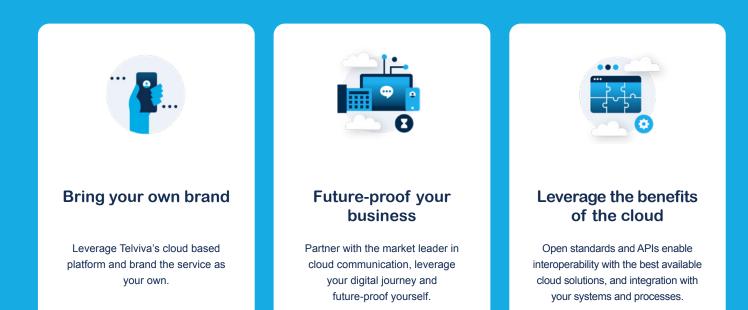**TELVIVA**
better quality conversations

# Telviva One

Seamlessly integrate mobile and
fixed line voice, video & chat.

# Enjoy better quality conversations with the complete real time business communications tool that enables work from anywhere, with any device and enhances team productivity.

### Bring your own brand

Leverage Telviva's cloud based platform and brand the service as your own.

### Future-proof your business

Partner with the market leader in cloud communication, leverage your digital journey and future-proof yourself.

### 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

### Scalable solution

Agility and scalability in terms of capacity and footprint - easily scale up or down depending on business requirements.

### Complete solution - audio, video and chat

Fixed-line and mobile voice, chat, video, and social media channels are combined and synchronised on one intelligent cloud-based platform for internal and external communications.

### Offers greater synchronised engagements between two parties

Identity, history and context are synchronised across multi-mode and multi-device engagements. Voice Biometrics and Analytics could add further value to enable better quality conversations.

**Built on South Africa's most trusted Cloud PBX platform Telviva One gives you feature rich, robust, reliable and secure business phone functionality. Easily accessible from a desk phone, laptop or mobile application.**

## FEATURES INCLUDE

- Conferencing
- Contact management
- Google & Microsoft
- integration
- Numbers forwarding
- Open standards &
- APIs
- Number porting
- Call history
- Speed dial
- Balance notification

- Multi-level IVR's
- Call transfers
- Feature codes
- Paging
- Hunt groups
- Free software upgrades
- Pick up groups
- Times and dates
- Voicemail
- Virtual telephones
- Mobile application

- Call recording
- Do not disturb
- Smart call routing
- Alerts
- Call screening
- Busy lamps
- Classes of service
- Call forwarding
- Caller line ID
- Call back
- Web Phone

## We deliver services to over 75 000 users at more than 2 500 sites. Customers include:

Edcon

BANKSERVAFRICA

PRUDENTIAL

Compuscan
a CSH Group company

broll

SEACOM

servest

TERACO
DATA ENVIRONMENTS

NEDBANK

TSEBO

OLD MUTUAL

Cargo Motors

# Collaborate seamlessly from anywhere with video meetings.

- Integration with Google & Microsoft for simple scheduling.

- Easily add extra participants into your meeting via audio or video.

- Recording of video meetings.

## FEATURES INCLUDE

- ✓ Google & Microsoft contacts and calendar integration

- ✓ Personal virtual spaces with a dedicated web link

- ✓ In meeting group or private chat

- ✓ Join with one click, no downloads required

- ✓ Dynamic statistics for quality and participation

- ✓ HD Video & Audio quality

- ✓ Moderator controls

- ✓ Screen sharing

- ✓ Active speaker view

- ✓ Shareable whiteboard

# Unify various chat channels into Telviva One

- Individual or team chat

- Integrate your website

- Integrate with most third party chat solutions

*\* These chat solutions could all be supported by Chatbots and all chat channels could seamlessly be upgraded to Audio or Visual interactions.*

# Packages

| | Telviva One:<br>**Essentials**<br>*Cloud Phone System* | Telviva One:<br>**Premium**<br>*Cloud Phone, Chat & Video* |
|---|:---:|:---:|
| **Cloud Business Phone** | | |
| Feature-Rich Cloud PBX | ✓ | ✓ |
| Fixed Line Extension | ✓ | ✓ |
| Mobile Application | ✓ | ✓ |
| Laptop / Desktop Application | ✓ | ✓ |
| Webphone | ✓ | ✓ |
| **Telviva One Portal** | | |
| In and Outbound Calls | ✓ | ✓ |
| Transfers | ✓ | ✓ |
| User Friendly Dashboard | ✓ | ✓ |
| Voicemail | ✓ | ✓ |
| Call History | ✓ | ✓ |
| Contacts Management | ✓ | ✓ |
| Manage DND | ✓ | ✓ |
| **Cloud Integrations** | | |
| Google & Microsoft Contacts | ✓ | ✓ |
| Google & Microsoft Calendar | | ✓ |
| Website Chat & Audio | ✓ | ✓ |
| CRM Connector* | ✓ | ✓ |
| Call Recording* | ✓ | ✓ |
| Expense Management* | ✓ | ✓ |
| Messaging on Hold* | ✓ | ✓ |
| Voice Biometrics* | ✓ | ✓ |
| Chatbots* | ✓ | ✓ |
| **Collaboration** | | |
| 1:1 Chat | ✓ | ✓ |
| Create group chats | ✓ | ✓ |
| **Videoconference Meetings** | | |
| Screen Sharing | | ✓ |
| Raise Hand | | ✓ |
| Shareable Whiteboard | | ✓ |

# Packages

| | Telviva One: **Essentials** | Telviva One: **Premium** |
|---|---|---|
| | *Cloud Phone System* | *Cloud Phone, Chat & Video* |
| Active Speaker View | | ✔ |
| Host Controls | | ✔ |
| Telephone Line Participant (PSTN) | | ✔ |
| Up to 25 Participants Per Meeting | | ✔ |
| 80 participant hours of conferencing per user (aggregated) | | ✔ |
| Video Conferencing Recording* | | ✔ |
| Boardroom** | | ✔ |

**\* Additional charges might apply**

**\*\* Excludes AV equipment**

# Optional Cloud Integrations

## CRM Connector

Integrate customer communications into your own back-end systems to track all aspects of your engagements.

## Chatbots

Automate agent engagements and improve customer experience by implementing AI backed conversations hosted in the cloud.

**Future-proof your decision by leveraging the best that the Open Source community can offer you.**

## Voice Biometrics & Analytics

Leverage the power of public cloud AI to gain insight into your customers by analysing your conversations.

## Call Recording

Record and store calls for quality assurance, staff training, dispute resolution or security reasons – no onsite hardware required. Can be upgraded to compliant call recording storage.

# 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.

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