

masvoz

PHONE NUMBERS

The right number
for every connection

An intelligent and easy-to-manage numbering system that leverages all the advantages of the cloud:

- ✓ **SPEED**
The type of phone number you need, right when you need it.
- ✓ **SAVINGS**
No restrictions, minimum periods or cancellation costs.
- ✓ **FLEXIBILITY**
On-demand, real-time modification of features.
- ✓ **USABILITY**
Easily access and manage all your services from an intuitive web interface.
- ✓ **AVAILABILITY**
Online service accessible 24/7/365, always updated to the latest version.

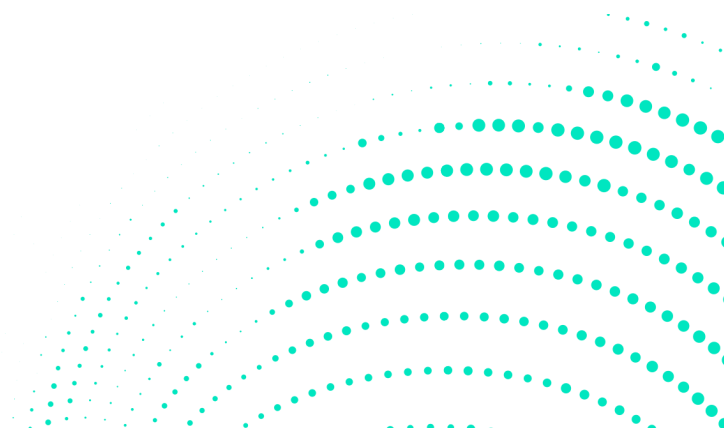
“**Telephony** and the **cloud**, the perfect combination for its speed, flexibility, savings, scalability and availability”

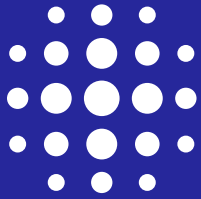
Boost your
communications

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Behind every phone number lies a company, a project or a proposal. For many clients, a telephone number is the first point of contact with a company. It's the starting point for a relationship that could create value. More numbers, more possibilities.

OUR SOLUTION: Communication

Purchase any type of number, anywhere in the world. At masvoz we offer a complete range of telephone numbers which satisfy all our customers' needs. We connect companies and users via the best combination: by country, location, type of cost, type of service, etc. Everything begins with a number, and it's best to get off to a good start.

Any kind of number.

We offer all types of phone numbers for your company: local, commercial preixes or premium rate.

Global reach.

We have a portfolio of numbers for more than 70 countries around the world and for each type of call.

Intelligence.

A service with a wide range of advanced features to increase efficiency.

Costs under control.

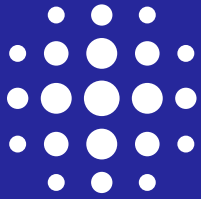
Keep and unify your phone numbers in a single operator and save up to 80%.

Cloud service.

Intuitive online control panel and all the advantages of the cloud: flexibility, speed and efficiency.



The number that connects your
company to every opportunity.



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PHONE NUMBERS

All the phone numbers
you need

The use and reach of current telephony means we need versatile numbering that can be adapted to a wide variety of uses. We need effective prefixes to meet every need. Because today, every number counts. Every number has a function.

OUR SOLUTION: Variety

Different phone numbers that answer to different needs. Prefixes that are aligned with users' expectations. At masvoz we have a comprehensive portfolio of specialised numbers that meets all your company's communication needs. So you can benefit from every call and take advantage of every opportunity.

Local phone numbers.

Geographic numbers for more than 70 countries.

Toll-free numbers.

Free for the user, the receiving company pays the cost of the call.

Shared cost numbers.

Costs are shared between the client making the call and the receiving company.

National rate numbers.

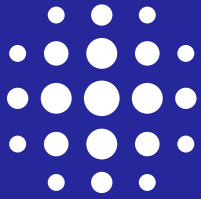
Costs fully borne by the client or user making the call.

Premium rate numbers.

Numbering for content service and premium service calls. Pay per minute or per call.



We can transfer your numbers
in just a few hours.



masvoz

PHONE NUMBERS

With denomination
of origin

The world is the best market. A world that's getting smaller and smaller. Globalisation brings us closer to clients and suppliers all over the world. It opens up new challenges and opportunities. It pushes us to think globally and requires us to communicate locally.

OUR SOLUTION: Global reach

Telephone numbers that convey the reliability of local companies to international customers. Masvoz's global numbering solution offers the possibility of dealing with calls from anywhere in the world through numbers from more than 70 countries. So you can think globally, yet act locally.

+ than 70 countries.



Boost your
communications

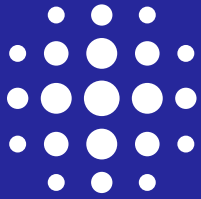
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Answer calls to your international
numbers from your chosen office.



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PHONE NUMBERS

The value of
smart telephony

Intelligence means having more possibilities.
Having the best tools: simpler and more powerful.
Surrounding yourself with more resources. Accessing
innovation for better communications.

OUR SOLUTION: Intelligence

All our numbers come with features that optimise your communications and give you a competitive advantage. And our multi-device control panel enables you to connect from anywhere and to manage your communications with ease.

Routing.

Automatically distribute incoming calls according to different criteria: calendars (working days, public holidays), lists (blacklisting, whitelisting, VIP numbers), origin (fixed or mobile network, etc.) agent status or load balancing.

IVR.

Begin calls with an effective initial voice-over that guides the user, using the keypad (DTMF) or their voice (ASR).

Voice-over management.

Organise calls with voice-overs. Text-based (TTS) recording or creation in various languages, playable as needed during the call.

Load distribution.

Redirect calls to deal with them calmly. Forward them to different destinations or call centres according to the incoming volume.

Call recording.

Record and store your calls for security or as a source of information and reference.

Call queueing.

Deal with your calls as quickly as possible. Configure the waiting queues according to various parameters: destinations included, maximum waiting time, maximum number of calls in the queue, etc.

Real-time monitoring.

Extract valuable information about the calls you receive.



Manage your account and your lines from
anywhere and from any device.

FEATURES

Interactive Voice Response (IVR).

- Selection menu
 - Selection of recipients based on numbers dialled by users
 - Selection of recipients by voice
 - Voice recognition with keywords
 - Voice recognition with natural language
 - Automatic surveys at the end of calls
 - Interaction with external systems using web service
-

Call forwarding.

- Call forwarding if busy or unanswered
 - Call forwarding upon rejection of call
 - Virtual voicemail
-

Voice-overs.

- Online voice-over management
 - Whisper (voice-over with information from received)
-

Call limits.

- Maximum call duration
 - Simultaneous call limit
 - Restricting calls based on their source (mobile phones, international, etc.)
-

Call recording.

- Call recording (by default and on demand)
 - Online call listening
-

Automatic Speech Recognition (ASR).

Call queuing.

- Recipients based on exceeding queue size and maximum wait time
 - Information on projected wait time
 - Wait reminder message
 - Customised hold music
 - Exiting queue on user request
 - Automatic call back
-

Virtual fax.

- Fax 2 Mail
 - Mail 2 fax
-

Transfers.

- Direct transfer
 - Assisted transfer
 - Free internal transfers
-

Notifications.

- Notifications/alerts via SMS
 - Notifications/alerts via email
-

Multiconference.

- Multiconference with unlimited users

