

Phone numbers



We speak the new language
of business communications

Phone numbers

The right number
for every connection



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of business communications.**

Telephony and the cloud: the perfect combination

An intelligent and easy-to-manage numbering system that leverages all the advantages of the cloud:

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Speed

The type of phone number you need, right when you need it.

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Savings

No restrictions, minimum periods or cancellation costs.

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Flexibility

On-demand, real-time modification of features.

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Usability

Easily access and manage all your services from an intuitive web interface.

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Availability

Online service accessible 24/7/365, always updated to the latest version.

Making your telephony smarter

Any kind of number

We offer all types of phone numbers for your company: local, commercial prefixes or premium rate.

Global reach

We have a portfolio of numbers for more than 70 countries around the world and for each type of call.

Intelligence

A service with a wide range of advanced features to increase efficiency.

Costs under control

Keep and unify your phone numbers in a single operator and save up to 80%.

Cloud service

Intuitive online control panel and all the advantages of the cloud: flexibility, speed and efficiency.

Global phone numbers



Behind every phone number lies a company, a project or a proposal. For many clients, a telephone number is the first point of contact with a company. It's the starting point for a relationship that could create value. More numbers, more possibilities.

Purchase any type of number, anywhere in the world. At masvoz we offer a complete range of telephone numbers which satisfy all our customers' needs. We connect companies and users via the best combination: by country, location, type of cost, type of service, etc. Everything begins with a number, and it's best to get off to a good start.

 The number that connects your company to every opportunity.

All the phone numbers you need

The use and reach of current telephony means we need versatile numbering that can be adapted to a wide variety of uses. We need effective prefixes to meet every need. Because today, every number counts. Every number has a function.



Different phone numbers that answer to different needs. Prefixes that are aligned with users' expectations. At masvoz we have a comprehensive portfolio of specialised numbers that meets all your company's communication needs. So you can benefit from every call and take advantage of every opportunity.

Specialisation for your business communications.

There's a reason for every call. A query, a complaint, a negotiation. At masvoz we have a solution ensuring that every call flows through the proper channel, no matter whether they are corporate, customer support or premium service calls.

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Local phone numbers

Geographic numbers for more than 70 countries.

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Toll-free numbers

Free for the user, the receiving company pays the cost of the call.

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Shared cost numbers

Costs are shared between the client making the call and the receiving company.

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National rate numbers

Costs fully borne by the client or user making the call.

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Premium rate numbers

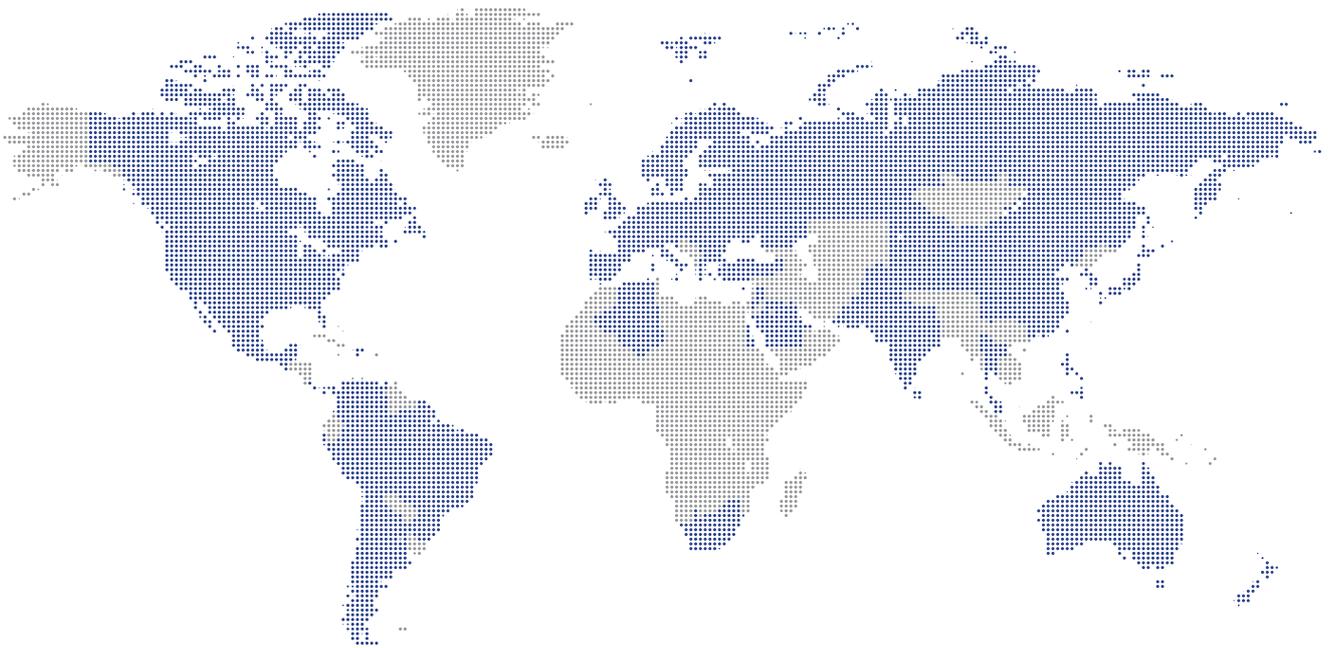
Numbering for content service and premium service calls. Pay per minute or per call.

 We can transfer your numbers in just a few hours.

Numbering with denomination of origin

The world is the best market. A world that's getting smaller and smaller. Globalisation brings us closer to clients and suppliers all over the world. It opens up new challenges and opportunities. It pushes us to think globally and requires us to communicate locally.

More than 70 countries



OUR SOLUTION
Global reach



Telephone numbers that convey the reliability of local companies to international customers. Masvoz's global numbering solution offers the possibility of dealing with calls from anywhere in the world through numbers from more than 70 countries. So you can think globally, yet act locally.

! Answer calls to your international numbers from your chosen office.

The value of smart telephony

Intelligence means having more possibilities. Having the best tools: simpler and more powerful. Surrounding yourself with more resources. Accessing innovation for better communications.



All our numbers come with features that optimise your communications and give you a competitive advantage. And our multi-device control panel enables you to connect from anywhere and to manage your communications with ease.



Routing

Automatically distribute incoming calls according to different criteria: calendars (working days, public holidays), lists (blacklisting, whitelisting, VIP numbers), origin (fixed or mobile network, etc.) agent status or load balancing.

IVR

Begin calls with an effective initial voice-over that guides the user, using the keypad (DTMF) or their voice (ASR).

Voice-over management

Organise calls with voice-overs. Text-based (TTS) recording or creation in various languages, playable as needed during the call.

Load distribution

Redirect calls to deal with them calmly. Forward them to different destinations or call centres according to the incoming volume.

Call recording

Record and store your calls for security or as a source of information and reference.

Call queueing

Deal with your calls as quickly as possible. Configure the waiting queues according to various parameters: destinations included, maximum waiting time, maximum number of calls in the queue, etc.

Real-time monitoring

Extract valuable information about the calls you receive.

 Manage your account and your lines from anywhere and from any device.

Features

Automatic Call Distribution (ACD)

- Call distribution according to date, day of the week and time of day.
- Call distribution by origin (country, province, landline and mobile phone)
- Call distribution by source number (VIP lists, whitelists and blacklists)
- Call distribution by percentage
- Alternative plans

Call forwarding

- Call forwarding if busy or unanswered
- Call forwarding upon rejection of call
- Virtual voicemail

Voice-overs

- Online voice-over management
- Whisper (voice-over with information from received calls)

Call limits

- Maximum call duration
- Simultaneous call limit
- Restricting calls based on their source (mobile phones, international, etc.)
- Access restrictions with PIN code

Interactive Voice Response (IVR)

- Selection menu
- Selection of recipients based on numbers dialled by users
- Selection of recipients by voice
- Voice recognition with keywords
- Voice recognition with natural language
- Automatic surveys at the end of calls
- Interaction with external systems using web service

Call recording

- Call recording (by default and on demand)
- Online call listening

Call queueing

- Recipients based on exceeding queue size and maximum wait time
- Information on projected wait time
- Wait reminder message
- Customised hold music
- Exiting queue on user request
- Automatic call back

Virtual fax

- Fax 2 Mail
- Mail 2 Fax

Transfers

- Direct transfer
- Assisted transfer
- Free internal transfers

Notifications

- Notifications/alerts via SMS
- Notifications/alerts via email

Multiconference

- Multiconference with unlimited users

We speak the new language of business communications

Effective communications between companies and people and vice versa. A way to strengthen relationships. At masvoz, we offer communications solutions that strengthen relationships and help businesses to grow.

In a global, digital world, telephony is much more than just communication. It's innovation, flexibility, efficiency and integration. It's added value and a competitive advantage. We help our clients become more flexible and efficient, and communicate more effectively, through our smart communications model.

There's no intelligence without service. At masvoz, we believe in a personal approach to telephony. We listen and adapt our technology to the specific needs of each client. It's the human factor that makes us stand out. Because we are a different kind of telecom operator.



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