Calls	Average Wait Time	Average Talk Time
0	0	0	00:00	00:00

From	To	Duration	Status	Notes
Steve Tutt	Dean Thompson	00:21	Active (conference)/Not recording	
Steve Tutt	Ed Thrusell	00:08	Active/Not recording	

Name	Phone	Department	ACD State	Status
Barry Simpson	02035518327		Sign-Out	
Chris Tutt	02082881248		Sign-In	
CRU Test	02082881238			
Demo 7077	01202217077		Unavailable - Clearing Tickets	
Alastair Brown	02082881268	Helpdesk	Sign-Out	
Colin Farrant	02082881246	Helpdesk	Sign-In	
David Higgins	02082881237	Helpdesk	Sign-Out	
Charlotte Quarty	02082881233	Sales Team	Available	
Jenna Wilmshurst	02082881257	Sales Team	Sign-Out	
Steve Wardle	02082881245		Sign-In	
Sujeesh MS	8345			
Thomas Varghese	02035518320			
Lee Houston	02082881266	Sales Team	Available	
Iain Simnett	02082881267	Sales Team	Sign-Out	
James Smith	1312			
Vas Korla	02082881253	Helpdesk	Available	Do not disturb
Lewis Marcantonio	02082881265	Sales Team	Available	Talking to Bryn Abbott (Partner Support) - 02:04
Krysia Swiatek	02082881261	Sales Team	Sign-In	Talking to Krysia Swiatek - 21:02
Ed Thrusell	02082881247	Technical	Unavailable - Clearing Tickets	Talking to Steve Tutt - 00:08
Dean Thompson	02082881240		Sign-In	Talking to Steve Tutt - 00:21

Chat Window:

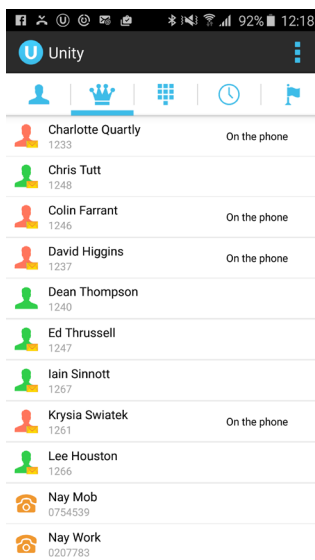
- Steve Wardle: Hi Steve, Brian is calling about the new campaign. Can I put him through?
- Steve Wardle: Hi Steve, No problem, put him through.
- Colin Farrant: Steve Tutt: Colin, have we got the contract back from ABC?
- Colin Farrant: Yes, all completed
- Charlotte Quarty: Steve Tutt: cool
- Steve Tutt: Hi Char, can you take this call?
- Charlotte Quarty: yes of course
- Steve Tutt: Great, he wants to place an order
- Charlotte Quarty: great - not a problem

Breathe Easy – Voice is exactly your size. Scalable from a single user system to hundreds of extensions and multisite organisations.

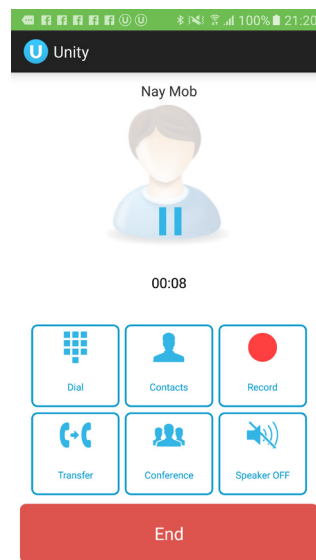
Elegant call handling on the go

Unity Mobile puts advanced office phone features on your mobile. Featuring: hold, transfer, conferencing, instant messaging and call recording control, Unity Mobile provides advanced business communication features to knowledge workers on the move.

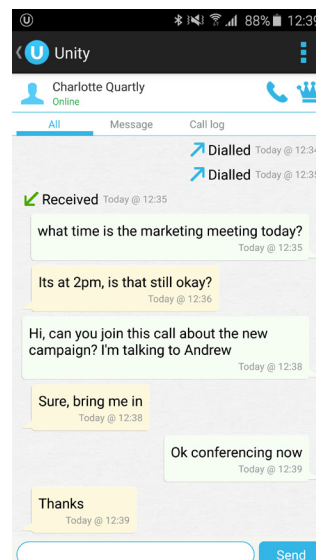
By layering smart call control options on top and displaying the status of colleagues, Unity Mobile enhances communications and connectedness for mobile employees.



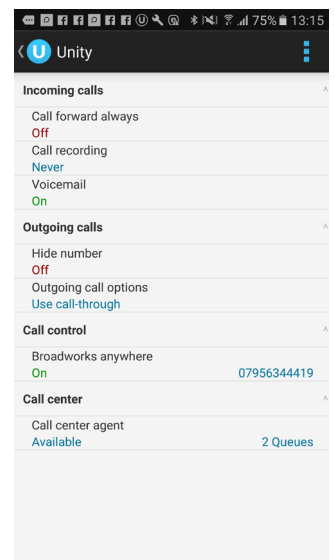
Visual indication of your colleagues' status



Buttons to simply conference and transfer



Instant message co-workers from anywhere



Configure preferences to suit your working model

Reduce costs, improve user efficiency, make it easier for customers

Unity Dashboard

Suitable for both call centre and regular office environments, Unity Dashboard is a graphical interface that will display incoming and outgoing calls in real time. This provides critical business intelligence and is an essential tool in maximising customer service for inbound callers.

Thresholds & alerts

All queue and agent statistics can be configured with a wide range of colour based alerts, graphically highlighting any problems that require immediate attention.

Agent gamification

Encourage self-management and competition among agents by using Unity Dashboard as a leader board, e.g. show the top 5 agents based on total calls answered.

Configurable statistics

Configure over 50 essential and desirable statistics to highlight metrics that are important to you.

Queue statistics

Includes: Inbound calls, answered calls, calls in queue, average abandoned time, overflowed calls, staff ratio, service level and agents available.

Agent statistics

Includes: ACD state, total call duration, outbound total calls, transferred calls, idle time and many more.

Key ACD state

See essential statistics such as calls in queue, longest wait time, overflowed and abandoned calls as well as agents current ACD state.

Scrolling views

Scrolling allows dashboard to display a variety of statistics and queues for even the busiest ACD environments.

	Calls In Queue	Longest Wait Time	Agents Available	Inbound Calls	Answered Calls	Average Wait Time	Abandoned Calls	Overflowed Calls – Wait time
Nuts Sales	2	00:01:05	5	2	0	00:00:00	0	0
Operations	0	00:00:00	3	0	0	00:00:00	0	0
Bolts Sales	0	00:00:00	4	0	0	00:00:00	1	0
Engineering Support	0	00:00:00	5	11	9	00:02:36	1	0
Bolts Support	0	00:00:00	5	7	7	00:00:00	0	0
Total	2	00:01:05	22	20	16	00:00:31	1	0
	ACD State	ACD State Start Time	ACD State Duration	Inbound Calls	Answered Calls	Bounced Calls	Transferred Calls	Average Call Duration
Vas Koria	Available	19/09/2016 09:55:30	00:28:39	7	7	0	2	00:00:43
David Higgins	Available	19/09/2016 09:50:13	00:33:56	6	5	1	0	00:00:16
Steve Tutt	Available	19/09/2016 21:18:55	13:03:14	3	0	2	0	00:00:00
Paul Dewey	Available	19/09/2016 10:22:12	00:01:56	3	3	0	1	00:01:47
Alastair Brown	Available	19/09/2016 10:15:37	00:08:12	2	1	1	0	00:00:51
Krysia Swiatek	Sign-In	19/09/2016 08:28:59	01:55:10	0	0	0	0	00:00:00
K S Matthew	Sign-In	19/09/2016 04:45:43	63d 05:38:26	0	0	0	0	00:00:00
Jenna Wimshurst	Available	19/09/2016 10:05:37	00:18:31	0	0	0	0	00:00:00
Andrew Todd	Unavailable (Cleaning Tickets)	19/09/2016 08:52:14	01:31:55	0	0	0	0	00:00:00



The most cost-effective,
reliable and feature rich system
available for small to medium
businesses and schools

breathetechnology

infrastructure | support | security | cloud

To speak to us about your telephony requirement,
please contact us



www.breathetechnology.com *(live chat available)*



Cambridge HQ Tel: 01223209920



Lucy@breathetechnology.com