



Experience Communication like  
Never Before with Cloud-Based  
Solutions from Acefone



Acefone is a cloud-hosted phone service with the most cost-effective plans for customers in the UK. Acefone comes with various capabilities for communication that can be accessed from anywhere through the Internet.

Our cloud-based communication solutions can be used for personal as well as business purposes. And you can easily administer the calling process with complete control over the different configurations and the budget. In addition to this, call monitoring feature leads you to powerful business results.

You can also customise the portal with various featured options to keep your communication system in line with the business needs. For that, you just have to tell us about your communication requirements, and we deliver accordingly. We provide complete help in setup and customisation.

In Acefone solutions, we have compiled a set of features that cover all your needs to make sure your experience with us should be different as well as better in every sense.



## Tailor-Made Features

Acefone provides various industry-specific features that you can choose from as per your communication needs.



## Application Integrations

The solutions from Acefone allow you to have several third-party application integrations that enhance the overall performance many folds.



## Business Continuity

A steady communication ensures business continuity, and the cloud-based solutions from Acefone make a high performing communication platform.



## Low Cost

Enjoy the benefits of low calling cost and experience the high quality of cloud telephony. You have all the flexibility to pick a plan that suits you best.



## Transparent Billing

Our billing process is very transparent, and we make sure our customers should not face any issue while using our services.



## Power of Cloud

Cloud-based calling is a forward-looking technology that makes it a versatile communication solution for personal as well as business uses.



## The Solutions from Acefone Come with Rich Feature Sets that Address Your Communication Needs

- Hosted Phone System
- Contact Centre
- Free Phone Number

## Hosted Phone System

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Cloud-hosted phone system uses VoIP to complete a call over the internet. The hosted phone from Acefone is a complete communication system that is well-equipped to make all kind of communication easy and efficient. The rich feature sets of hosted phone systems make it more relevant over the traditional set up for better user experience. Hosted phone system comes with a capability to deliver high voice quality even on low bandwidth.





## Contact Centre

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The contact centre solutions from Acefone are meant to make customer-agent conversations highly result-oriented and customer-centric. Acefone compiles the most relevant features to make a highly productive interface for call centres. The detailed reports of contact centre solutions provide insights that further help in enhancing the overall productivity. It also works with call analytics that uses the customer data efficiently.

## Free Phone Numbers

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Free phone numbers bring brand equity to your business and also make it highly accessible and reliable for the existing and impending customers. You can earn more credentials for your business by enabling your customers to connect to you without incurring any charge. Free phone numbers come with a user-friendly portal to track all the details related to every incoming call. The insights coming from the data help in taking some informed decisions for your business.



# Why You Should Choose Acefone?



## Call Forwarding

This feature helps you forward the calls to any number immediately. The call routing process is precise and speedy, ensuring no delays.



## Call Transfer

Call transfer feature allows you to connect with any other number without any hurdle. You can transfer your ongoing calls to any number or extension.



## Call Monitoring

Our portal depicts all the details about the ongoing calls and makes sure that you get clear ideas about every call activity.



## Training & Support

We provide complete training and support to our customers so that you can use our communication solutions without any obstacle.



## Voicemail to Email

If an incoming call is missed, the caller can leave a voicemail. You can also receive it on your email to track the caller's message.



## HD Voice

Acefone ensures HD voice quality for its users, even on low bandwidth. So, you experience a high-quality voice even in unfavourable situations.



## Call Group

This feature allows you to call a group of people simultaneously. You can easily add multiple numbers of people by just pressing a button.



## Call Recording

Call recording feature allows you to revisit the recording of previous calls. All the calls are saved in the HD voice format.



## Integration Suite

The Acefone portal can easily integrate with various third-party applications such as Zoho, Zendesk, Salesforce, and Gsuite.



## Multi-Level IVR

You can also integrate a multi-level IVR to receive your callers automatically. We provide complete support for IVR integration.

# Other Unavoidable Reasons to Go for Acefone

- ▲ 24x7 Support
- ▲ 2 hours setup time
- ▲ Bespoke solutions
- ▲ Option to select geographical number
- ▲ Economical pricing
- ▲ Onboarding
- ▲ Short term contract starting from 12 months
- ▲ Free Calling for 1 month
- ▲ Integration with multiple software
- ▲ Multiple plans to choose from

# Features Based on Customer Needs



## Maintain and Customise Privacy

- ✓ Call Announce
- ✓ Call Screening
- ✓ Set Caller ID
- ✓ Caller ID Block
- ✓ Do Not Disturb



## Give Your Customer Service an Edge

- ✓ Call Continuity
- ✓ Call Logs
- ✓ Call Queue
- ✓ Call Waiting
- ✓ Dashboard
- ✓ Simultaneous Ring
- ✓ Call Hold
- ✓ Call Park
- ✓ Call Recording
- ✓ Click-to-Call
- ✓ HD voice



## Make Your Business A Personalised Affair

- ✓ Admin Portal
- ✓ Follow Me
- ✓ Main Company Number
- ✓ Free Phone Number
- ✓ Virtual Mailbox
- ✓ Voicemail
- ✓ Caller ID
- ✓ Local Number
- ✓ Music On Hold
- ✓ User Portal
- ✓ Virtual Receptionist



### Save Your Time and Money

- ✓ Call Blocking
- ✓ Click-To-Dial
- ✓ Call Conferencing



### Work on the Move

- ✓ Call Forwarding
- ✓ Cell Phone Integration
- ✓ Paperless Fax
- ✓ Voicemail to Email
- ✓ Call Flip
- ✓ Desktop App
- ✓ Never Miss a Call
- ✓ Work from Anywhere



### Work with Collaboration

- ✓ Call Group
- ✓ Conference Bridge
- ✓ Call Monitoring

We'd Love to Get in Touch with you

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