



nimbos
making the net **work**



Complete Cloud Telephony Solution

*Simply packed with clever
features to help you make
the most of your telephone
communications*

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Introduction

Helios is a cost effective and simple to use cloud based VoIP telephony solution. Helios is designed for business users and is provided by Nimbos Communications, it is packed with a comprehensive range of facilities and features that you would expect to find in a modern phone system.

We provide a fully managed solution which includes configuration, installation and proactive monitoring, to ensure a smooth service. Using the phones is just like using a traditional telephone, you don't need any specialist knowledge or skills to make the most of all the features the system provides.

Helios is ideal for small and medium-sized businesses.

A new system does not have to mean a new telephone number, you can opt to port your existing number to our network, additionally we can provide you new numbers from a UK area code of your choice, we also provide international numbers to make you more accessible to your customers. VoIP by design works equally well for single offices, multiple locations or even home workers, allowing you to communicate efficiently as if you were in the same office, you can even see the status of colleagues regardless of whether they are local or remote.



Setting up the system

Helios operates well with a range of leading VoIP handsets, including Yealink, Cisco, Siemens DECT phones and Polycom conference phones, which are supplied preconfigured. In addition to physical phones Helios also operates well with software based phones installed on mobile devices and laptops.

Helios simply requires a business grade internet connection and a Local Area Network to connect the VoIP telephones that we supply to.

For further information call 03330 433550

System Administration

Helios is a managed solution, however, a control panel is provided free of charge so that you can also make changes to the way that your phones work.

With the Helios control panel you can:

- Create user accounts and assign numbers to users.
- Create corporate telephone directories.
- Create Call Groups.
- Upload music files for Music on Hold.
- Activate Call Queuing. (Gold subscription)
- Set up Call Recording. (Gold subscription)
- Set up Auto Attendant. (Gold subscription)
- Activate Time-based Routing.
- Set any call barring policies.
- Monitor telephone usage and performance.
- View and print performance reports.

Company Address Book

The Company Address Book feature allows you to have two telephone directories that are automatically available to all users on the system. The Internal Directory provides contact details for all the users on your telephone network.

The Shared Contacts List is an optional directory that can be used for other telephone numbers or contacts that users might find useful. Contacts can be entered individually or uploaded from a CSV file. They can also be exported as a CSV file, Microsoft Excel spreadsheet or as an XML or pdf file.

Call Groups

Call Groups can be used to create either a group of users that can pick up each other's calls (Call Pickup) or a group of users that will have calls to a specific number distributed between them (Call Forwarding).

Music on Hold

This feature allows you to provide 'Music on Hold' for all or just specified phones. You can choose from a list of music files available, or we can upload your own approved tracks.

Time Based Routing

Time-based Routing enables your incoming calls to follow pre determined routes dependent on the time of day or week. The schedule will automatically route inbound calls in specific ways for particular periods, e.g. lunchtimes, out-of-hours, weekends, holidays etc.

This feature allows granular control to route calls to specific internal or external phones, call groups or voicemail boxes for each designated period in the schedule and to create a library of voicemail messages to suit those occasions.

Call Barring

The Call Barring feature determines which outgoing calls are allowed to be made by the individual phones or for all phones on the company network.

Options include:

- Bar all calls from being received or made.
- Bar calls to international numbers.
- Bar calls to premium rate numbers.
- Bar calls to 118, 0844 or 0871 numbers.

Presentation Numbers

This feature allows you to set an alternative (i.e. corporate) telephone number that members of the public will see when they receive a call from a phone on the company network.

Performance Reports

Helios automatic call metric reports help to monitor your call management policies.

The reports cover calls answered, missed or forwarded to voicemail, performance (time to answer) and volume of calls across days or weeks. Reports can be printed or saved as pdf files.

Call Features

Helios is packed with clever features to help you make the most of your telephone communications.

Each user on the system has access to a control panel through which they can configure their personal preferences. They can also set many of the most common features direct from their handset.

Never miss a call

- Divert calls to another number or Voicemail when you are on the phone or away from your desk. Calls can be diverted to external and mobile numbers, as well as to internal phones on the network.
- Use Call Forwarding to set other numbers on your network to ring when your number is called, or twin your phone with your mobile.
- Know when another caller is waiting to get through with Call Waiting and use Call Park to put a caller on hold while you answer another call.

Never lose a contact

- Know when you have a message waiting with onscreen pop ups and email alerts.
- Respond immediately with Last Number Redial and Click-2-Talk.
- Easily manage all your contact lists with your personal Address Book.
- Never forget to make those important calls – use Events Diary to set reminders against your Address Book entries.

Work efficiently

- Set Quick Dial Short Codes for your everyday numbers.
- Have all your internal and external telephone numbers quickly to hand with Address Book – see who is calling and Click-2-Talk straight from your contacts.
- See when colleagues are free to take a call with Line Monitoring and transfer calls to any internal or external number easily.
- Protect your precious time with Do Not Disturb and Block Anonymous Calls.
- Bring a colleague in on a phone conversation with Three way Call and forward important Voicemail messages easily to handsets or emails.

Don't feel tied to your desk

- Forward your calls to any internal phone, mobile or external phone.
- Access Voicemail from any internal phone, mobile or external phone, or on-line.
- Access your contacts from anywhere with your on-line Address Book.
- Let the whole team know with messages on Shared Voicemail.
- Access your Fax messages on-line or by email.

Work securely

- Set passwords and pin numbers to secure your phones, voicemail and web-portal from unauthorised access.
- Set external or mobile Failover numbers to keep your communications open in the event of a power cut, or local network failure.



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Gold Subscription Features

Auto Attendant, Call Recording and Call Queuing features are all available with the Helios Gold subscription

Auto Attendant

Auto Attendant allows callers to be automatically transferred to an extension without the intervention of an operator or receptionist. You can create a library of recorded greetings and instructions and up to 100 individual menus and sub-menus which can be applied to Gold subscription telephones.

Recordings can be recorded separately and uploaded to Helios, they can be recorded from a network telephone or through Helios state of the art text to speech module, which generates a female voice.

The Auto Attendant Menu Wizard guides new users through the process of creating new menu templates.

Call Recording

Call Recording allows the system to make a recording of external or internal calls on all or specific company phones that have a Gold subscription.

For each phone number you may choose to record all calls or a specified percentage of calls and whether you want to record just external or both internal and external calls.

Call recordings are stored securely online for six months. After this period they are automatically deleted, although auditable records of all call recordings are kept online indefinitely.

Helios includes a facility to ensure that downloaded call recordings have not be altered or tampered with in any way since they were initially downloaded.

Call Queues

Call Queues hold incoming calls if there are no free operators to direct the calls to. With Helios you can create up to 50 call queues and choose music to play to a waiting caller and also to:

- Define the maximum number of calls for a queue and what to do with new calls after this number is reached (e.g. busy tone)
- Set how long callers wait in a queue and what happens after that time (e.g. divert to Voicemail)
- Choose or create your own introductory message and set how many times this and progress messages are repeated while the call is in the queue.

The facility exists where selected users can monitor the calls waiting in a chosen queue. They can also move important calls up the queue, move calls down the queue, and “expire” calls from the queue i.e. forward them direct to Voicemail.

The automatic reporting module generates two Call Queue reports, which can be viewed, downloaded or printed. The Call Queues Ratios report shows the percentage ratio of queued to non-queued calls and call time. The Call Queue Volume report shows the queue length and wait times across a specified day or week.



Extras

Phone Buddy is a free app for your Windows PCs that gives you fast access to your Helios call features, including:

- Screen pop-ups on your computer that show when you have an incoming call or voicemail, and who the call is from.
- Immediate access to the portal website, without having to log in separately.
- Immediate access to today's received calls.
- Immediate access to unheard voicemail messages.
- Bulk download, file verification and delete functions for Call Recording administrators. (Gold subscription)

Wallboards

Wallboards are an optional extra that work with Helios Call Group function. Wallboards display real-time call statistic reports, including:

- Calls overview – the number of incoming calls, answered calls, outgoing calls, lost calls and average duration both as a group total and by team member.
- Inbound calls – the number of incoming calls, answered calls, lost calls, queued calls and ring duration both as a group total and by team member.
- Outbound calls – the number of outbound calls, average duration and maximum duration both as a group total and by team member.
- Queued calls - the average queue time, maximum queue time, queue limit breaches, timeouts and the number queuing now, both as a group total and by team member.

The reports can be displayed on a wall-mounted Plasma or LCD screen, allowing the call group members to monitor and respond to real-time performance issues.

The Wallboards option is available at an additional monthly charge. The company (or their agent) is responsible for the provision and maintenance of any screens or other hardware required to display the reports.

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**SCREEN POP UPS
ON INCOMING CALLS
OR VOICEMAIL**

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