



VOICE SERVICES

YOUR CONNECTION TO A FLEXIBLE
NETWORK



IPI VOICE SERVICES

IPI offers more than a standard VOIP solution. Our Voice Services have been designed to fit with the needs of today's workforce – breaking away from traditional network constraints to work flexibly wherever your agents are based.

IPI VoiceConnect is delivered from the ground up to support internet facing services. It supports multiple cloud native services and is Cloud-ready, enabling the front- and back-office to adopt cloud communication services easily. IPI goes the extra mile to ensure that voice quality is retained, monitoring the MoS score of all calls and automatically taking action if call quality is impacted.



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ADAPTING TO THE **CONTACT CENTRE** OF TODAY

The Contact Centre as we knew it has changed. Today's Contact Centres have adopted a hybrid model that enables agents to work flexibly outside the four walls of an office.

With voice remaining a key communication channel for customers, and hybrid working here to stay, organisations must ensure that voice networks extend beyond the realms of the Contact Centre. Navigating this change can be challenging. However, IPI can simplify the process – delivering productivity gains, and ensuring that the customer journey remains smooth for your clients.



THE FUTURE IS FLEXIBLE

We can help to optimise your voice services to ensure that you can connect to your customers with ease, all within a flexible infrastructure that adapts to your needs.

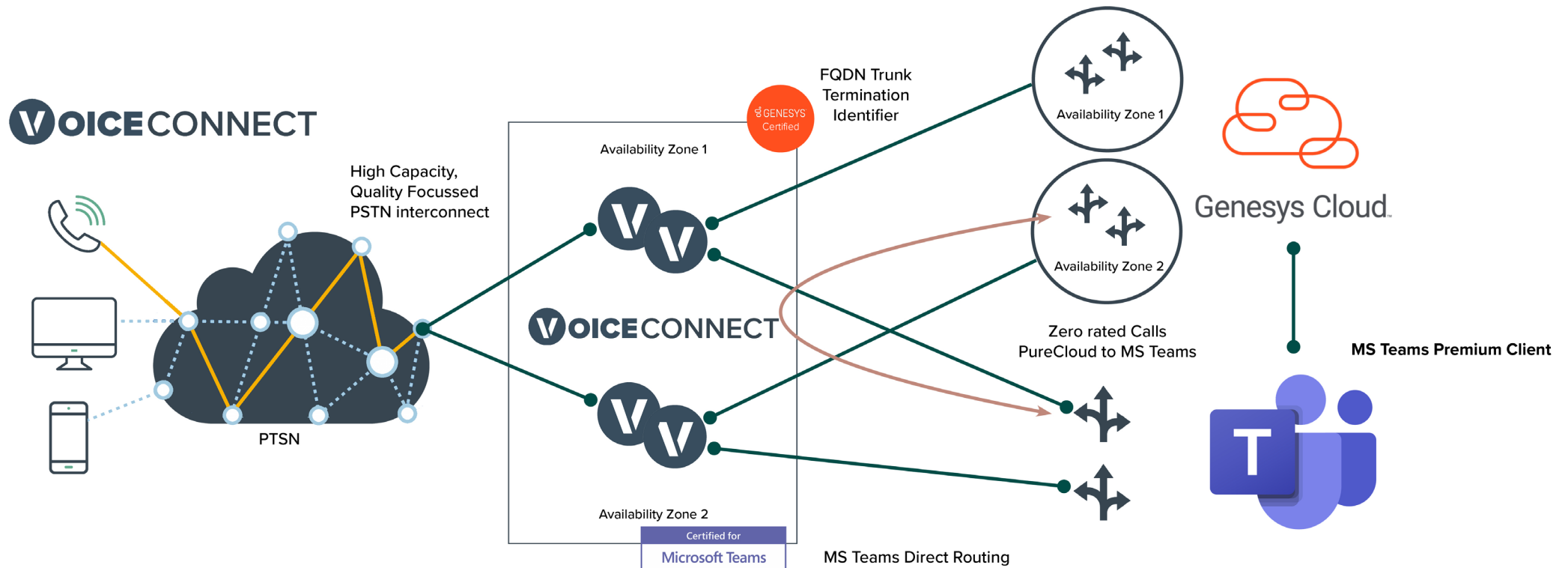
We offer interoperability through our Genesys Cloud and Microsoft Teams certified switch infrastructure, as well as carrier diversity, disaster recovery and network call control capabilities. Our solution also comes with the IPI Cloud AI suite of services pre-integrated, allowing you to expand your capabilities through our dedicated SaaS self-serve applications.

We can help you select the perfect combination of telephony infrastructure so that you can meet changing levels of demand. For example, we can deliver our SIP to a wide range of endpoints with direct support for traditional PBXs, Cloud Vendors and Microsoft Teams.



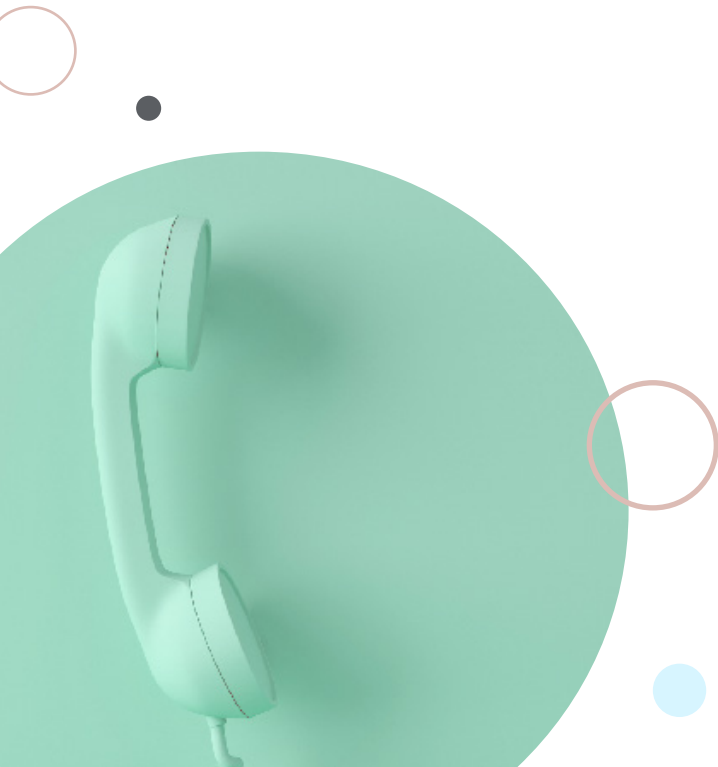
THE FUTURE IS FLEXIBLE

We can help you to join these systems together, to feel more like a single phone system, with free calls between all your endpoints to make sense of the new digital voice landscape.



SECURE **TELEPHONY**, DESIGNED TO DELIVER

We offer a highly resilient SIP trunking service offered with multiple upstream carriers to protect outbound voice services and inbound numbers hosted by the largest UK SIP networks. IPI's 'Voice Connect' Service connects your IP-enabled PBX/Gateway to the PSTN via high availability Session Border Controllers using the SIP signalling protocol.



CONNECT WITH **IPI** TO FIND OUT MORE

With voice a central communication pillar in the Contact Centre, it is essential that this vital link in the customer journey meets the needs of your customers and agents, now and in the future. IPI is dedicated to helping organisations optimise their Contact Centres, ensuring that each communication channel exceeds expectations and delivers. IPI's expertise has been built up over the last twenty years, cementing our experience as a leader in the sector.

Get in touch if you'd like to discuss how we can help your Contact Centre transform.

TAKE THE NEXT STEP



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