

# e·ve·

EXCEPTIONAL • VOICE • EVERYWHERE

VoIP telephone system for your business.

The horizon is coming.





ATS Connection deliver quality business IT and telecommunication solutions across the South Coast and further afield.

Building strong connections with our clients, we aim for long-time partnerships, helping businesses to grow knowing they have a trusted IT & telecommunication partner in ATS Connection.

Getting to know our clients business inside out and ensuring they feel part of the ATS Connection team, and not just a name on a list, is an integral part of our service.

We cover all your IT solution requirements and our clients experience the benefit of keeping their IT solutions under one roof.

Our broad range of IT solutions along with our renowned customer service, makes ATS Connection a UK leading service provider.

Gaining recognition across leading vendors including Microsoft, HP, Draytek, ESET amongst others, allows us to offer an all round high level of service.

Why eve?

With businesses wanting to move away from traditional phone Systems, allows ATS Connection to move into a market which is rapidly expanding. Offering eve hosted IP telephony provides the ideal set up which allows far greater capacity, connectivity, features and flexibility, and is most importantly great value for our customers.

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# ATS Connection solution

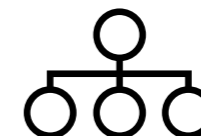
## One supplier

**At ATS Connection we provide a range of IT Solutions & Telecom packages, so you can find the best one that suits your business' needs.**

We aim to truly understand all aspects of your business requirements before offering the best system for you. Regardless of the system you choose, you'll get our industry-accredited service and support.



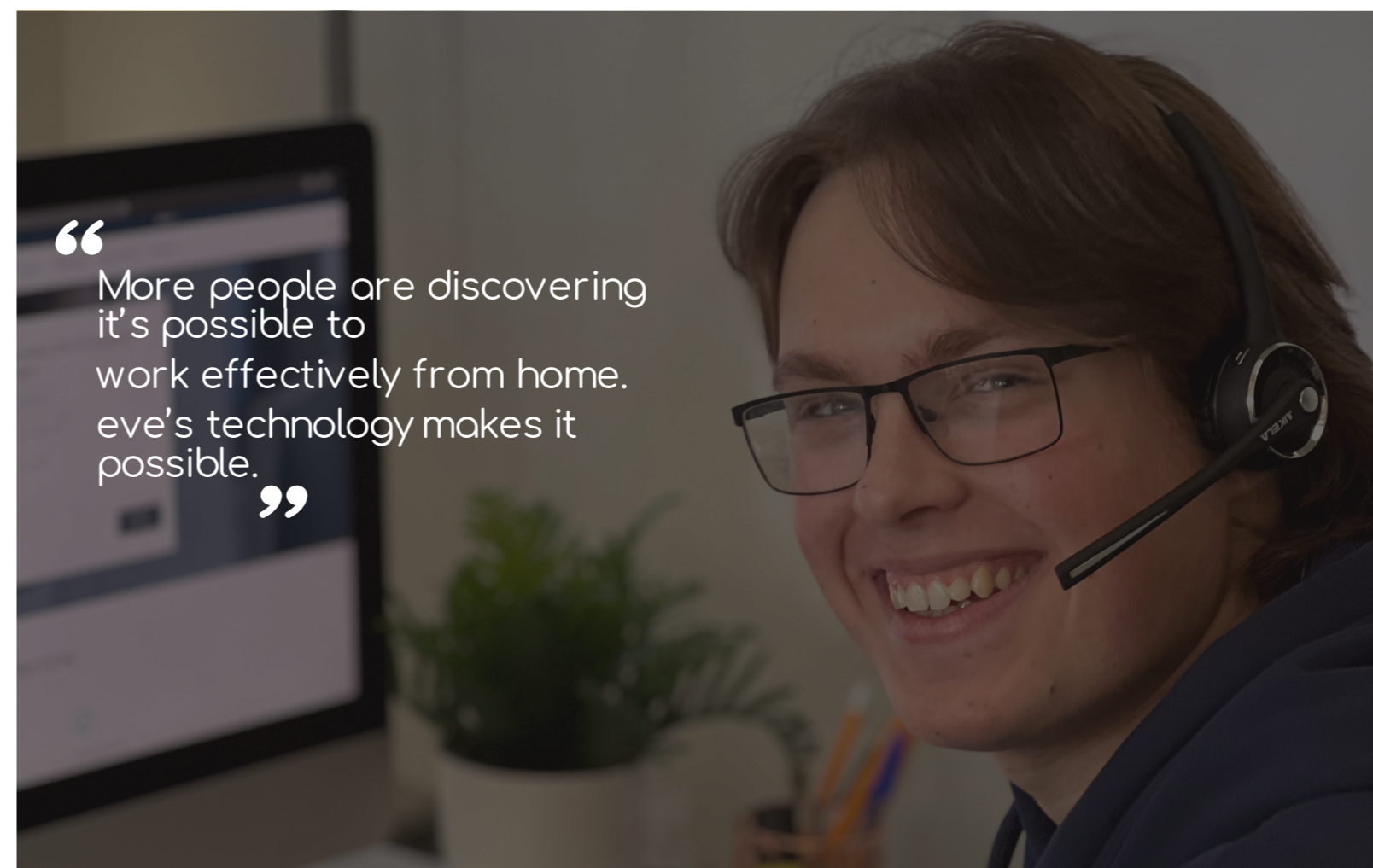
We're a leading UK service provider based in Arundel, West Sussex



All your IT Solutions you will need in one place



Our sales and support teams are experts in the field and always on hand



“ More people are discovering it's possible to work effectively from home. eve's technology makes it possible. ”

# the future is here

An intelligent cloud based phone system.

Providing the highest available voice clarity on every call, everywhere.

Highly flexible, uniquely straightforward to use and always there.

Bringing together all the convenience of modern technology into one easy-to-use phone system.

Configure eve through an intuitive, state of the art portal.

Or access eve via the desktop or mobile app.



eve's core platform has the intelligence, scalability and flexibility to allow your business to prosper in the new digitally led business market.

What if my business changes size or location?

Don't worry. eve's home is the cloud, so your voice will always be heard.

What happens if I can't be reached?

eve is everywhere and is always alert, even when you are not available, eve is.

What if I am just setting up my business?

Perfect. eve will connect you to your customers from day one, wherever you are.

What happens if I am out of the office?

eve's integrated app makes it easy to run everything from your mobile phone.

Change happens all of the time, how can I stay on top of it?

eve's portal is simple to use, so you can carry out moves, adds and changes as soon as they are needed.

I can't reach my office due to unforeseen weather or transport problems.

No problem. eve can keep your business working from anywhere you choose and direct your inbound calls there too.

What if i want logging customer interactions to be easy?

eve can integrate all of your key systems to allow you to work seamlessly and take control.



# features

## Core

eve's core allows you to make and receive calls, in addition to leave and access voicemail. It provides music-on-hold, as well as hunt groups, so you can use eve to support all of your business communications.

## Collaboration

You can collaborate in real time using eve audio and video conferencing, plus web based screen sharing. Work together using the group chat function and share or update documents remotely.

## Security

eve protects users from fraudulent activity such as hacking or excessive unauthorised call spends, through a number of measures including Exceptional Call Protection (ECP), audits, password management and no dial through from voicemail.

## Call centre

eve's call centre functionality provides highly visual wallboard displays and Automatic Call Distribution that evenly distributes calls to queues, recordings or specific agents.

## Integration

eve's integration feature works with many different systems. From email communication platforms such as Skype for Business and Outlook, to CRM systems such as Salesforce and Dynamics.

## Call handling

eve's hunt groups will make sure the right person always answers your call. eve's call queues play music and hold your callers when people are unavailable to answer the phone immediately, while its custom menus let you direct calls based on the department the caller wishes to contact.

## Number management

If you would rather keep your existing numbers, that's not a problem. eve can move your current numbers to its network for you to use however you want. Whether you want a local area, or non-geographic number, eve can provide one for your business.

## Multi-site

You can link all your sites together into one phone system, by either using one of eve's feature packages, or your existing phone system. You will benefit from free calls between them and eve can configure inbound numbers to ring where you want them to.

## Call recording

eve can make sure you record those all-important calls, no matter which device you use, then access them through the intuitive portal. The process is industry compliant and you can use eve's data centres to store calls safely and securely.

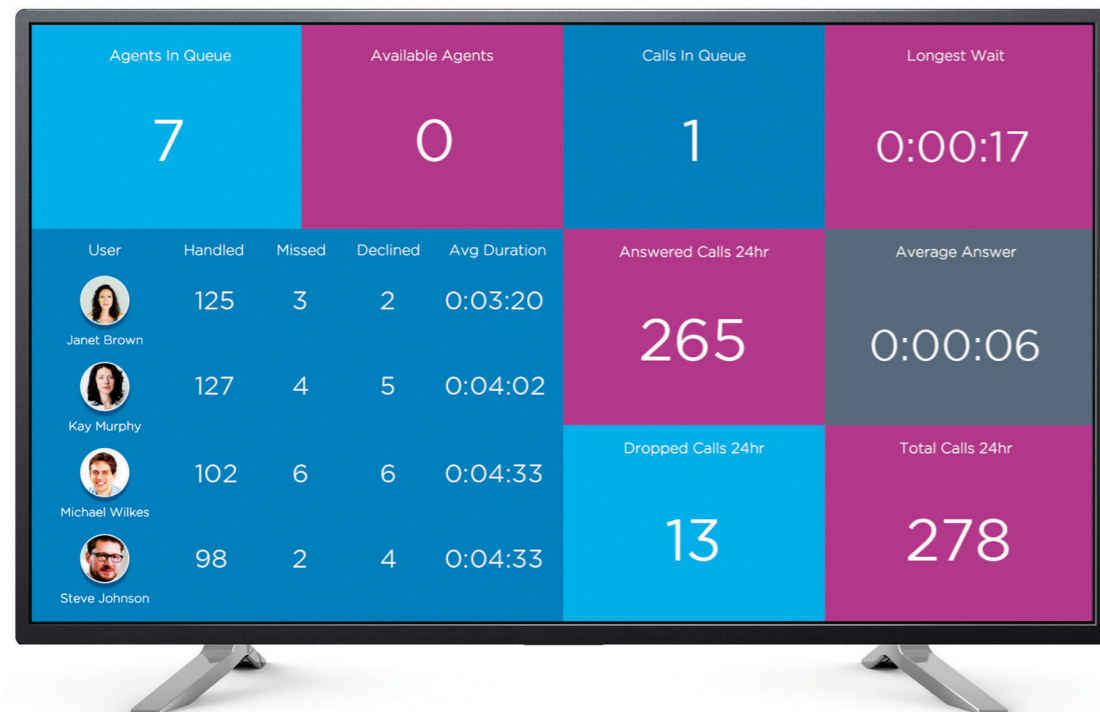
# call centre

Call centre functionality isn't just for traditional call centres. eve can provide support for any business where customer service is a priority.

“Call reporting in real time.”

eve's automatic Call Distribution ensures that the right person picks up calls, every time. eve evenly disperses calls to agents or can point inbound calls to individuals with specific skills.

eve's highly visual, customisable wallboard displays call statistics in real time, keeping you in tune with your callers' experience.



## Call distribution

Your callers will never face the frustration of reaching an engaged tone. You can use recordings to express comfort messaging, marketing notifications or out of office information during holiday periods. Callers will be reassured that their call will be answered.

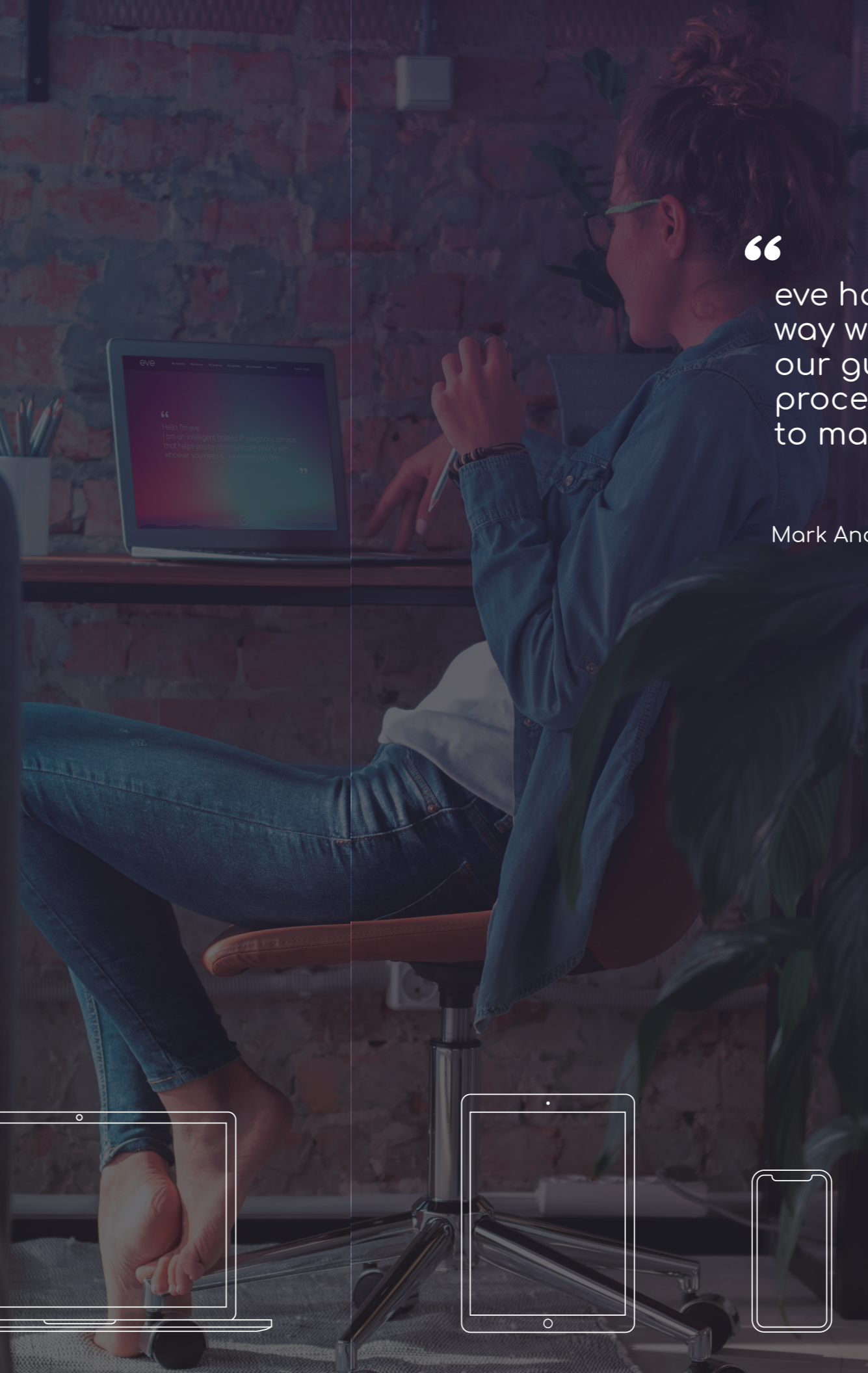
“You can choose whether to route calls to other agents, automatically place callers into a queue or direct them to a recording.”

## Wallboards

For call centre managers we provide a real-time display of incoming and outgoing call statistics to monitor the performance of your teams.

The widgets on the display are configurable to suit each customer's particular needs.

“eve's wallboards are customisable, giving you freedom to create a bespoke view using its highly intuitive portal.”



“  
eve has transformed the way we communicate with our guests. Making the process seamless and easy to manage.  
”

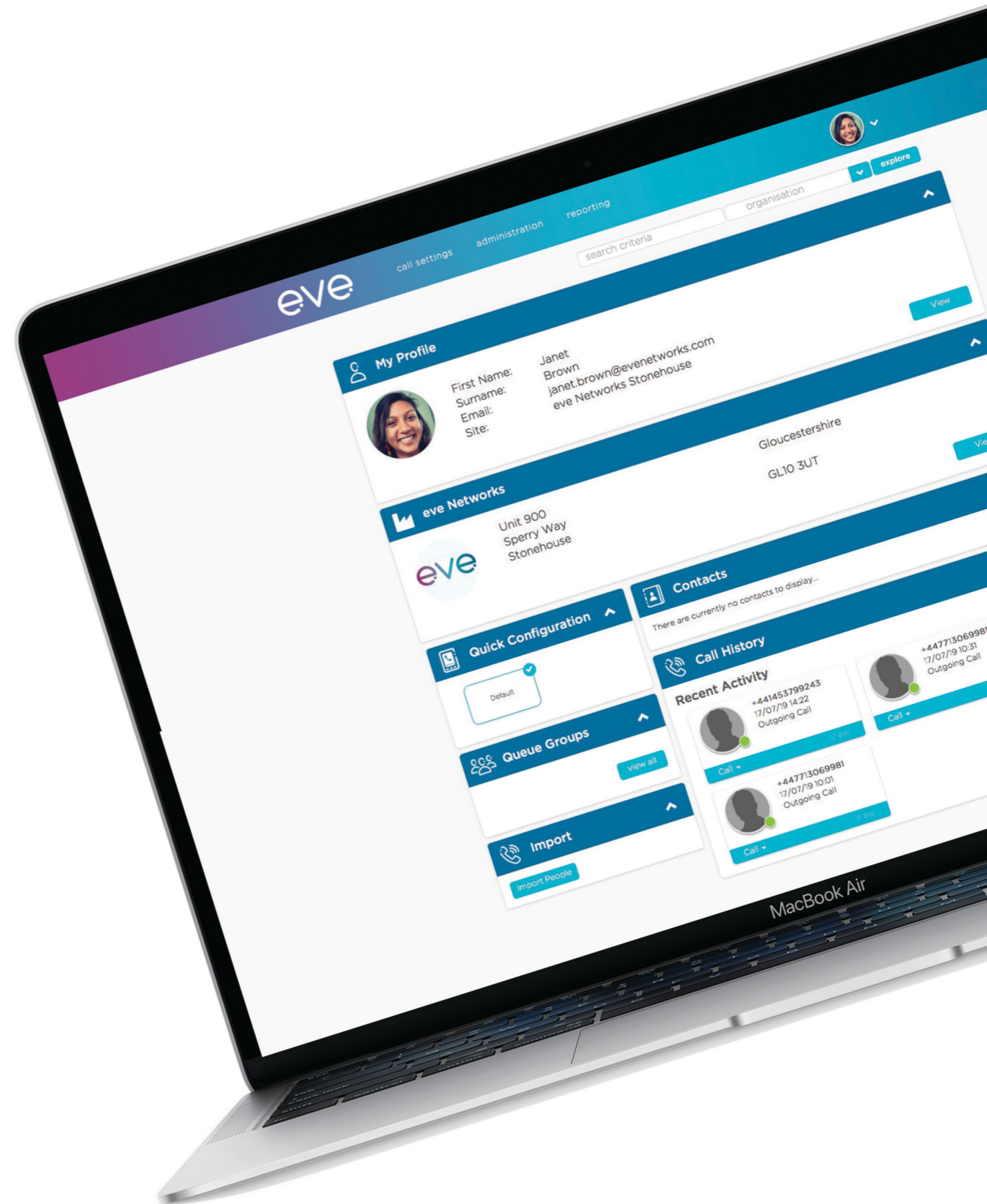
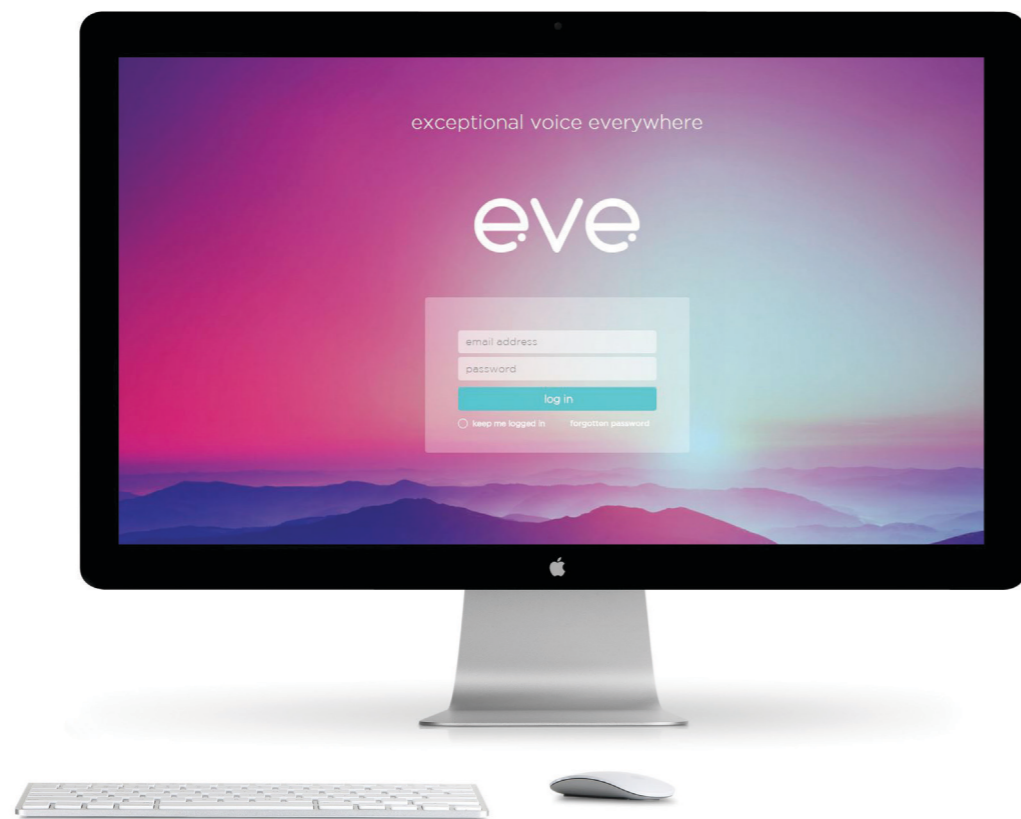
Mark Anderson - Leaders



# eve's portal

eve's portal is your gateway to controlling features to match your specific requirements. It is easy to navigate and designed to be highly intuitive. eve's designers built the graphics and menus around essential customer requirements.

- How would you like your calls to be routed?
- Would you like to manage your contacts?
- Do you need to set up or amend a hunt group?
- How about reporting on communications activity across your business?
- Do you need to gain access to your call recordings?
- Why not set your availability by updating your current status, to automatically divert your calls?



# business continuity

Make sure your business is prepared for everything. With a Business continuity plan, you're covered for any event. Whether you can't get into the office because of extreme weather or delayed public transport, or even if there's a power outage, eve can allow your business to continue to run smoothly.

“eve will keep you working when other systems let you down, or physical events interfere with your office operations. Trust eve's intelligence to ensure your business continues uninterrupted.”

Service disruptions or the availability of a single location will no longer constrain your business. Use eve's portal to configure how you want your calls to be routed and handled in differing scenarios.

By working with eve's mobile or desktop apps, you can use your smartphone, PC or Mac to stay in contact with your business, wherever you are.

# integration

“eve's Integration feature allows you to neatly link your key systems.”

If your business is focussed on efficiency, eve can help you to offer an exceptionally straightforward user experience. eve will bind your key communications systems together to ensure that every interaction you have is flawless.

eve can search your integrated systems so you will quickly see who's calling and display their CRM record. eve can update your Skype for Business presence automatically when you are on a call and enable click-to-dial, so you can easily initiate a call from within a webpage or other application.

eve can integrate with multiple systems. Below are some of the systems eve can integrate with, although it's not limited to these:

- Microsoft Dynamics
- Patient Connect
- Salesforce
- Sage
- Skype for Business
- Zoho CRM
- Oak Patient Connect
- Sugar CRM



# security

“ Telecommunications fraud has become a multibillion pound global problem, which is funding crime and terrorism. eve can help to make sure you are not the next victim. ”

eve protects itself from fraudulent activity, such as hacking or excessive unauthorised call spends, through a number of measures including audits, password management and no dial through from voicemail.

eve makes it possible to bar calls to certain locations for example international or premium rate numbers.

## Exceptional Call Protection

eve is always alert, so call volumes and patterns are monitored and reported against a pre-defined threshold, especially for high risk categories, such as premium rate calls.

When eve detects any unusual call activity, it will block any outbound calls from the vulnerable connections. If we agree that fraudulent activity has indeed taken place, we'll ask you to report the matter to the police for investigation.

Fraud is becoming more sophisticated and more common, so eve's development will need to keep pace. eve will be introducing ever more vigilant processes and alerts, to keep you even safer.

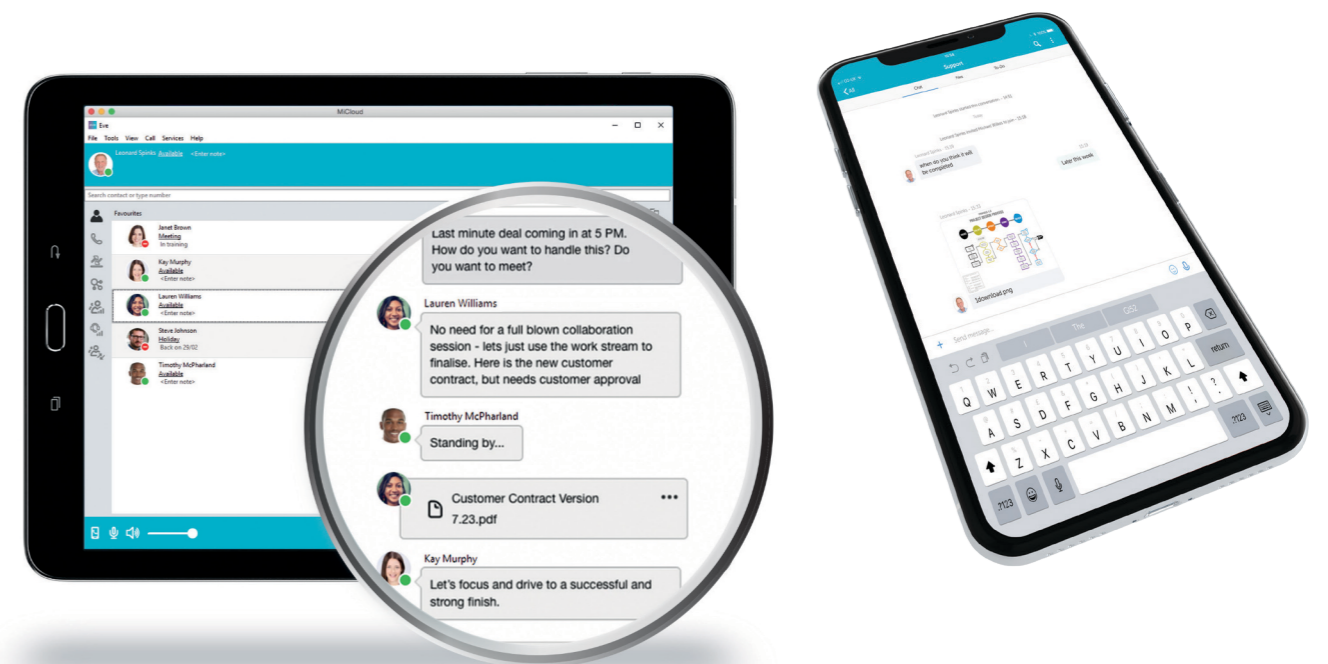
# collaboration

eve's unified communication features will make collaborating with colleagues, customers and suppliers straightforward, wherever you are.

Ideas and thoughts can be rapidly exchanged and users can interact using eve's group chat function. Work in progress

can be easily shared, with users commenting and drawing inside the uploaded documents or presentations in real time.

eve's Collaboration feature is fully supported on both the desktop and mobile app, so you can work together, wherever you are.



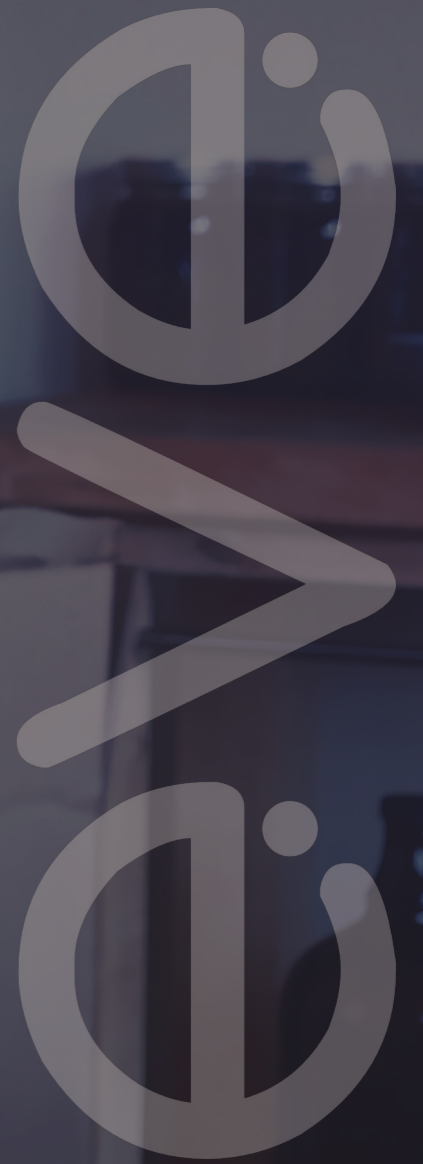
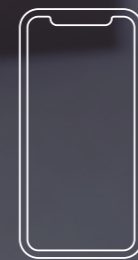
“ By using eve's Collaboration feature, you can work with both internal and external users in real time, through audio and voice conferencing and web based screen sharing. ”

“

The simplicity that eve has to offer is a game changer. To be able to manage our phone systems and the features on offer makes this phone system arguably the best on the market.

”

Kim Ford - Ford Consultants



# desktop phones

If you need to access my features from a desktop phone, we have selected the best handsets for you to use, including Mitel and Yealink.

Do you need mobility but still want a desktop phone? eve can also support a range of cordless handsets and headsets.



Mitel 6930



Yealink T33G



Yealink T54W



Mitel 6940



Yealink T57W

# eve's apps

Benefit from increased productivity and save money by using eve's mobile app to access features on the go, using your smartphone or iPad.

Search your contacts, see who's available, talk to and instant message your colleagues using the smart easy to use interface.

You control where your calls ring, set your current availability or even set your future availability right from your mobile device without needing to log in to the portal.







“eve's mobile app lets you use all of my features on the go through your iPad or smartphone.”



By combining a suitable headset with eve's desktop app, you can work more comfortably at your keyboard and enjoy all features from your screen.

# licences

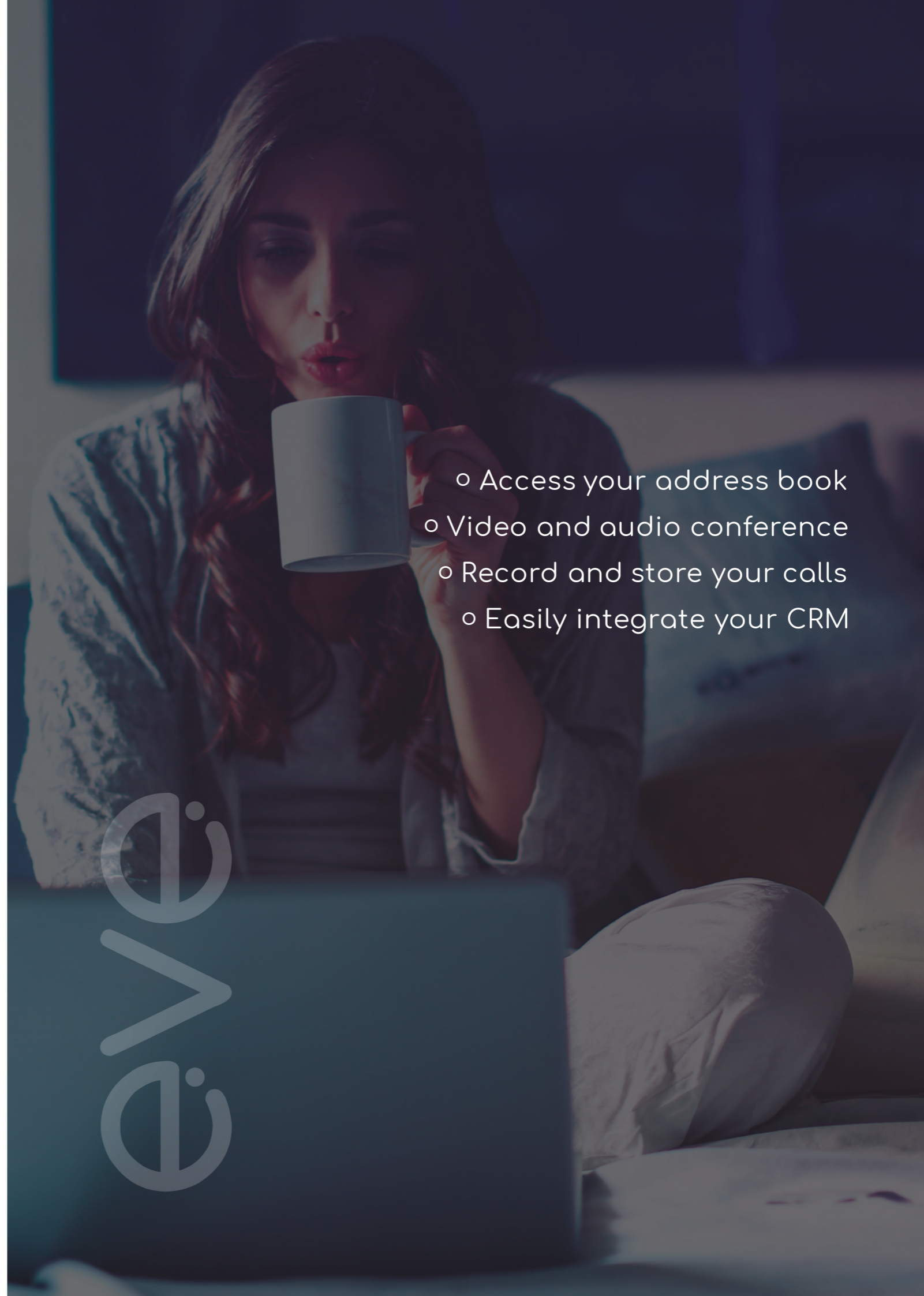
This is eve. Making the decision to use eve could not be more straightforward. Licences will be paid for by one monthly payment that covers the features listed. There are four core licence types to choose from.

|                             |  Entry |  Essential |  Everywhere |  Everything |
|-----------------------------|---|---|--|--|
| Dial tone                   | •   | •   | •  | •  |
| Voicemail                   | •   | •   | •  | •  |
| Hunt group capability       | •   | •   | •  | •  |
| Busy lamp field             | •   | •   | •  | •  |
| Music on hold               | •   | •   | •  | •  |
| Exceptional call protection | •   | •   | •  | •  |
| Call recording              | •   | •   | •  | •  |
| On-demand call recording    | •   | •   | •  | •  |
| MS Teams integration        |   | ▲   | ▲  | ▲  |
| Chat                        |   |   |  | •  |
| Group chat                  |   |   |  | •  |
| Presence                    |   |   |  | •  |
| 1:1 Collaboration           |   |   |  | •  |
| Team Collaboration          |   |   |  | •  |
| Mobile app                  | ▲   | ▲   | •  | •  |
| Desktop app                 |   | ▲   | •  | •  |

• - Standard feature  
▲ - Optional, chargeable feature

From £7.50 per user pcm

- Access your address book
- Video and audio conference
- Record and store your calls
- Easily integrate your CRM

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