TelephoneSystems.Cloud

A smart business VoIP-to-go service that's easy to order and use, and is packed with great call-handling services
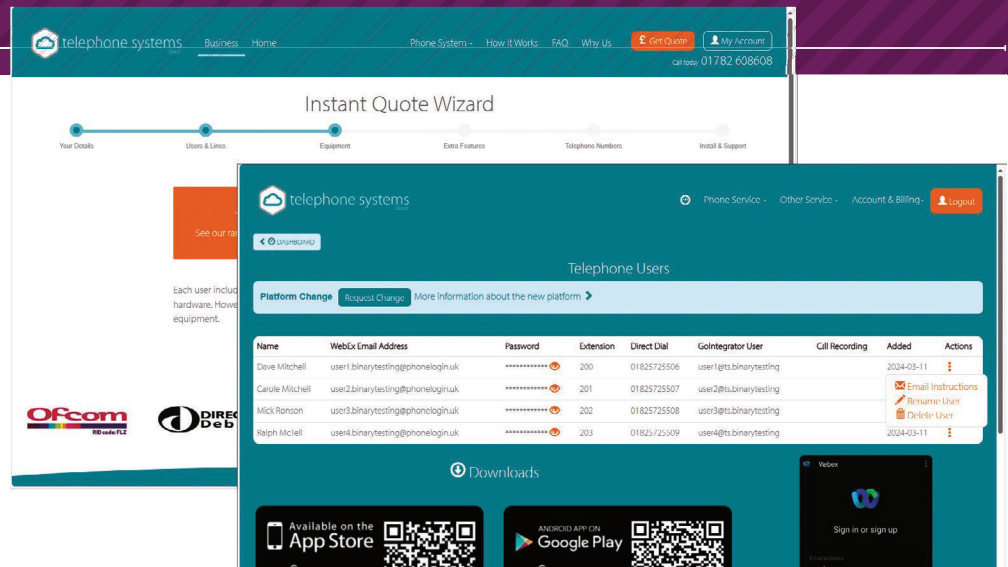
SCORE ★★★★☆

PRICE From £11 exc VAT per user/month from telephonesystems.cloud

TelephoneSystems.Cloud stands out from the crowd of VoIP providers as its automated quote system lets you set your entire business service up without having to speak to any representatives. We tested this by visiting the main website (given away by the company name) and clicking on the "Get Quote" button, after which we were guided through a set of questions asking about our requirements.

For our VoIP testbed, we requested four users, chose to use our own internet provider, opted for softphones and our existing desk phones, skipped the optional Webex Teams+ and Presenter, asked for new UK phone numbers and selected the automated installation service. TelephoneSystems.Cloud presented us with an itemised bill showing a £60 setup fee and monthly charges of £11 per user, which we agreed to by completing the transaction with our banking details and setting an admin account password.

You're nearly there now; the next web page asks for a preferred area code, details of the services required such as call groups and queues, plus auto-attendants and the MAC addresses of existing desk phones. Lastly, you add details of your users, provide passwords and choose their extension numbers.

On completion, we received an email and SMS advising us the account was being created. It was ready for action two hours later, and at no time during this process did we speak to anyone.

From our account dashboard, we saw that all our users had already been assigned a direct inbound dial (DID) number from the block we'd requested. Onboarding is simple: you issue an email invitation from the dashboard that provides a link to the Webex client and mobile apps, along with instructions on setting them up.

After installation, users sign in with the Webex email address and password the system assigned to them and they're ready to start making and receiving calls. This is the standard Webex app so it offers plenty of useful features, including personal contact lists and a quick access dial pad. Integral videoconferencing lets users make video calls with consummate ease.

Pre-configured desk phones can be ordered online, with choices including Yealink, Jabra and Polycom. For our own Yealink T42S

PC PRO RECOMMENDED

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models, instructions were emailed to us so we just entered the supplied provisioning URL in their web consoles and, after a firmware upgrade, they were automatically assigned to each user.

Voice prompts for services such as the auto-attendant, voicemail, holiday greetings and on-hold messages can be added, and TelephoneSystems.Cloud goes a step further than many providers with its AI text-to-speech service, which costs £10 per message. Alternatively, you can upload your own audio files to an online library, and the company even offers professional voice actors to create them for you, with online quote services provided.
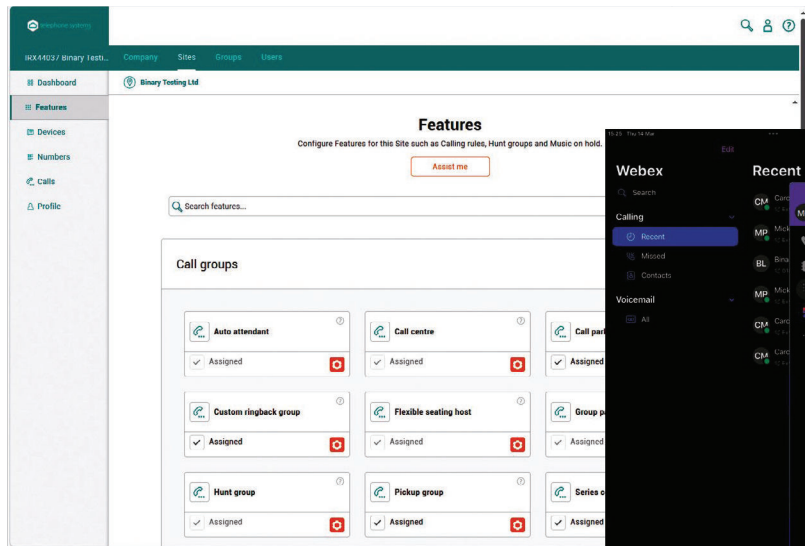
The dashboard presents plenty of account information and a call history graph for the past six months, while the billing section keeps you posted on the latest invoices and upcoming payments. All the action takes place in the account portal, which lists your sites, assigned numbers, all users and associated devices such as desk phones and mobile apps.

An incredible range of call-handling services are available and include an auto-attendant, call centre, call parking, groups for ringback, hunt and pickup and much more. Rules control the numbers and countries to which outbound calls can be made, while group contacts are synced to Webex so they appear in the apps.

TelephoneSystems. Cloud is a great choice for businesses that know what they want from cloud-hosted VoIP services. The quote process is impressively smooth, and it offers a wealth of easily accessible call features at a competitive price.