



The future of
hosted telephony

With an array of market leading features, the Evonex hosted telephony solution from SCG will give your business the competitive communications edge in today's demanding business world.



Flexible, cost effective business communications



Evonex hosted telephony is the ideal solution for businesses of all sizes. Staff efficiency is improved with easy-to-use features and built-in Business Continuity ensures that, whatever the situation, you will never miss a call.

The expansion modules simply bolt on to a compatible handset, allowing it to grow alongside your business.



Switching couldn't be easier.

We have over 50 years' experience in the communications market with highly professional and experienced teams that deliver first class support and advice throughout the selection, installation and support of your new hosted system. Evonex is perfect for all sizes of business from single sites, to multi-site corporate requirements and of course in any environment home workers benefit from the full suite of functionality as though they were in the office. Evonex brings all your staff together on a single communications platform with easy to use Directories, Group Voicemails, Fax to Email, Instant Messaging and Presence.

- ✓ Intuitive user portal and call features at your finger tips
- ✓ HD voice and video capability
- ✓ Full compatibility with leading Cisco handsets
- ✓ Flexibility to use an approved range of other popular hosted handsets
- ✓ Strong Hot Desking and Call Park features
- ✓ Conference - 3 party ad hoc and conference bridge
- ✓ Address books see who is calling and Click-2-Dial straight from your contacts
- ✓ Reception Console with night service override and Drag and Drop for easy call transfer
- ✓ Functionality that is equivalent to, if not superior than, the leading on premise IP systems

Features & Applications

The Evonex platform is a future proof, feature rich, fully supported hosted telephony solution built on highly resilient, patented, super reliable technology that is easy to use and manage. It has a range of market leading applications designed to make your everyday communications experience highly effective in the fast moving world of business.



Call Recording

Choose what to record; all calls, percentage of calls, inbound / outbound. Calls can be stored for up to 6 months. (Auditable records of call recordings are kept online indefinitely). Authorised administrators can search, playback, download and delete.

Hunt Groups & Call Queue Management

Automatically schedule time-based routing plans and personalised messages. Manage up to 50 queues, edit queue durations and volumes, manage what happens next and enable manual override for system administrators to move calls up, down and out of queues.

Click to Call & CRM Integration

Improve efficiency with screen pops and click to call. Evonex is designed to plug straight into the leading CRM systems and business applications.

Presence & IM

The desktop application provides presence as standard and enables you to add contacts, speed dial numbers and make, answer, transfer, park and hang up calls with ease.

Call Management

Manage your calls with the easy to use desktop application which shows your phone activity for the day, so you can always see what calls you need to return, what voicemails you need to listen to and what Instant Messages and alerts you need to respond to.

Business Continuity

Ensure you still get calls even when your connection is down with a failover number activated via the portal, using any device with an internet connection or using a standard telephone connection and PIN.

Reception Console

Drag and Drop makes it easy to transfer calls to users, groups or directly into a conference and eliminates the need for extensive user training. Agents can monitor call queues, prioritise important callers and override night service.

Manage Contacts

Manage personal and company address books, access call history; inbound, outbound and missed calls and save time with click to call.



Lockdown Solutions

There are 3 different **lockdown solutions** that are available for customers:

Evonex

We can provide a Security & Lockdown Alarm feature that is built in as standard and free to use. This is an essential feature for events requiring lockdown, such as threats or other security incidents. It enables your school to broadcast unique visual alarms and distinct audio alerts to your devices, in line with Ofsted.

This also pairs with our in-built paging system that allows anyone to broadcast messages to all phones in the school. This is a great tool for sending out information or emergencies. Delivered by the Handsets Speaker. This can be done in a manor of different ways from Paging Specific Groups of Extensions to School Wide.

This is available on all licence types including the classroom licence.

Features & Applications

Barge

You will hear both sides of the conversation, and both sides will hear you.

Monitor

You will hear both sides of the conversation, but neither side will hear you or will even be alerted to the fact that the call is being monitored.

Whisper

You will hear both sides of the conversation, and the internal user will hear you although the 3rd party will not. The 3rd party still doesn't know the call is being monitored.

Barge, Monitor, Whisper

Allows Customer Administrators access to Barge, Monitor Whisper within a specific set group of users.



Algoswitch

This is a wired solution that acts as a Tannoy system, it comes with an inbuilt Microphone that is built in for 2-way conversations. One the whole it is a great solution that factors in Emergency Planning and keeps in line with Safeguarding and Polices should there be a threat to the School. The only issue is this can be very expensive. They will need a cat 5 point for each speaker).

Alterex

This is wireless so doesn't need the cabling infrastructure, but you can only use the speakers for lockdown/security there is no microphone available, and the batteries must be changed every few years so that must be factored into costs.

Wallboards

The Evonex wall boards display call statistics across a group of phones, allowing Call Group members to monitor activity and respond to performance issues. Statistics can be displayed on any web-enabled and connected device.

Wall boards provide teams with a view of how they are performing, the number of callers in the queue and past activity, which can highlight when additional members may be required to login to cater for busy times.

Wallboards display near real-time call statistics across a group of phones, allowing Call Group members to monitor and manage call level performance.

- ✓ **Inbound calls** - answered calls, lost calls, queued calls and ring duration by group or individual users
- ✓ **Outbound calls** - average duration and maximum duration by group or individual users
- ✓ **Queued calls** - average queue time, maximum queue time, queue limit breaches, timeouts, callers in queue

With Wallboards you can view performance statistics from your desktop or mobile device. They provide an essential insight into your call activity and help you manage the system even when you are away from the office.



Seamless Microsoft Teams integration

Evonex enables you to deliver a phone system that integrates with the Microsoft Teams environment whilst keeping all its handy telephony features.

Collaboration is key and the Evonex Teams Voice Licence, enables you to connect your telephony platform with your Microsoft Teams environment, smoothly and efficiently.

An easy-to-use management tool enables you to benefit from the features of telephony integrated into your MS Teams environment, increasing efficiency with a single platform for collaboration and calls.



Simplicity and ease of integration

SCG manage the integration for you and you retention all your existing numbers.



Functionality

World-class collaboration features offered by Microsoft Teams, bolted onto the full PBX functionality from Evonex, enriches the user experience, offering telephony features, Insights reporting and the ability to fully record calls.



MS Teams and SCG.
Best of both worlds.



Resilience

Bespoke dynamic failover for managed devices means that if Teams is unavailable, you can still use your full telephony communication platform. All of your routing can be done via the platform giving your business a full uptime scenario and independent self managed diverts at user level.



Our commitment to service & support

SCG are committed to delivering the highest level of service to our customers.

We're here to support you whenever you need us. Our dedicated Technical Team provides a fast and friendly service for all our customers.



Support

We support you all the way. Our dedicated Technical Support Team provide a fast, friendly and accurate service for all our customers.

- ✓ Comprehensive setup and configuration guides covering all aspects of the platform
- ✓ A focus on continuous improvement and development
- ✓ A dedication to listening and responding to customers' needs
- ✓ Pride in offering intelligent and responsive support



MS Teams Integrations

Our specialists are fully trained and able to provide you with all the information you need about integrating your telephony into your MS Teams environment and MS Teams voice licensing.

Qualified Professionals

Our staff are fully trained in Evonex through regular courses to become certified in the sales, provisioning and installation of Evonex.

Ease of use

A library of collateral and videos are available to help train users and demonstrate features to new users.

Installed and Configured

SCG will ensure your system is configured to meet the requirements of your business including helping with setting up and training on using scheduling and DDI routing, Auto Attendants and queuing, call barring and fraud prevention.



Handsets



Cisco IP Phone 6851

Budget-friendly, business-grade VoIP

Designed with enhanced affordability in mind, the Cisco 6851 delivers reliable, business-grade audio, Gigabit Ethernet integration and power over Ethernet support. Combining an attractive new ergonomic design with "always-on" reliability and secure encrypted communications.

USER FEATURES

- ✓ 3.5" 396x162 pixel Grayscale Display
- ✓ Headset Port
- ✓ 10/100/1000
- ✓ x4 Programmable line/ feature keys
- ✓ Ergonomic design



Cisco IP Phone 8841

Voice communications that boost productivity

The Cisco IP Phone 8841 increases personal productivity through an engaging and powerful user experience. The IP Phone 8841 combines an attractive ergonomic design with wideband audio which delivers crystal clear voice communications.

USER FEATURES

- ✓ Screen 5" 800x480 pixel Colour Display
- ✓ Headset Port
- ✓ 10/100/1000
- ✓ x10 Programmable line/ feature keys
- ✓ Full Duplex speaker phone



Cisco IP Phone 8851

Share experiences with desktop and mobile

The IP Phone 8851 delivers highly secure, easy-to-use, mission-critical, comprehensive VoIP communications and telephony feature integration with your personal mobile devices for your entire organisation. It also offers flexible deployment options.

USER FEATURES

- ✓ Screen 5" 800x480 pixel Colour Display
- ✓ Headset Port
- ✓ 10/100/1000
- ✓ x10 Programmable line/ feature keys
- ✓ Full Duplex speaker phone
- ✓ Supports Expansion 8000 Modules

Handsets



Cisco IP Phone 8865

Affordable, high-quality desktop HD video

Deploy mission-critical, high-definition video and comprehensive VoIP communications for your entire organisation. The Cisco IP Phone 8865 is affordable, highly secure, easy to use, and integrates with your personal mobile devices.

USER FEATURES

- ✓ Screen 5" 800x480 pixel Colour Display
- ✓ Headset Port
- ✓ 10/100/1000
- ✓ x10 Programmable line/ feature keys
- ✓ Supports Expansion 8000 Modules
- ✓ One touch 720p HD Video

Cisco IP Phone 8800 Key Expansion Module

Simplify communications while extending investment

Designed for receptionists, administrative staff, managers, and executives, the Cisco 8800 expansion module simplifies communications with single-button access to the people and features your staff use most.

USER FEATURES

- ✓ 18 physical programmable LED line and feature keys
- ✓ Send-page key provides 18 additional line and feature keys
- ✓ Connect up to 3 modules
- ✓ Graphical, backlit, high resolution colour display



Specifications



Standard Features

Feature	Description
3-way Call	Bring colleagues into your call
Address Book	User shared and company address books
Broadcast	Make an announcement across a group of handsets
Business Continuity	Network failover setting at user level
Busy Lamp Field	Busy lamp field line monitoring
Call Alias	Outbound calling using alias
Call Barring Policies	At user and company level
Call Divert	CD always, CD busy, CD no answer
Call Forwarding	CF always, CF busy, CF no answer, CF sequential, CF parallel, CF overflow PSTN, AA CQ, VM
Call History	Calls made, calls received, calls missed, call search
Call ID Blocking	Anonymous calls, anonymous divert, anonymous reject, anonymous divert to voicemail
Call Park	Call park, call unpark bay
Call Pick Up	Call pick up, group pick up, call pick-up redirected
Call Recording	Call recording, retrieval, download and storage
Call Reporting	Report on individual call activity or create call groups to report on
Call Transfer	Call transfer announced, call transfer blind
Call Waiting	Call waiting
CLI Presentation Option	CLI selection on outbound calls
Click to Dial	Click to dial from your PC
Directory	Directory with company, private and external contacts
Fax to Email	Receive faxes as email
Instant Messaging	IM service with Presence
Mobile Twinning	Mobile to desk phone
Music on Hold	Music on hold, store up to 999 tracks

Feature	Description
Number Presentation	Set an alternative number that members of the public see when a call is received from the company network
Pin Protected	Dialling Pin protected outbound dialling
Presence	Presence status and away when idle
Reporting & KPI	At user, group and company level
SMS	Send SMS messages from your desktop
Time Based Routing	Time based routing, multiple calendar/schedule, call management planner
Video Call	On selective handsets only
Voice Mail	User VM, group VM, VM to email by user or group, directed VM, VM to SMS
Web Portal	Web portal access, user and administrator levels

Optional Applications

Feature	Description
Auto Attendant	Auto attendant
Call Queues	Call queueing
Conference Bridge	Conferencing facility
CRM Integration	CRM CTI integration
Mobile App	Mobile app
Reception Console	Drag and drop call management
Wallboards	Call overview, inbound calls, outbound calls, agents inbound calls, queued calls



Evonex is one of the most feature rich hosted telephony solutions on the market with a proven heritage of functionality. Importantly it's intuitive and easy to use and just as easy to manage. The platform provides complete flexibility and is future proof as well as providing security and business continuity.

Provided on a subscription service, your telephony is hosted and supported by us, leaving you free to run your business. Evonex has all the features and power of a traditional business telephone system but is hosted in our cloud and you don't need any specialist knowledge or skills to make the most of all the features the system provides.



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