

# Introducing inTOUCH Powered by netsapiens

NEW

We are delighted to announce the launch of inTOUCH, our own Unified Communications (UC) solution built on a globally recognised platform. inTOUCH is powered by netsapiens, one of the top 5 providers of UC worldwide.



Fully customisable | Business enterprise grade | Feature rich | Scalable for all business sizes  
Multi-use platform | Complete communications, collaboration & contact centre - under one roof



Call 0345 565 1767 or email [info@intecbusiness.co.uk](mailto:info@intecbusiness.co.uk) to discover more.



**Please call 0345 565 1767 or email  
info@intecbusiness.co.uk to discuss.**



The dashboard displays the following metrics:

- Average Wait Time - 2 Hours:** 00:40 (Gauge chart showing a yellow arc representing approximately 40% of the scale).
- Agents Idle:** 2 (Bar chart showing a single bar with the value 2).
- Longest Wait - 24 Hours:** 00:46 (Bar chart showing a single bar with the value 00:46).
- Agents Online:** 26 (Bar chart showing a single bar with the value 26).
- Active Calls:** 42 (Bar chart showing a single bar with the value 42).
- Calls Handled - 2\_hour:** 746 (Bar chart showing a single bar with the value 746).

Fanvil X4U  
Mid-Range Gigabit IP Phone

## FEATURES

## Multiple geographic dialling codes

User admin portal

Secured and fully managed platform

Deskphone

## Intelligent call routing

Unlimited calls to  
UK standard landlines & mobiles

## Analytics and reporting

Soft Client for desktop and mobile app

## Voicemail to email

## Multi-site set up and management

Call recording\*

## HD conferencing

## Contact centre solution

### Professional music on hold and greeting message

## Teams collaboration

Live reporting / software wallboard

4

**inTOUCH  
Professional  
(£24.99/month)**

inTOUCH  
Flex

Full solution design.

Assistance with  
internal application  
integration CRM, accounts  
etc.

Professional services.

Contact us on  
0345 565 1767 or email  
[info@intecbusiness.co.uk](mailto:info@intecbusiness.co.uk)  
to discuss your  
perfect solution.

## Standard

## Enhanced



\*Fair usage policy applies. All prices subject to VAT.