

# Telviva One Essentials

Move your business phone  
system to the cloud



Join SA's  
largest cloud  
free call  
community

Start the journey to better quality conversations with the intelligent cloud communications platform that keeps your workforce mobile, enhances productivity and improves customer experience.



### Reduced cost of ownership

Save 40% average in costs\* and join South Africa's largest cloud free call community.



### Future-proof your business

Partner with the market leader in cloud communications and avoid getting locked in to expensive and obsolete technology.



### Leverage the benefits of the cloud

Open standards and APIs enable interoperability with the best available cloud solutions, and integration with your systems and processes.

## ADDITIONAL BENEFITS



### Excellent voice quality

High definition voice comes standard. Enhance fixed line quality even further with VOIPconnect™: a fully managed, engineered and monitored access network optimised for real-time communication.



### Enables remote working

Access the service from your laptop, mobile and/or desk phone. Choose from top global brands like Yealink, Jabra, Sennheiser, Polycom and Snom for headsets, desk, conference and reception IP phones as required.



### One easy dashboard for full control

Manage all landline and mobile calls from an intuitive, easy-to-use web portal – no tech skills required. One place to control all your settings, users, phone numbers, call flows, IVRs, queues, call recording, reporting and more.

\*Cost savings are relative to the national operator and vary per customer.

# Built on South Africa's most trusted Cloud PBX platform Telviva One gives you feature rich business phone functionality, easily accessible from desk phone, laptop or mobile application.



## Call recording

Telviva call recording is a cost effective cloud-based solution that enables you to record and store calls for quality assurance, staff training, dispute resolution or security reasons. Includes a comprehensive 'search and listen' function.

- ✓ Smart call routing
- ✓ Alerts
- ✓ Call screening
- ✓ Busy lamps
- ✓ Classes of service
- ✓ Call forwarding
- ✓ Caller line ID
- ✓ Call back
- ✓ Do not disturb
- ✓ Call transfers
- ✓ Contact management



## Multi-level IVRS

Messages for various options can be uploaded via the web interface – e.g. 'One for sales, two for support'. Remote changes can also be made through dialling into the IVR admin access number.

- ✓ Feature codes
- ✓ Paging
- ✓ Hunt groups
- ✓ Free software upgrades
- ✓ Pick up groups
- ✓ Times and dates
- ✓ Voicemail
- ✓ Virtual telephones



## Conferencing

Hold conference calls with crystal clear quality at permanent or specified times. Specify the number of participants, assign PINs and notify participants when conferences start.

- ✓ Numbers forwarding
- ✓ Open standards & API
- ✓ Number porting
- ✓ Call history
- ✓ Speed dial
- ✓ Balance notification
- ✓ Mobile application
- ✓ Web Phone

**We deliver services to over 50 000 users at more than 2 000 sites. Customers include:**



## Telviva Clarity

Get powerful reporting capabilities with Telviva Clarity. Track usage, costs, invoices, trends and contract info for all communication vendors at a small additional cost, including fixed line voice, data, mobile voice, mobile data and APN management.

## Telviva For MS Teams

Make, transfer and receive phone calls directly in Microsoft Teams using Telviva's cost effective voice services. Enjoy the best features of one single platform for internal and external communications.



## Let's start a conversation

We know every business has unique requirements.  
Get a free needs assessment and obligation-free quote  
by contacting us today.

Contact us:

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