



Digital Office Telephone System (DOTS)

The most complete and professional telephony solutions for small and medium sized businesses.

About DMC

DMC specialise in data networking, IP telephony and electronic messaging solutions for business.

Established in 2003, we have offices in Manchester and Edinburgh and customers across the United Kingdom and Republic of Ireland.

Our Communications Solutions comprise products and services to help your business get the most out of convergence.

By bringing voice and data together over a single IP network, we can significantly reduce or eliminate your voice call costs, introduce you to new and innovative ways of working and provide you with flexible, future-ready telecommunications.

We are committed to providing solutions that leverage open source and standards-compliant software and hardware and are constantly developing our products and services to meet the ever changing information needs of our customers.

So whatever your business and whatever your stage of development, choosing an IP solution from DMC will give you a powerful, flexible and cost-effective business communication tool.

Digital Office Telephone System

For small and medium sized businesses who require cost-effective, state-of-the-art telecommunications, we have developed DOTS - our Digital Office Telephone System.

DOTS provides your business with a fully featured PBX server creating a private telephone network for your organisation.

The system not only handles VoIP lines, it may also seamlessly terminate lines from the Public Telephone Network (e.g. PSTN / ISDN / GSM).

Local and remote access

Agents may access the system from telephone extensions installed locally at your offices or remotely from across the Internet. Agents located in different geographical places may talk to each other for free and receive or make outbound calls through the system.

Outbound calls

Outbound calls may be least-cost routed allowing you to benefit from extremely low call charges offered by the many different VoIP providers.

Many offer call charges as low as 1.5p per minute for UK national calls and calls to international destinations including Europe and the U.S. Calls to other organisations that use one of our VoIP products are completely free as are calls to users of our partner VoIP providers.

Incoming call handling

Incoming calls may be routed to individuals or groups of agents or handled by an Automated Responder such as an Interactive Voice Menu (e.g. "Press 1 for sales, 2 for customer services ...") or recorded message. Calls to different incoming numbers may be routed differently. Dynamic routing decisions may be made automatically based upon the availability of agents, volume of calls, time of day / week etc.

Forwarding calls to mobiles

If all agents are busy, or there is nobody in the office, incoming calls may be automatically forwarded to an alternative phone number (e.g. a mobile telephone).

Caller ID

If the caller id is available, it will be presented on the display of the telephone handset so that your agents can see who is calling and prepare themselves before they take the call.

Transferring calls / Music on hold

As you would expect, calls may be put on hold and transferred seamlessly between local and remote agents. When calls are put on hold, an informative message or music from an MP3 file may be played to the waiting caller.

Voicemail

Voicemail boxes may be provided for each agent or department. Different recorded messages may be played depending upon whether an agent is on another call or away from their desk.

Agents have the option to record their own personalised messages on the fly.

When a caller leaves a voicemail message, a recording of the message may be sent to the agent by e-mail. Alternatively, agents may dial into the system from outside to check their voicemail messages.

Conference Calls

The system offers flexible conference calling functionality. Conferences are easy to set up and callers may direct-dial the conference from outside the organisation or be transferred to a virtual conference room by an agent.

Instant Messaging

DOTS includes an integrated instant messaging (IM) system that allows agents to send instant text messages to each others computer screens.

This is particularly useful if an agent receives an important call for a colleague who is already on another line. They may subtly alert them to the call by sending an instant text message.

The IM client may be installed on Windows, Linux or Mac computers. It includes great features like a spell checker, file transfer and custom status messages. It is a great alternative to using an un-secure consumer IM network and is free from distractions like advertisements and games.

The IM client integrates with the telephone system providing the following features;

- On screen incoming call notification including the caller id presentation,
- Online presence indicator that is updated when a user is on the phone,

- Agents may easily dial each other or outside lines using the "Call" button.

Audit trail

All calls made and received are logged to a central database so you can check up on individual calls, compare telephone bills and gather statistics of telephone usage.

All or selected telephone calls may be recorded and archived on the server.

Extensibility

All our systems are open source and standards compliant which means that we or any third party can easily extend them to integrate with your other information systems. For example, we could lookup a customer account in your CRM database when we receive a call from their phone number or file away a phone call recording in your document management system.

Excellent Value

DOTS systems start from £950.00 + VAT. The systems include all necessary computer hardware, software, telephone equipment and cabling.

The complete system is delivered and configured by one of our engineers and we provide full documentation and training to your users.

Support

The entire solution is covered by a flexible and comprehensive technical support and service package giving our customers peace of mind that their systems will be kept up-to-date and firing on all cylinders.

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