

PhoneLine+

Elevating Business
Communication



PhoneLine+

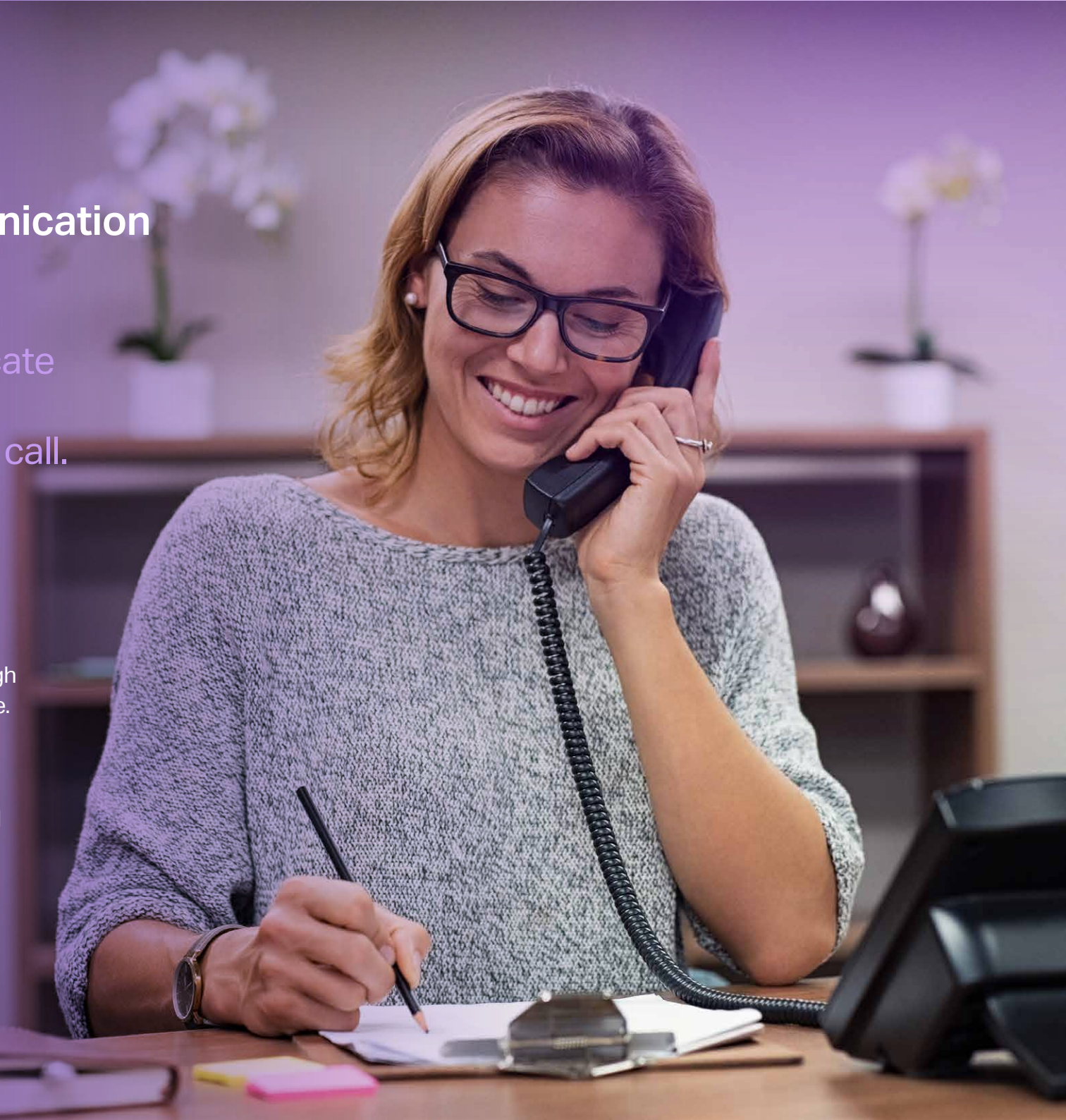
Elevating Business Communication

The way businesses communicate with their customers is rapidly evolving beyond a basic phone call.

Today, customers expect seamless interactions across various platforms, including WhatsApp, SMS, over the phone, webchat, and more.

For small businesses, being nimble and responsive across these channels is essential to maintaining high customer service standards and staying competitive.

At the same time, business staff need a consistent experience across all their devices, whether in the office, at home, or on the go. Staying connected and responsive is crucial to delivering an efficient and professional customer experience in today's fast-paced world.



Save time and give your customers control with PhoneLine+

Enable seamless communication and enhance business efficiency with **PhoneLine+**, a purpose-built telephony platform for micro-businesses.

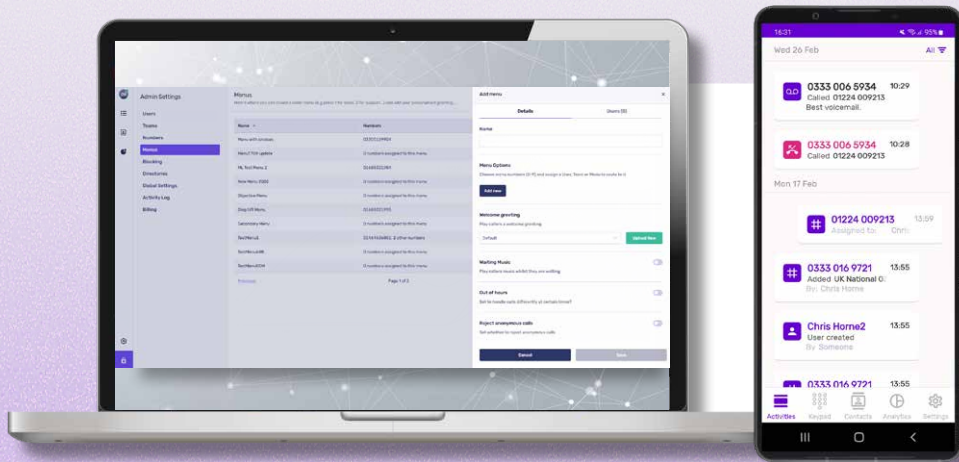
Key Benefits

As a competitively priced and simple hosted VoIP solution, PhoneLine+ is ideal for micro-businesses seeking an alternative to traditional legacy landlines or fixed phone systems.

It supports essential telephony features and core phone system functionality, accessible on a range of devices, including IP Handsets, PCs, laptops, tablets, smartphones, and existing analogue handsets using ATA devices. **PhoneLine+** ensures flexibility and affordability for every business.



Apps & clients



Combining advanced call management, flexible licensing, and easy deployment, PhoneLine+ offers a simple, user-friendly interface allowing businesses to easily manage their own communications.

Stay in control, and deliver more with PhoneLine+

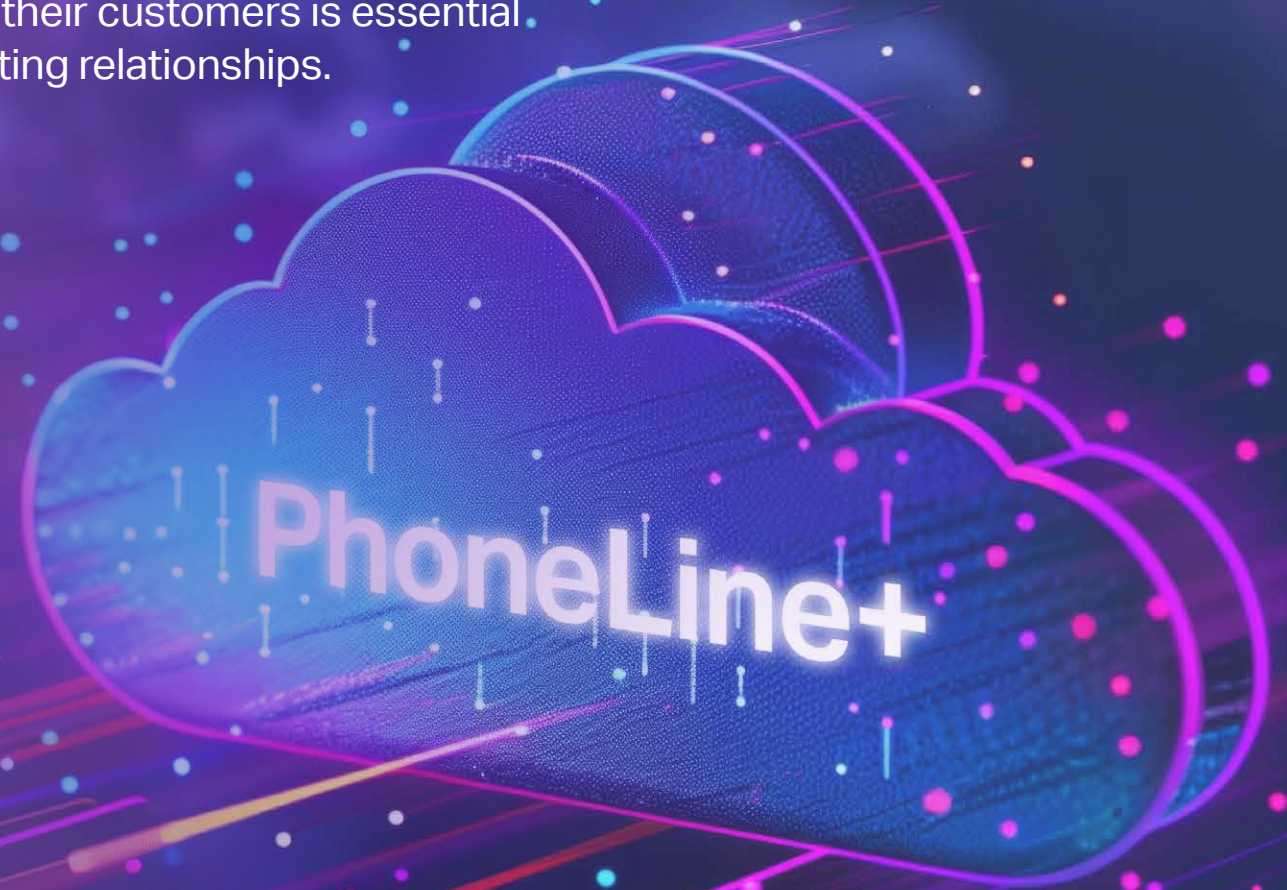
For micro-businesses, staying connected with their customers is essential for delivering excellent service and building lasting relationships.

PhoneLine+ provides the tools to ensure your customers business remains accessible and professional while simplifying their communication.

Designed for small businesses, **PhoneLine+** uses cloud technology to deliver calls over a broadband connection, unlocking advanced call management features without the need for costly infrastructure.

Whether managing customer service, scheduling appointments, or coordinating with their team, **PhoneLine+** keeps your customer in control while saving time.

PhoneLine+ works effortlessly across devices, providing a simple and consistent communication experience that enhances efficiency with minimal disruption.

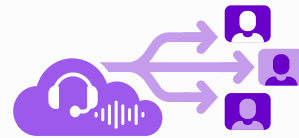


PhoneLine+ Key Features



Activity Feed

Businesses can stay on top of all their communication with a consolidated view of calls, voicemails, SMS messages, and WhatsApp interactions. Filter by activity type or contacts to easily find and gain a holistic view of customer interactions.



Hunt Groups

Ensure no call goes unanswered with hunt groups that distribute incoming calls based on your customers preferred routing method. Giving the option to choose from linear or simultaneous and adding custom schedules to meet business needs.



Number Presentation

Give your customer control over their outbound caller ID. They can choose from multiple numbers to align with branding, support campaigns, and maintain consistency across customer interactions.



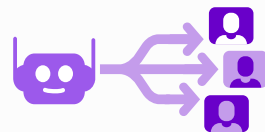
SMS Messaging

Send and receive SMS messages seamlessly through the **PhoneLine+** platform. Ideal for appointment confirmations, quick updates, and staying in touch with customers in real-time.



Call Notes

Add notes during live calls to capture key details and insights. Notes are saved alongside call records, making it simple to refer back or share between teams for streamlined follow-ups.



IVR/Auto Attendant

Businesses can create interactive voice menus to guide callers to the right destination. Use customisable keypad options, welcome messages, and time-based routing to deliver a professional caller experience.



WhatsApp Integration

Respond to customer messages directly from **PhoneLine+** with WhatsApp Business integration. Businesses can view all interactions in their activity feed and ensure prompt responses without switching platforms.



eSIM Support

Offer your customers the flexibility of eSIM-enabled calling, linking **PhoneLine+** to their smartphone's native dialler. This ensures seamless mobile connectivity without the need for additional apps or mobile data.

Call Analytics with PhoneLine+

Elevate Customer Experience

PhoneLine+ offers simple yet powerful Call Analytics to help your customer maintain service levels. With easy-to-read insights, they can track how calls are being answered, analyse wait times, and allocate resources more effectively.

Key Benefits

Monitor Call Activity

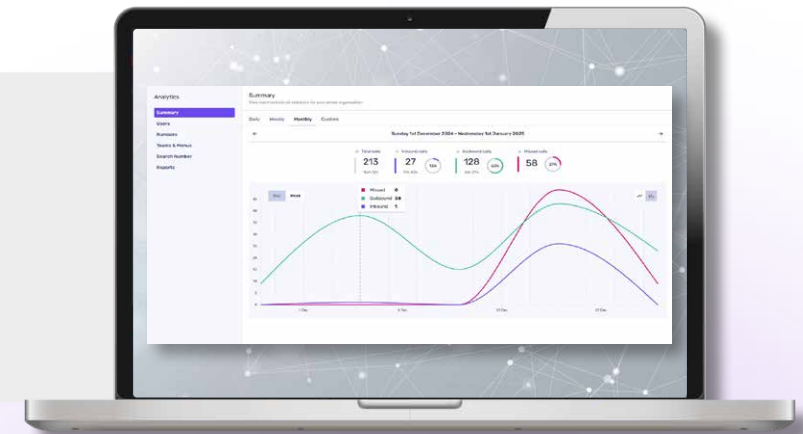
Give businesses visibility into their team's call handling, including unanswered calls, to ensure their customers always receive the best experience.

Track Performance

Help businesses analyse call duration and response times, enabling them to improve efficiency and service quality.

Identify Trends

View data by day, week, or month, so they can spot peak times and adjust staffing accordingly.



Actionable Insight

Downloadable Reports

Generate custom CSV reports for detailed analysis and easy team sharing.

Improve Response Times

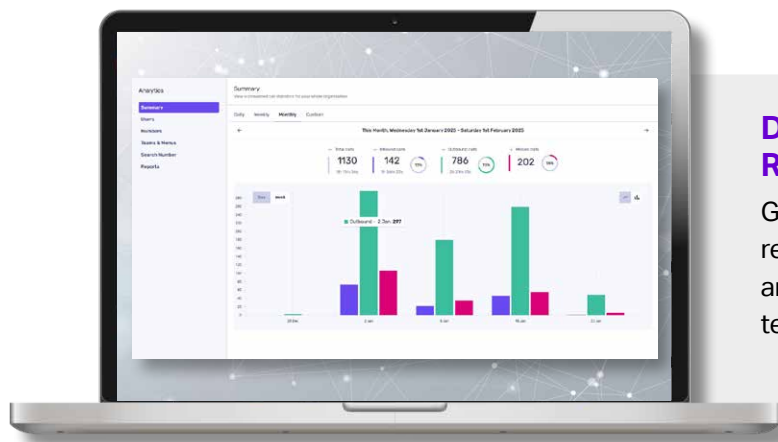
Use data to reduce wait times and provide faster, more reliable service.

Manage Resources

Help businesses anticipate high call volumes and ensure their team is prepared.

Increase Satisfaction

Enable businesses to enhance service levels by understanding call patterns.



PhoneLine+ Secure, Smart, and Seamless

PhoneLine+ is built with security and ease of use at its core, offering Fraud Management and Single Sign-On (SSO) via the Gamma Portal as essential features. These tools ensure that your customer communications remain protected from fraud and your credentials secure.

Built-In Fraud Protection

PhoneLine+ comes wrapped with an advanced Fraud Management system, helping to safeguard your customers from unauthorised call activity.

Customisable Controls & Alerts

Set spend thresholds to capture unusual call activity and receive instant notifications if they are breached.

Call Blocking for Added Security

If spending thresholds are exceeded, calls can be automatically barred to protect against financial loss.

With proactive fraud prevention, PhoneLine+ protects your customers from unexpected costs and security risks, allowing you to focus on growing your business.

Effortless Access with SSO

Forget juggling multiple passwords. PhoneLine+ is accessed with Single Sign-On (SSO) via the Gamma Portal, making access to your customer accounts fast, secure, and convenient.

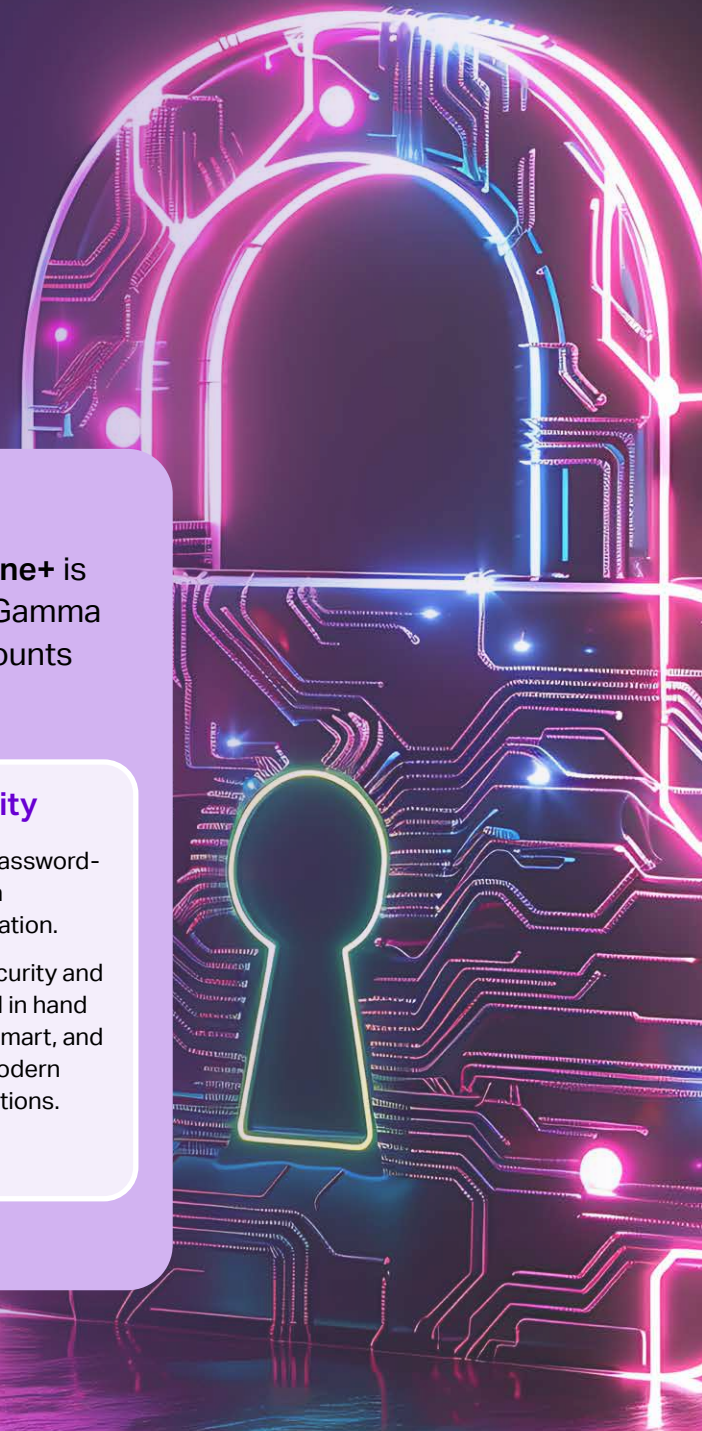
One Login for Everything

Access your customers PhoneLine+ service with a single set of credentials.

Stronger Security

Reduces the risk of password-related breaches with centralised authentication.

With PhoneLine+, security and convenience go hand in hand by delivering a safe, smart, and simple solution for modern business communications.



PhoneLine+ a solution for Micro-Businesses

No matter the customer requirement, **PhoneLine+** offers a licence to fit. From essential calling features to advanced mobility integrations, select the right option to keep their business connected and secure.

PhoneLine+

STANDARD



- ✓ Enhanced presence
- ✓ Call Waiting
- ✓ Call Transfer
- ✓ Call notes
- ✓ Account suspension
- ✓ Speed dials
- ✓ Directory download/upload
- ✓ LDAP
- ✓ Withhold Number (full)
- ✓ Activity Feed

PhoneLine+

OFFICE



- ✓ **As per Standard with:**
- ✓ Basic Hunt groups
- ✓ IVR Menus
- ✓ Presentation Number
- ✓ Call Pull
- ✓ Alpha tagging
- ✓ N-Way calling

PhoneLine+

ANYWHERE



- ✓ **As per Office with:**
- ✓ Virtual Mobile Numbers
- ✓ 2-Way SMS
- ✓ eSIM
- ✓ WhatsApp Integration

Includes unlimited calls to UK landlines, mobiles, and select international destinations*

[Click here to see the full PhoneLine+ licenses](#)

*For more information on minutes bundles please check Service Description

Streamlined Operations

PhoneLine+ is built with simplicity at its core, allowing you to create new customers quickly and in real-time, either via the Gamma portal or by integrating it into your existing processes via its full suite of APIs.

Easy Onboarding via the Gamma Portal

Through the Gamma Portal, you can create a new PhoneLine+ customer in just four easy steps:

- 1 Choose a plan
- 2 Enter the customer details
- 3 Add a telephone number
- 4 Select a contract length

Once completed, the customer will automatically receive an email to verify their account, download their apps/clients, and start using the service.

Seamless Automation with APIs

API's can be used to fully automate the creation and management of your customers, without the need for any manual processes.

By integrating PhoneLine+ into your customer onboarding journey you can ensure that your business is maximising its resources.

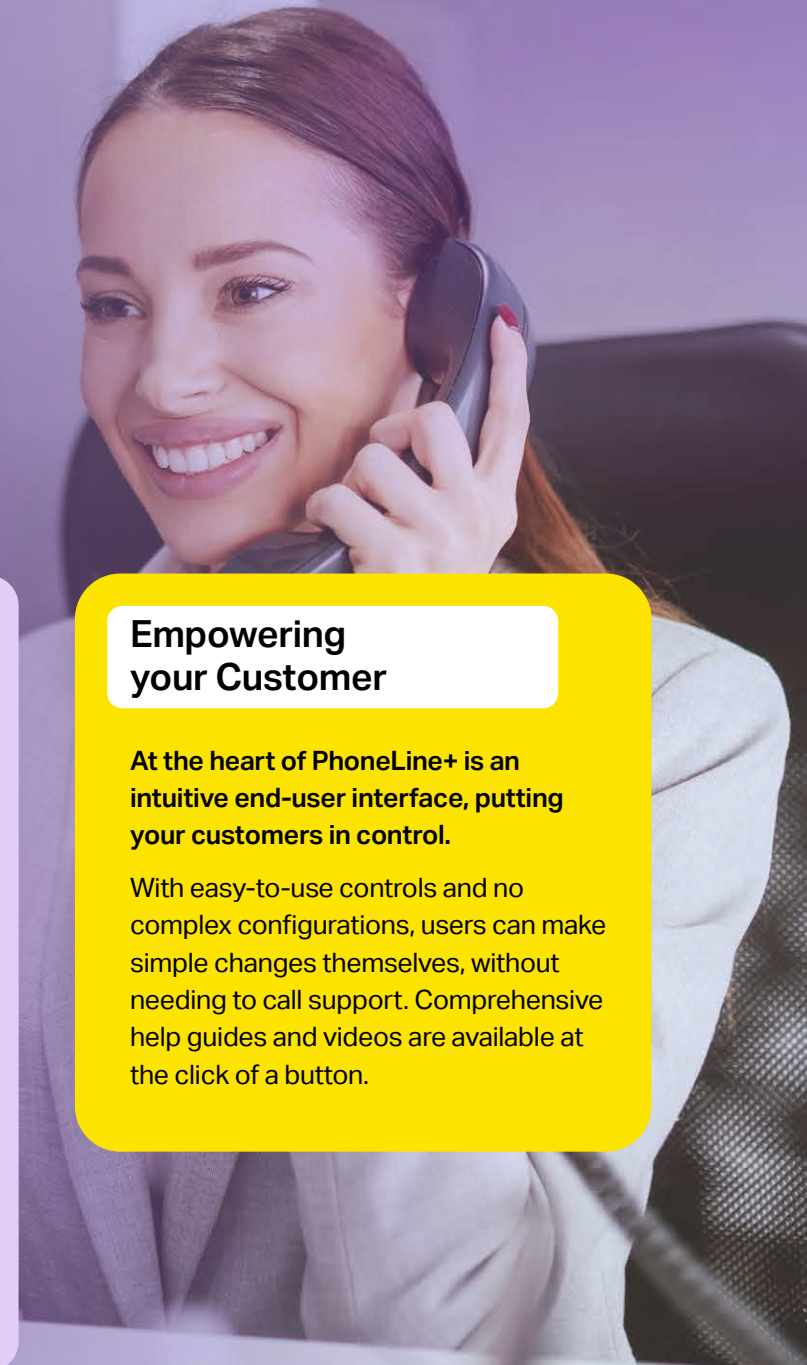
Our rest-based API's allow the automation of all the key elements of the solution, including:

- 1 Creation of new customers and users
- 2 Management of in-life changes
- 3 Ordering of Hardware
- 4 Number management

Empowering your Customer

At the heart of PhoneLine+ is an intuitive end-user interface, putting your customers in control.

With easy-to-use controls and no complex configurations, users can make simple changes themselves, without needing to call support. Comprehensive help guides and videos are available at the click of a button.



PhoneLine+ STANDARD

Trades people

As a tradesperson handling every stage of your work, you don't have time to juggle missed calls, voicemails, or after-hours inquiries.

Your landline is your lifeline, but being tied to one location isn't practical. That's where **PhoneLine+** comes in.

Designed for professionals who rely on direct communication, **PhoneLine+** gives you the flexibility to manage calls from anywhere. Whether you're on-site, in transit, or handling paperwork, you can stay responsive without disruptions.

Frustrations

- ✓ Spending valuable time shuttling back and forth to attend to incoming calls.
- ✓ When off-site calls are missed, left to answerphone or diverted to personal mobile.
- ✓ Pressed for time, they cannot afford the luxury of setting up processes, chasing suppliers, or disputing invoices.
- ✓ Unable to manage how calls are handled outside of their working hours.



How can PhoneLine+ help?

Effortless Call Management



Handle calls seamlessly from anywhere with **PhoneLine+**. Users can comfortably manage calls from anywhere without needing to relocate, saving time and hassle. The voicemail-to-email feature with transcription also allows users to visually prioritise new opportunities, ensuring important messages are never missed.

Flexible Handling of Off-Site Calls



PhoneLine+ enables users to handle calls from multiple devices, regardless of location. With remote answering via the mobile app or soft clients, crucial communications receive timely responses. In the event of unexpected business closures or changes to standard opening times, **PhoneLine+** ensures seamless business continuity.

Simple, Easy-to-Use Interface



The platform's user interface is intuitively designed, featuring familiar icons. This user-friendly interface, combined with swift setup options, guarantees that users won't spend valuable time on intricate configurations.

Nuisance Call Management



PhoneLine+ enables users to easily manage unwanted calls as well as control costs by providing options to block both incoming and outgoing calls to or from specific numbers; offering them enhanced control over their communication experience.

PhoneLine+ OFFICE

Office based businesses

For consultancies, and office-based businesses, staying connected with customers while managing daily operations is a challenge.

PhoneLine+ Office ensures your team never misses an important call, whether they're in the office, working remotely, or handling multiple inquiries at once.

With multi-device access, seamless call routing, and voicemail-to-email transcription, your team can respond quickly and professionally without being tied to a desk. No complex systems, no expensive hardware, just reliable, flexible communication that keeps your business running smoothly.

Frustrations


- ✔ Struggles with managing multiple calls during peak times.
- ✔ Missed customer calls and business leads due to lack of voicemail-to-email transcription.
- ✔ Limited ability to reroute calls to appropriate departments or colleagues efficiently.
- ✔ Inadequate tools to provide professional call handling, such as the correct business number for outgoing calls.
- ✔ Unable to handle multiple, advertised numbers in a professional manner.




How can PhoneLine+ help?

Effortless Call Handling 

PhoneLine+ Office routes calls among multiple team members during peak periods, helping to reduce wait times for customers. Additionally, it ensures that no calls are missed during busy times by redirecting them to the next available user.

Advanced Features, Professional Presence 

Users can display their business Caller ID on outgoing calls, projecting a professional and consistent impression to clients and partners. The solution also enables seamless switching between devices, ensuring uninterrupted communication regardless of location. Additionally, it supports quick discussions, fostering improved collaboration and more efficient decision-making.

Seamless Customer Interaction 

PhoneLine+ Office enables the business to direct callers to the correct department or individual automatically, without the need for manual intervention. This improves the customer experience by reducing transfer times and providing immediate assistance.

Simplified Message Management 

No critical messages are missed, even when users are unavailable to take calls. Additionally, it simplifies message management by consolidating voicemail into email inboxes.

PhoneLine+ ANYWHERE

Education

For tutors, training providers, and education consultants, staying connected with students, parents, and institutions is essential, but being tied to a landline isn't practical.

PhoneLine+ Anywhere lets you manage calls professionally from any device, whether you're teaching on-site, working remotely, or traveling between sessions.

With voicemail-to-text transcription, remote call handling, and 2-way SMS, you'll never miss an important message, while keeping distractions to a minimum.

Frustrations

- ✓ Reliance on a personal mobile phone for business makes it difficult to separate personal and professional communications.
- ✓ Limited ability to quickly send out timely communications to customers and employees.
- ✓ Difficulty in reaching customers and staff on alternative platforms, such as WhatsApp, for efficient business communication.
- ✓ Managing multiple mobile apps to handle various communication channels.
- ✓ Unreliable mobile data coverage in remote or hard-to-reach areas leading to dropped calls.



How can PhoneLine+ help?

Simplified Communication across Platforms

PhoneLine+ Anywhere integrates seamlessly with various communication platforms, including WhatsApp and SMS, enabling users to engage with customers and employees efficiently. By consolidating these channels, it eliminates the need for multiple mobile apps, streamlining communication and improving response times.

Maintain a Professional Image

With PhoneLine+ Anywhere, users can present their business Caller ID on outgoing calls, ensuring a polished and consistent impression. This feature helps separate personal and professional communication, preserving boundaries while enhancing professionalism.

Reliable Communication, Anywhere

PhoneLine+ Anywhere addresses mobile coverage challenges with advanced eSIM technology, allowing users to utilize a multi-operator mobile network via the native dialler for reliable communication. This simplifies call handling and provides reliable, uninterrupted communication regardless of location.

Boost Productivity and Collaboration

PhoneLine+ Anywhere offers advanced features like call notes, activity feeds and N-way calling, enabling teams to stay connected and collaborate effectively, even when on the move. These tools streamline workflows, reduce response times, and ensure that critical calls and messages are handled promptly, enhancing overall business efficiency.

Why choose **Gamma** ?

Why choose us for your small business phone system.



No1 SIP Trunk provider in the UK. We empower over 30% of UK businesses with cloud voice services.



20 years experience in delivering cloud-first communications services.



200,000+

PhoneLine+

Over 200,000+ calls passed per day over the PhoneLine+ platform.



99.9% Platform Target SLA (100% actual)

As a top tier communications provider, we have attained appropriate certification to recognised standards including multiple ISOs, CHAS (Contractors Health and Safety Assessment Scheme) and Carbon Neutral.



PhoneLine+

To learn more about how **PhoneLine+** can elevate your customer communications, reach out to us at...

Tel: 0333 014 0000

Email: phonelineplus@gamma.co.uk