



# eve.

EXCEPTIONAL • **VOICE** • EVERYWHERE



TELECOMS AUDIT<sup>®</sup>  
...B U R E A U...

The Telecoms Audit Bureau Ltd was established in 2003 and started life auditing the telephony of blue-chip companies, followed by advice on efficiencies and solutions. As we have evolved and become suppliers ourselves, delivering high quality telecommunication solutions to business customers, we have grown to become a premium communications provider with over 1,500 customers, all across the UK and Europe.

Our product portfolio has expanded to include mobile and IT solutions, so we can now cater for every business communication requirement. Our team is constantly expanding and is dedicated to matching our products and services to your requirements. With a dedicated call centre right in the heart of England, you can be sure to be speaking with someone who not only understands you, but who you can

understand. Our team is on hand 24 hours a day, 365 days a year and in the event of you experiencing any issues, you can rest assured that the service you receive will be second to none.

Why eve? With many of our customers wanting to explore the opportunity to move away from an old-fashioned phone system, it was a natural step for The Telecoms Audit Bureau to offer hosted IP telephony and eve provides the best combination of capability, connectivity, features, flexibility and value for our customers.



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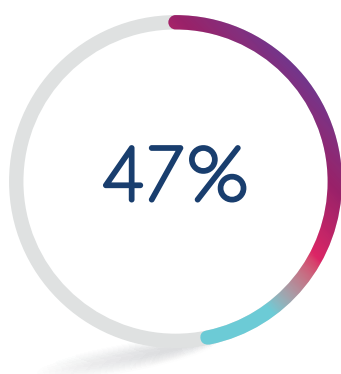
 [twitter.com/tariffaudit](https://twitter.com/tariffaudit)

 [www.facebook.com/TheTelecomsAuditBureauUK](https://www.facebook.com/TheTelecomsAuditBureauUK)

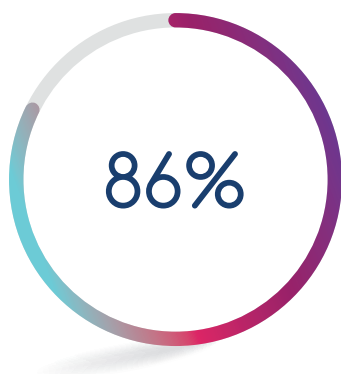
“

More people are discovering it's possible to work effectively from home. My technology makes it possible.

”



In April 2020, 46.6% of people in employment did some work at home\*



Of those who worked from home 86% stated that it was because of the coronavirus pandemic.\*

2020 will be the year to redefine the way that businesses feel about home working and reconsider their options. Enable your team to work from wherever they need to.

\*Office for National Statistics 2020



TELECOMS AUDIT®  
...B U R E A U...

I am an intelligent cloud based  
phone system.

I provide the highest available voice clarity  
on every call, everywhere.

I am highly flexible, uniquely  
straightforward to use and always there.

I bring together all the convenience  
of modern technology into one easy-to-use  
phone system.

Configure me through my intuitive,  
state-of-the-art portal.

Or access me via the desktop or mobile app.

I am

eve

My core platform has the intelligence, scalability and flexibility to allow your business to prosper in the new digitally led business market.

What if my business changes size or location?

Don't worry. My home is the cloud, so your voice will always be heard.

What happens if I can't be reached?

I am everywhere and I am always alert, even when you are not available, I am.

What if I am just setting up my business?

Perfect. I will connect you to your customers from day one, wherever you are.

What happens if I am out of the office?

My integrated app makes it easy to run everything from your mobile phone.

Change happens all of the time, how can I stay on top of it?

My portal is simple to use, so you can carry out moves, adds and changes as soon as they are needed.

I can't reach my office due to unforeseen weather or transport problems.

No problem. I can keep your business working from anywhere you choose and direct your inbound calls there too.

What if I want logging customer interactions to be easy?

I can integrate all of your key systems to allow you to work seamlessly and take control.



Core



Collaboration



Security



Call centre



Integration



Call handling



Number management



Multi-site



Call recording



# features

## Core

My core allows you to make and receive calls, in addition to leave and access voicemail. It provides music-on-hold, as well as hunt groups, so you can use me to support all of your business communications.

## Collaboration

You can collaborate in real time using my audio and video conferencing, plus web based screen sharing. Work together using my group chat function and share or update documents remotely.

## Security

I protect my users from fraudulent activity such as hacking or excessive unauthorised call spends, through a number of measures including Exceptional Call Protection (ECP), audits, password management and no dial through from voicemail.

## Call centre

My call centre functionality provides highly visual wallboard displays and Automatic Call Distribution that evenly distributes calls to queues, recordings or specific agents.

## Integration

My Integration feature works with many different systems. From email communication platforms such as Skype for Business and Outlook, to CRM systems such as Salesforce and Dynamics.

## Call handling

My hunt groups will make sure the right person always answers your call. My call queues play music and hold your callers when people are unavailable to answer the phone immediately, while my custom menus let you direct calls based on the department the caller wishes to contact.

## Number management

If you would rather keep your existing numbers, that's not a problem. I can move your current numbers to my network for you to use however you want. Whether you want a local area, or non-geographic number, I can provide one for your business.

## Multi-site

You can link all your sites together into one phone system, by either using one of my feature packages, or your existing phone system. You will benefit from free calls between them and I can configure inbound numbers to ring where you want them to.

## Call recording

I can make sure you record those all-important calls, no matter which device you use, then access them through my intuitive portal. The process is industry compliant and you can use my data centres to store calls safely and securely.

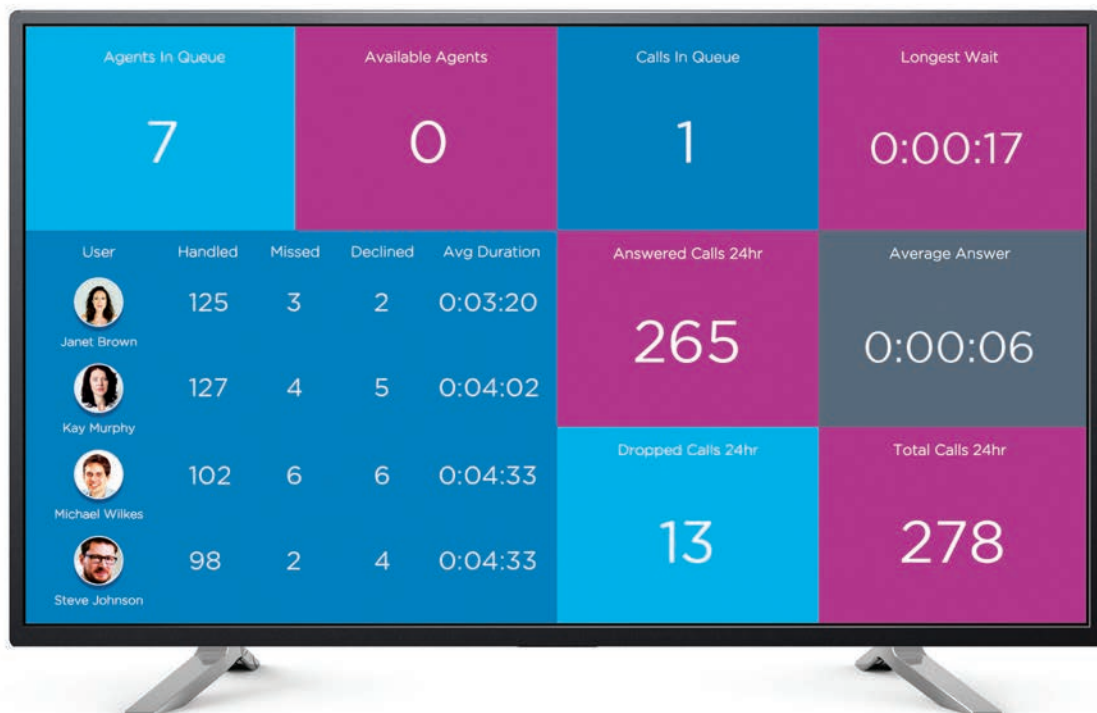
# call centre

Call centre functionality isn't just for traditional call centres. I can provide support for any business where customer service is a priority.

“  
Call reporting in real time.”

My Automatic Call Distribution ensures that the right person picks up calls, every time. I evenly disperse calls to agents or I can point inbound calls to individuals with specific skills.

My highly visual, customisable wallboard displays call statistics in real time, keeping you in tune with your callers' experience.





## Call distribution

Your callers will never face the frustration of reaching an engaged tone. You can use recordings to express comfort messaging, marketing notifications or out of office information during holiday periods. Callers will be reassured that their call will be answered.

“

You can choose whether to route calls to other agents, automatically place callers into a queue or direct them to a recording.”

## Wallboards

“

My wallboards are customisable, giving you freedom to create a bespoke view using my highly intuitive portal.”



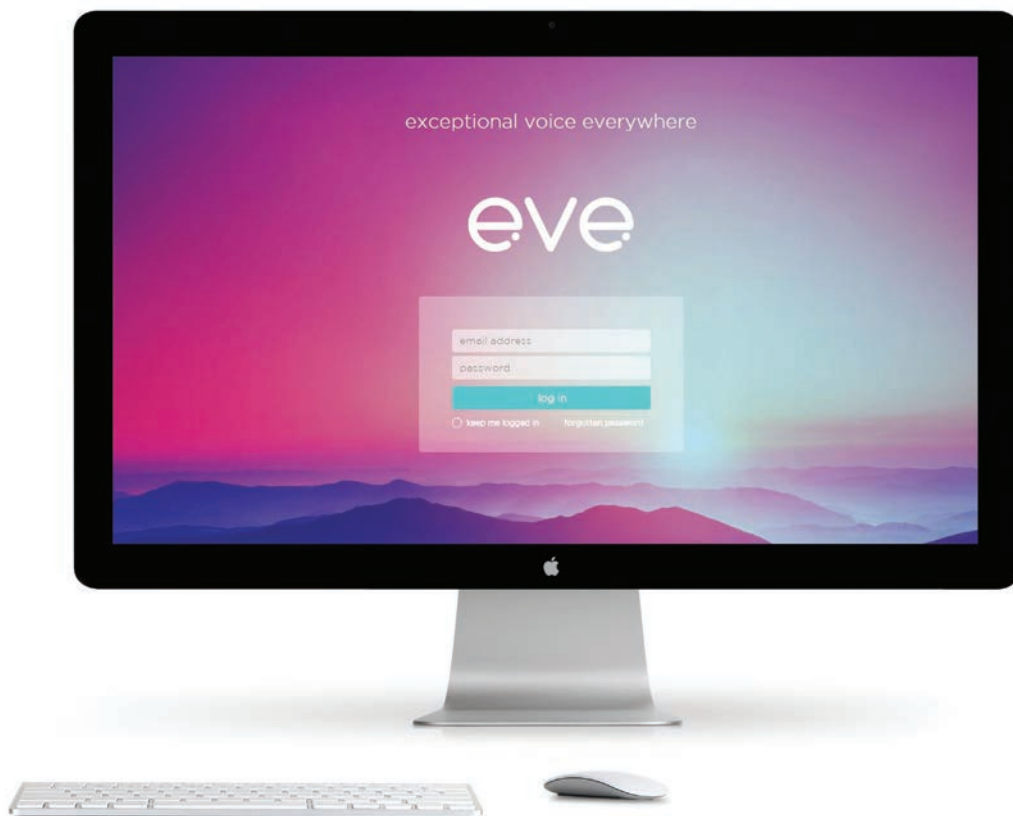




# my portal

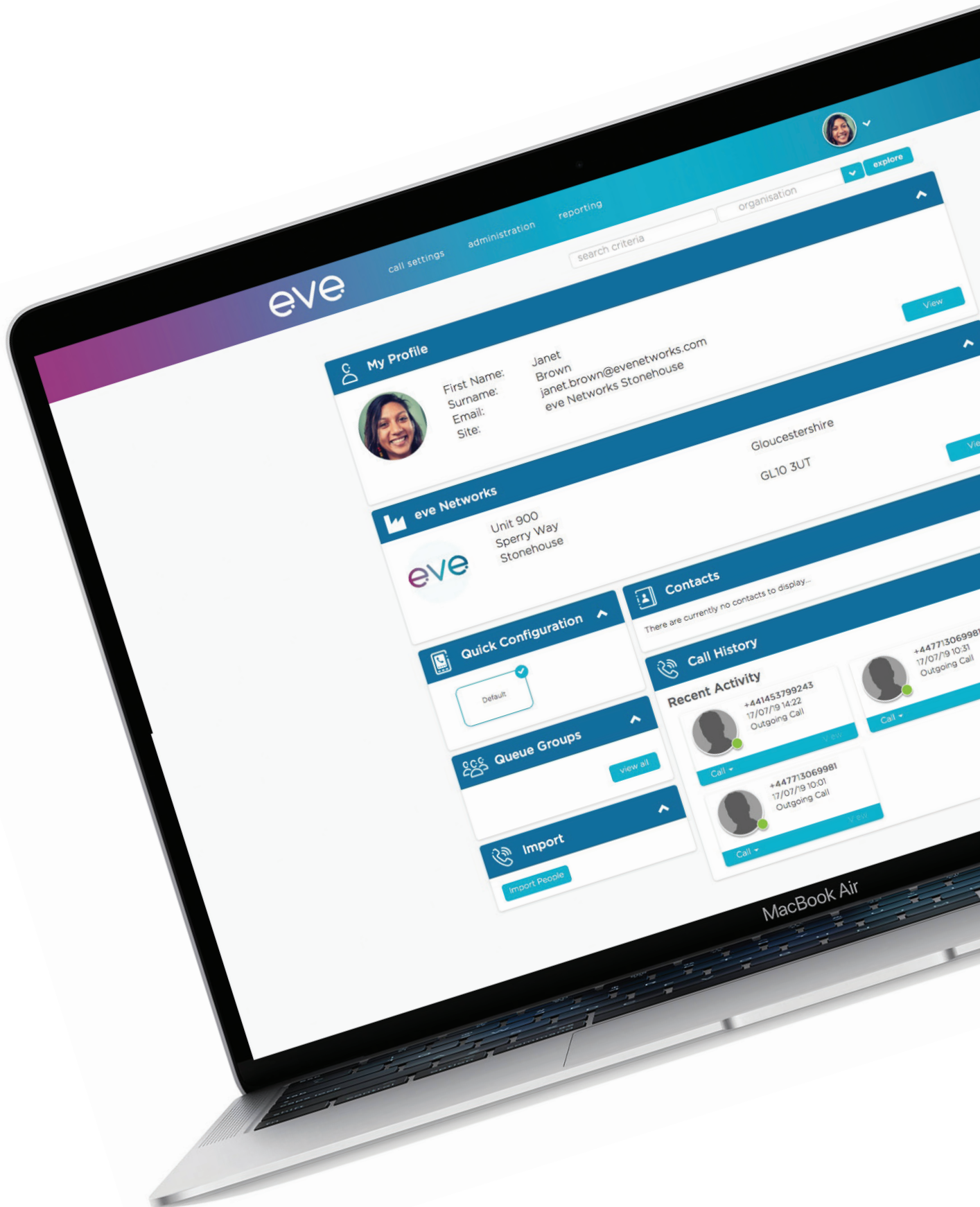
My portal is your gateway to controlling my features to match your specific requirements. It is easy to navigate and designed to be highly intuitive. My designers built the graphics and menus around essential customer requirements.

- How would you like your calls to be routed?
- Would you like to manage your contacts?
- Do you need to set up or amend a hunt group?
- How about reporting on communications activity across your business?
- Do you need to gain access to your call recordings?
- Why not set your availability by updating your current status, to automatically divert your calls?





TELECOMS AUDIT<sup>®</sup>  
BUREAU



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# business continuity

Make sure your business is prepared for everything. With a business continuity plan, you're covered for any event. Whether you can't get into the office because of extreme weather or delayed public transport, or even if there's a power outage, I can allow your business to continue to run smoothly.

“

I will keep you working when other systems let you down, or physical events interfere with your office operations. Trust my intelligence to ensure your business continues uninterrupted.”

Service disruptions or the availability of a single location will no longer constrain your business. Use my portal to configure how you want your calls to be routed and handled in differing scenarios.

By working with my mobile or desktop apps, you can use your smartphone, PC or Mac to stay in contact with your business, wherever you are.



# integration

“

My Integration feature allows you to neatly link your key systems.

”

If your business is focussed on efficiency, I can help you to offer an exceptionally straightforward user experience. I will bind your key communications systems together to ensure that every interaction you have is flawless.

I can search your integrated systems so you will quickly see who's calling and display their CRM record. I'll update your Skype for Business presence automatically when you are on a call and enable click-to-dial, so you can easily initiate a call from within a webpage or other application.

I can integrate with multiple systems. Below are some of the systems I can integrate with, although it's not limited to these:

- Microsoft Dynamics
- Patient Connect
- Salesforce
- Sage
- Skype for Business
- Zoho CRM
- Oak Patient Connect
- Sugar CRM

# security

“

Telecommunications fraud has become a multibillion pound global problem, which is funding crime and terrorism. I can help to make sure you are not the next victim.

”

I protect myself from fraudulent activity, such as hacking or excessive unauthorised call spends, through a number of measures including audits, password management and no dial through from voicemail.

I make it possible to bar calls to certain locations for example international or premium rate numbers.

## Exceptional Call Protection

I am always alert, so call volumes and patterns are monitored and reported against a pre-defined threshold, especially for high risk categories, such as premium rate calls.

When I detect any unusual call activity, I will block any outbound calls from the vulnerable connections. If we agree that fraudulent activity has indeed taken place, we'll ask you to report the matter to the police for investigation.

Fraud is becoming more sophisticated and more common, so my development will need to keep pace. I will be introducing ever more vigilant processes and alerts, to keep you even safer.

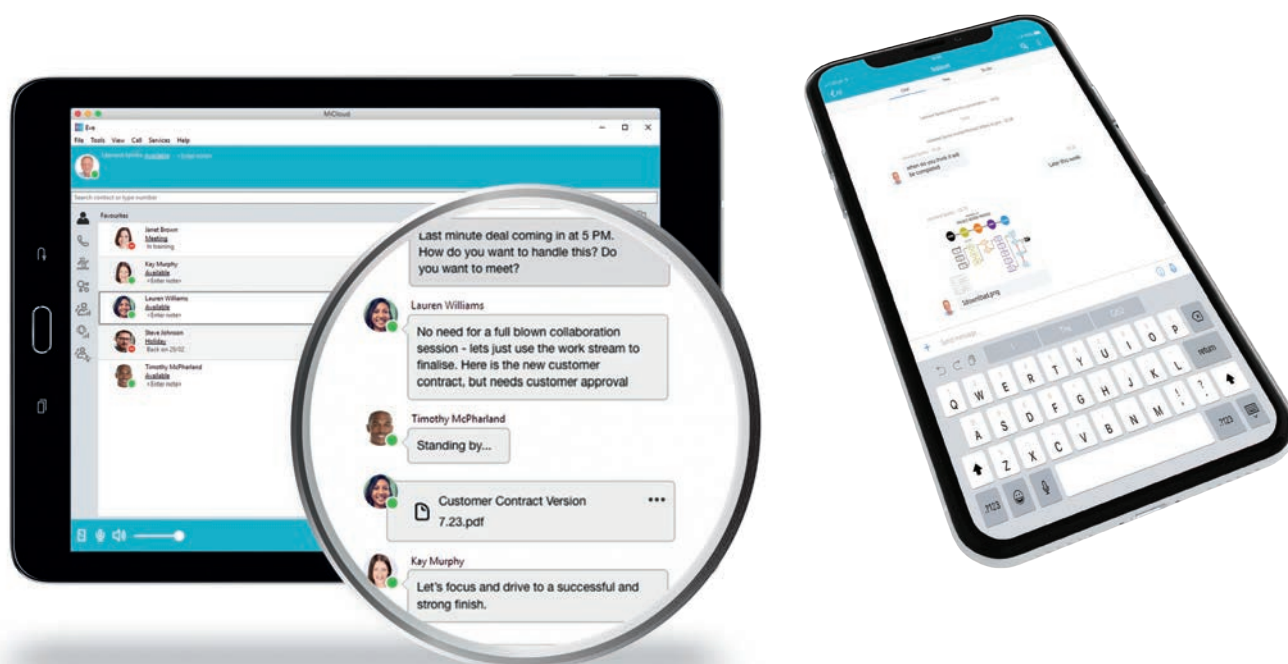
# collaboration

My unified communication features will make collaborating with colleagues, customers and suppliers straightforward, wherever you are.

Ideas and thoughts can be rapidly exchanged and users can interact using my group chat function. Work in progress

can be easily shared, with users commenting and drawing inside the uploaded documents or presentations in real time.

My Collaboration feature is fully supported on both the desktop and mobile app, so you can work together, wherever you are.



“

By using my Collaboration feature, you can work with both internal and external users in real time, through audio and voice conferencing and web based screen sharing.

”







# desktop phones

If you need to access my features from a desktop phone, I have selected the best handsets for you to use, including Mitel and Yealink.

Do you need mobility but still want a desktop phone? I can also support a range of cordless handsets and headsets.



Mitel 6930



Yealink T40P



Yealink T46



Mitel 6940



Yealink T48



# my apps

Benefit from increased productivity and save money by using my mobile app to access my features on the go, using your smartphone or iPad.

Search your contacts, see who's available, talk to and instant message your colleagues using my smart easy to use interface.

You control where your calls ring, set your current availability or even set your future availability right from your mobile device without needing to log in to my portal.



“

My mobile app lets you use all of my features on the go through your iPad or smartphone.

”



By combining a suitable headset with my desktop app, you can work more comfortably at your keyboard and enjoy all my features from your screen.

# licences

I am eve. Making the decision to buy me could not be more straightforward.  
 Licences will be paid for by one monthly payment that covers all costs.  
 There are just three core licence types to choose from.

	Entry 	Essential 	Everything 
Dial tone	●	●	●
Voicemail	●	●	●
Hunt group capability	●	●	●
Music on hold	●	●	●
Exceptional call protection	●	●	●
Call recording	▲	▲	▲
On-demand call recording		●	●
Chat			●
Group chat			●
Availability			●
1:1 Collaboration			● ■
Team Collaboration			▲ ■
Integration	▲	▲	▲
Access to my mobile app and exceptional voice everywhere	▲	▲	●
Access to my desktop app		▲	▲

- Included
- ▲ Additional charge
- To be enabled at company level

A woman with long brown hair is sitting on a couch, holding a white mug. She is looking down at a laptop screen in front of her. The background is a blurred indoor setting with warm lighting. The text "work from anywhere" is overlaid in the top left corner.

# work from anywhere

- Access your address book
- Video and audio conference
- Record and store your calls
- Easily integrate your CRM







eve