




Connaught
CONVERGED SOLUTIONS

Xelion - keeping your business connected

So communications remain open, even when the office is closed

It's never been more important to stay connected. Or more frustrating.

- ✗ Staff not able to work from home?
- ✗ Poor call response times and frustrated customers?
- ✗ Ever increasing call charges and constant maintenance for an out-of-date system?
- ✗ Lack of reporting and call data?

Xelion and on and on...

Our customers love Xelion. And so do we. Unlike other cloud-based solutions, all Xelion features are included as standard. So there are no bolt-ons. And no additional charges. Which is how we like to do business.

One Licence.
All Features.
No Bolt-ons.

Xelion can transform the way you work with:



FREE calls

Reduce call costs, wherever your staff are working



Call Routing & Scheduling

Route calls to the right place and the right team



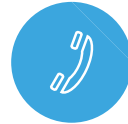
Call Queuing

Position in-queue announcements to improve customer experience



Voicemail/ Voicemail to Email

Enable customers to leave a message so they can avoid waiting on hold



On-hold Messaging

Upload customised messages to keep customers informed and in the loop

Reporting features to make you more productive:



Call Recording & Reporting

Record calls for training and feedback. And automate reports daily, weekly or monthly to keep control of communications.



Listen In/Live

Listen to your team to ensure quality and compliance



Wall Boards

Display real-time visibility on call performance stats for complete transparency

Tech to help you work smarter:



Multi-Devices.

Unlimited devices for your business and staff (desk-phones, cordless phones and mobile apps)

365

Microsoft 365 and Teams integration

Sync calendars and contacts with Xelion and initiate calls through Teams



Softphone & Mobile App

Intuitive softphone and app for staff isolating, working remotely or working on site



Presence

Instant visibility of all colleagues to identify location and availability

“ *The remote access was an unexpected benefit and we certainly never expected to have to run a business on it! But it's been an absolute lifesaver for the business.* **”**

Xelion benefits really do go on and on.
Get your telephony off to a great start and get in touch today.

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