S FLOW

voice   message   conference   video

Integrated Cloud Communications Solution

STRUCTURED COMMUNICATIONS

What is S-FLOW?

S-Flow is a Unified Communications as a Service (UCaaS) that brings telephony, messaging, meetings and video together in one simple app.

If you are looking for all the benefits of internet-based telephony in one full-featured communications application then SC Flow is for you.

Regardless of where a call happens - over VoIP, mobile, Microsoft Teams, the experience and features are the same.

S-Flow offers self-service control to quickly change the setup of your voice and communication environment in line with your needs. Admins can manage users through one portal rather than logging into many separate systems.

Staff can stay in touch both internally and externally, with calls routed automatically to the right agent improving your company efficiency and customer experience.

Voice, messaging, meetings and video in one simple platform

Communications hub
One app for both customer engagement and team collaboration.

Collaboration
Phone, chat, video - get more from your workday. Connect and share with colleagues and customers.

Phone systems
All your voice communication needs in one place.

Service and support
Dedicated support to help you every step of the way.

Integrations
Integrate with multiple systems, combining the power of your existing tech stack with the simplicity of a single hub

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What S-FLOW brings to you

Happy customers

Stay in touch with customers quickly and simply. Phone or chat on multiple devices.
One digital workplace for contact centre and collaboration streamlines customer engagement, spelling an end to the divide between front and back office - and letting you fully engage with your customers anywhere, anytime.

Great workdays

Technology is supposed to make us more productive, but with more ways to communicate than ever, it can be hard to stay on task. S-Flow puts all your communication in one place, letting you get on with the job at hand.

One hub

One admin portal for reporting and analysis. One app for users to collaborate and manage communication features. Transparency, plus greater security and stability for reduced risk. A DIY portal for both IT admins and users makes it easy.

Digital transformation

Streamlined and optimised for greater productivity and happier customers. Now you can focus on building value for your business and improved productivity. A better consumer experience. Increased revenue. Smart technologies take the digitally optimised business to the next level.

PBX Phone System
Cross platform support

Regardless of where a call happens - over mobile, VoIP or Video - the experience and features are the same. Simply and quickly route calls to the right person or department. Greater team productivity. Better customer experience.

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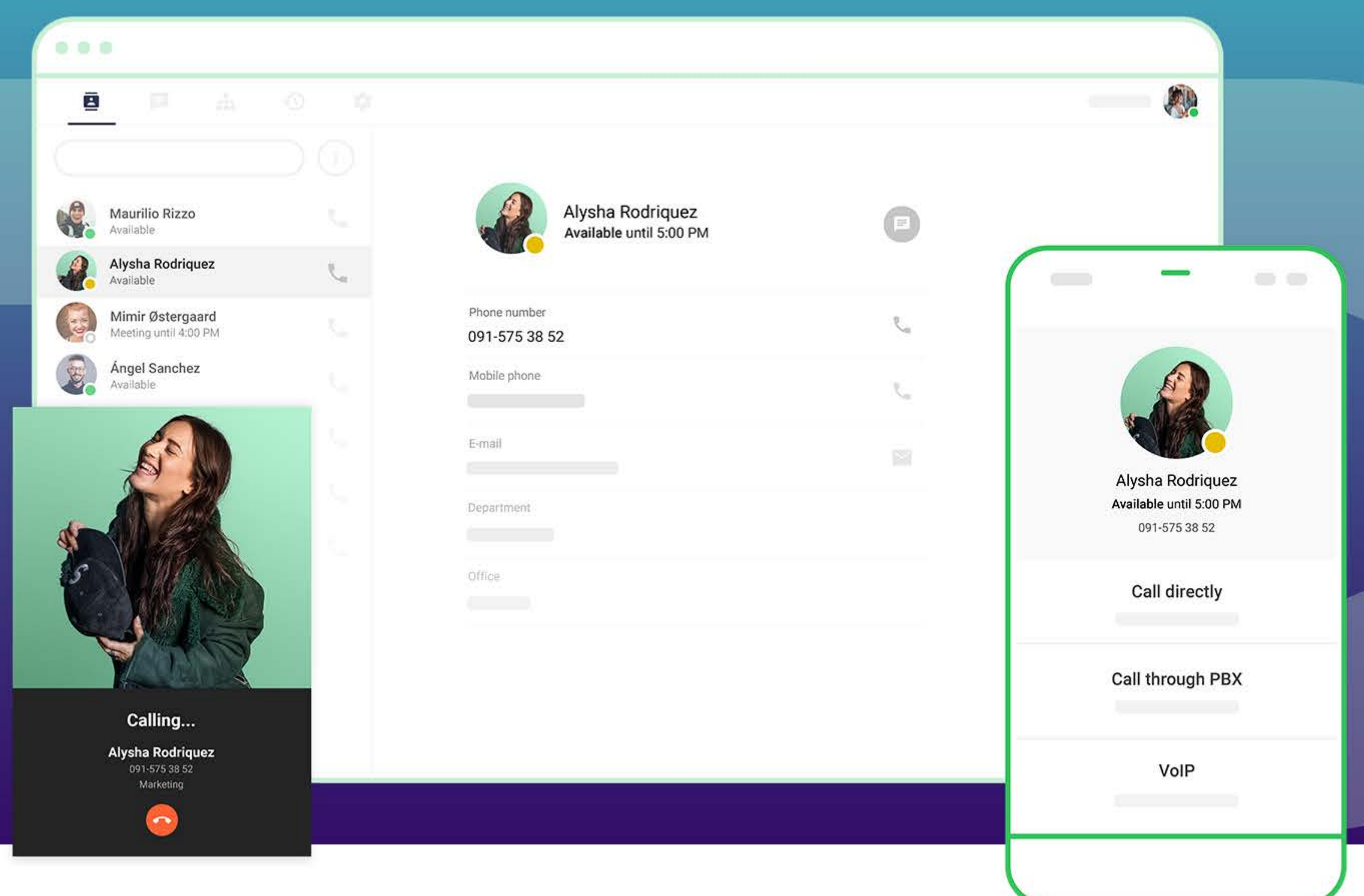
IP Telephony

Cost-effective, flexible, HD audio – making calls via the internet has never been easier.

Fixed Mobile

Telephony over mobile, wireless LAN and VoIP on a single device.

Cloud PBX

Sophisticated, affordable, flexible, secure. The exchange that grows with your business.

Soft Phone

One app for web, mobile and desktop - one simple, unified hub for all communication with staff and customers.

SIP Trunking

SIP trunking helps you scale with extreme flexibility. Reduce costs and connect any SIP device, quickly and reliably.

Microsoft Teams

Native integration. Make and receive calls in an easy-to-use interface within the Teams ecosystem. All in one environment.

Efficient Call Distribution

Quickly route calls to the right person. Greater team productivity. Better customer experience

↔ Smarter routing

Automatic Call Distribution (ACD), Interactive Voice Response (IVR), and skill-based routing intelligently pairs the customer with the right agent. Saving time, increasing customer satisfaction, and boosting productivity.

⊟ Advanced programmability

We connect via API to leading CRM or ERP systems and build automated flows with full customisation for call handling, such as: 1. Receive incoming call; 2. make API call to CRM to check if caller's number belongs to a VIP customer; 3. If true, route call to dedicated account manager.

✓ Fully featured

Call back/on-hook waiting, hunt groups/call queues, sound management, unified mailboxes, blind and attended transfer, call parking, active directory sync, and much much more. A sophisticated PBX solution in one platform.

OPEN | CLOSED

Emma Millet | James Stewart | Support

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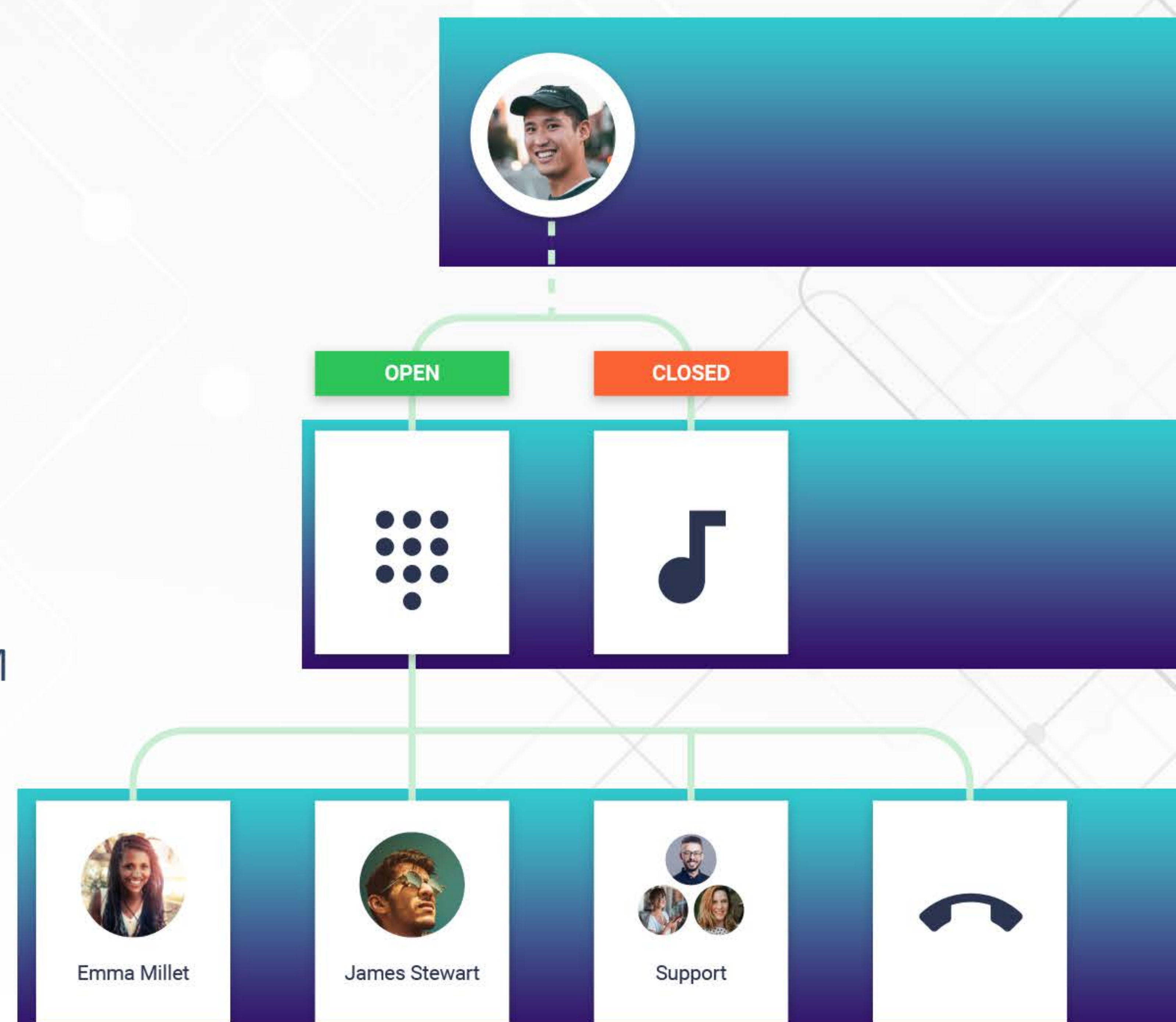
Flexible Licensing to suit you

A system that grows with you. Combine licenses to fit your business. Simple admin. Low cost. No fuss.
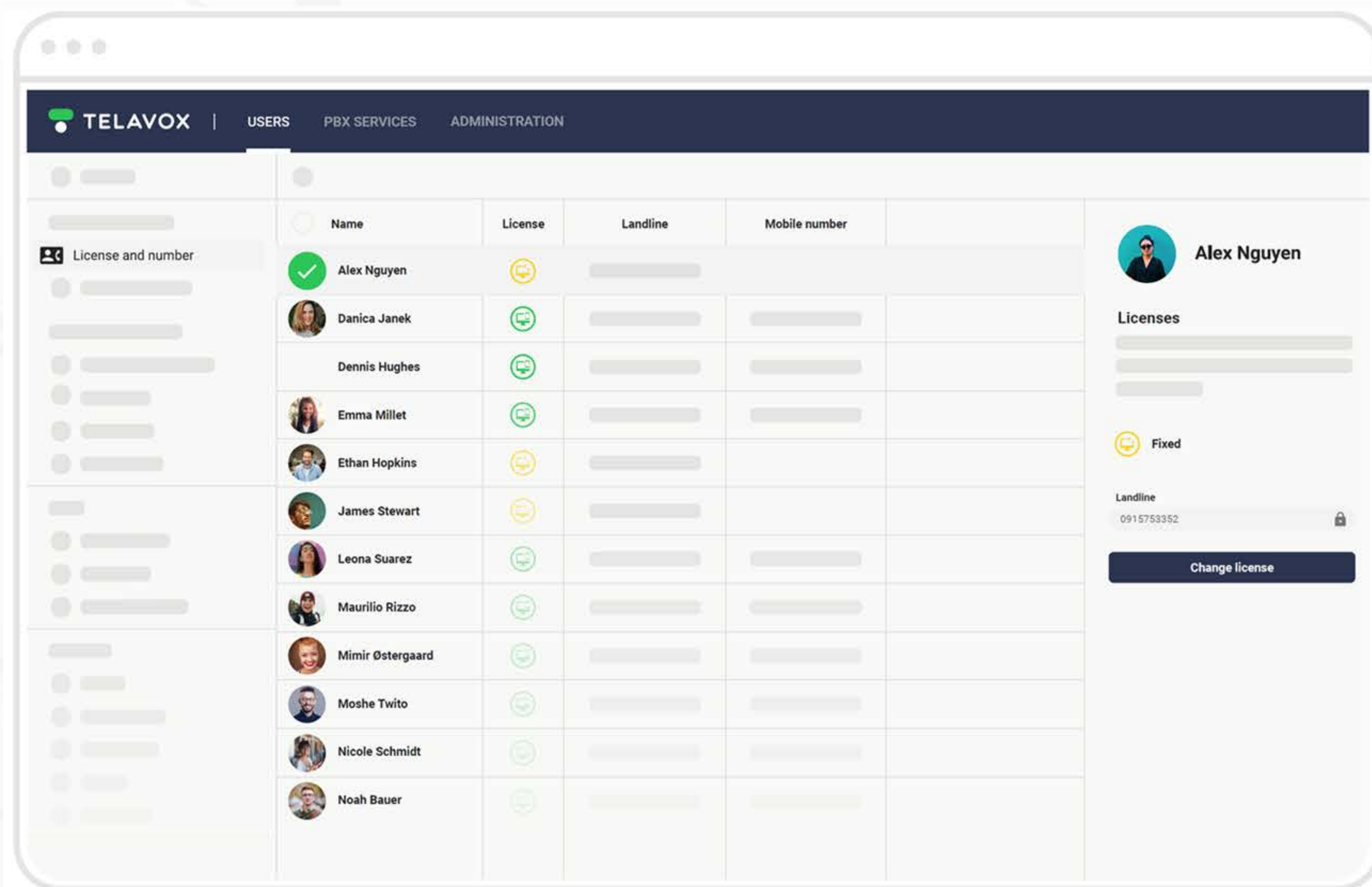
Reassign Licenses

Assign licenses to new colleagues. Remove them from those who've moved on. Quick. Simple.

Easy Oversight

One portal allows you to manage all users and make changes as your business adapts.

Self-service admin portal

Manage users and licenses through one interface. Our network integration allows the mobile terminal to behave like a tightly integrated PBX-attached phone.

One admin portal for reporting and analysis. One app for staff to collaborate and manage communication features.

A DIY portal for both IT admins and end-users makes it easy.
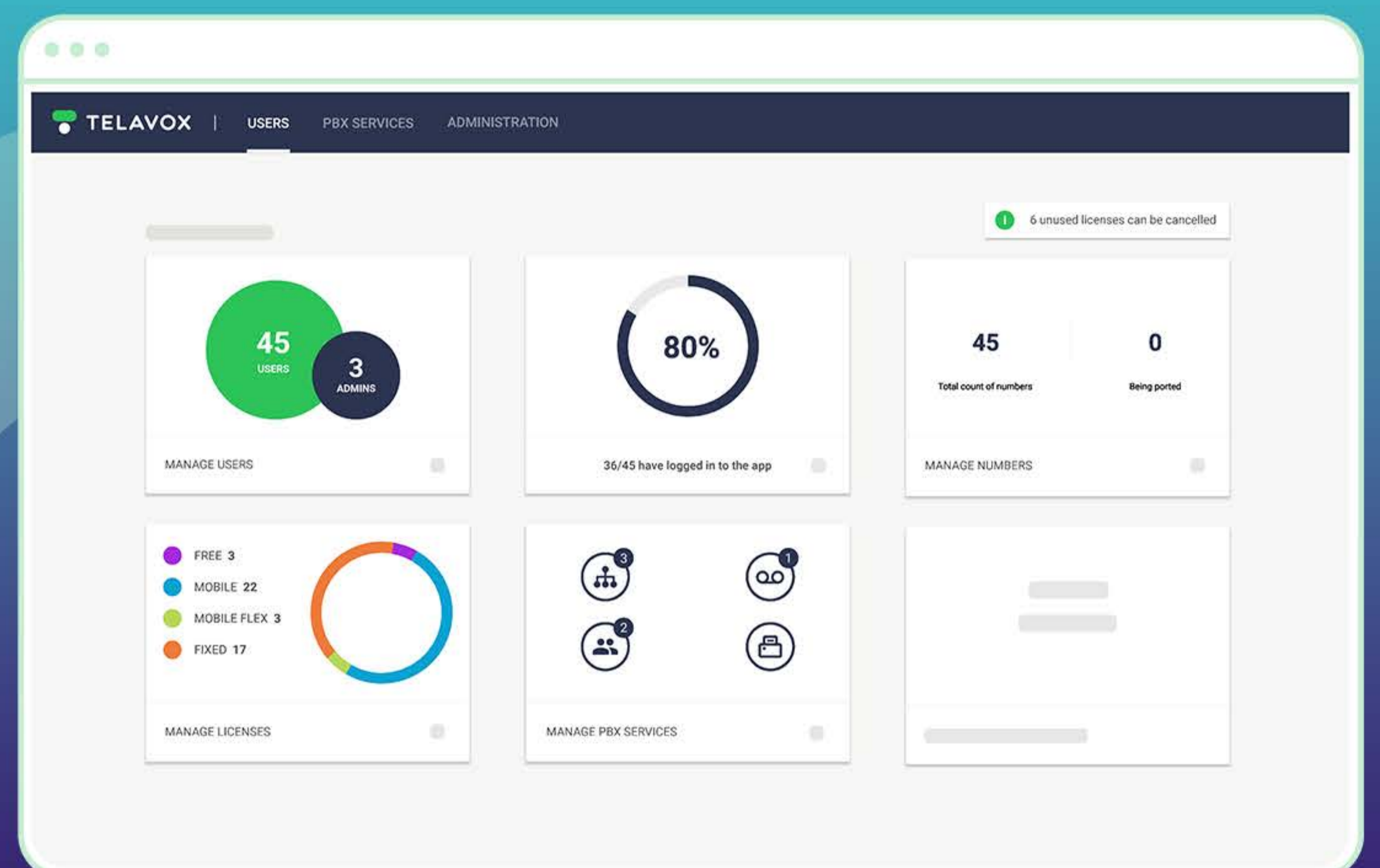
Less admin

A powerful communication service designed for maximum customer self-sufficiency. Build templates for standard user settings - all in just a few clicks.

Better control

Role-based access puts control in the hands of the right people. Limit mistakes by locking user settings. Reduce your burden by delegating responsibility of specific worksites to sub-admins.

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The app

One app for employees to manage their telephony settings, collaborate with colleagues and serve customers.

Chat

Group chats, public rooms or one-on-one chats.

Refill data

Refill data and see your data usage in the app.

Queues

Log yourself or your colleagues in and out of queues.

Conference calls

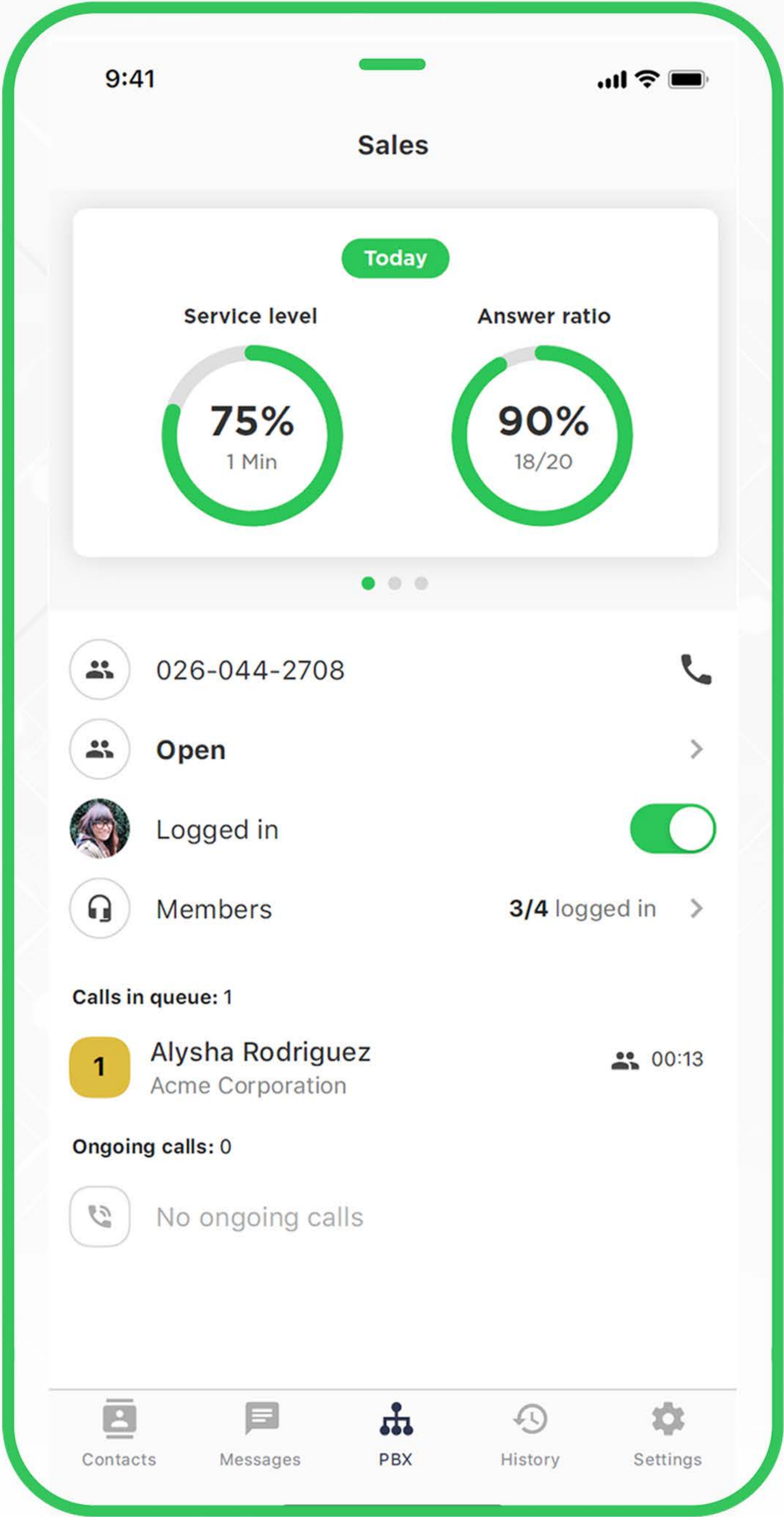Access to a personal conference call service. Totally free of charge.

Statistics

Real-time statistics enable you to track all your queues.

PBX

Open and close the PBX with a click or based on a schedule.

App screen

9:41

Sales

Today

Service level
75%
1 Min

Answer ratio
90%
18/20

026-044-2708

Open

Logged in

Members   3/4 logged in

Calls in queue: 1

1 | Alysha Rodriguez
Acme Corporation   00:13

Ongoing calls: 0

No ongoing calls

Contacts   Messages   PBX   History   Settings

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Integrations

S-Flow integrates with multiple systems, combining the power of your existing tech stack with the simplicity of a single hub. Connect all your systems and streamline your workflows. Integrate S-Flow directly with applications including:
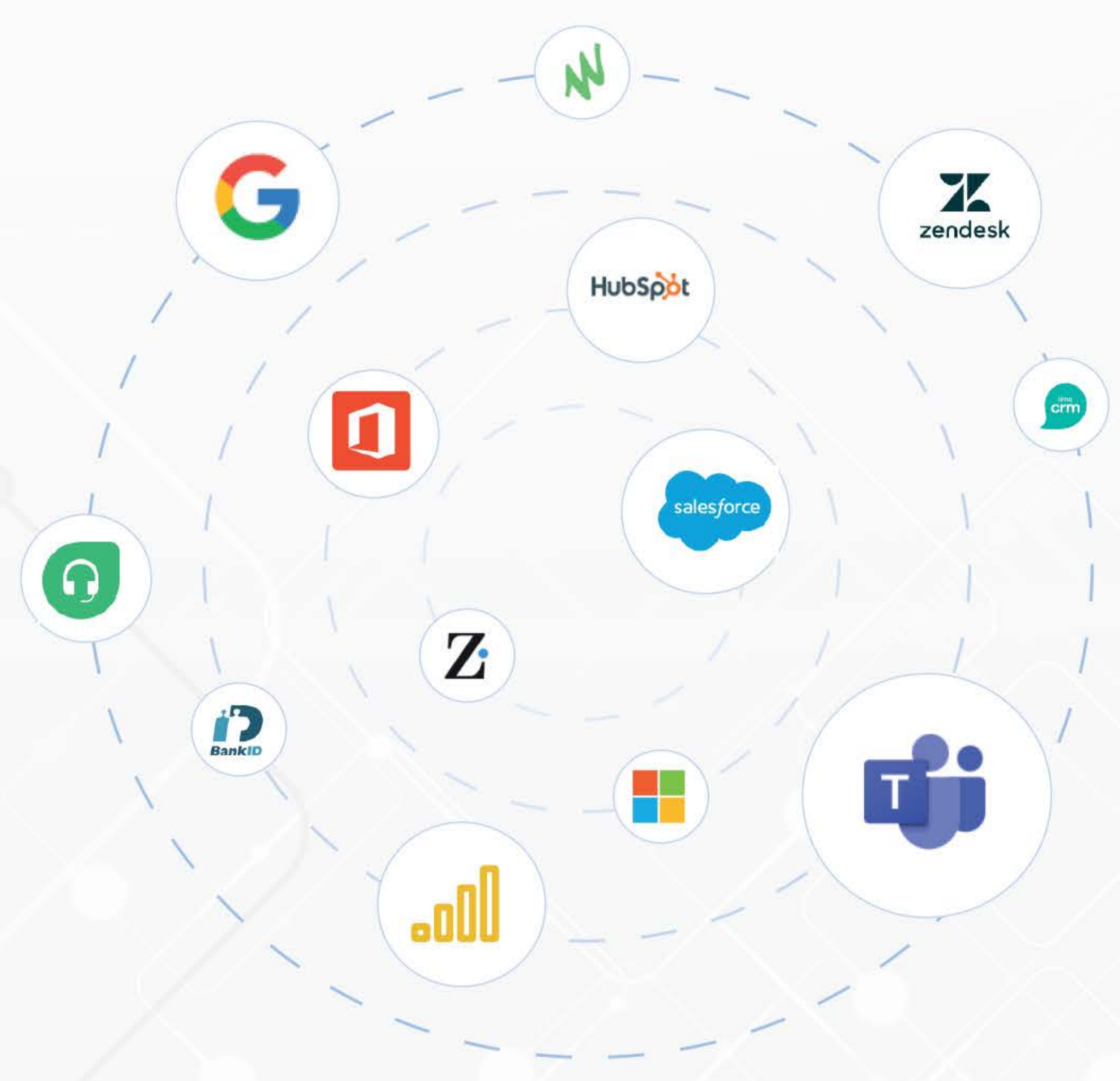
Microsoft Teams
COLLABORATION

Smarter collaboration with telephony and PBX in Microsoft Teams

Salesforce
CRM

Integrate S-Flow services directly into Salesforce. Streamline tasks. Save time. Increase productivity.

Hubspot
CRM

Use the S-Flow integration to place and receive phone calls directly in Hubspot.

Power BI
ANALYTICS

All your PBX stats – bring your data to life through live dashboards or reports. Make informed decisions quickly.

Zendesk
HELPDESK

Streamline your work environment. Get essential info before the call begins. Focus on the conversation & not the tools.

Microsoft Dynamics 365
CRM

No need to switch back-and-forth between tools. Get the information and functionalities you need in Dynamics.

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Handsets

Yealink

S-Flow offers a range of handsets to suit your needs. Handset models can be mixed and matched across the company as required.

T31p & T33p Handsets

- Yealink HD Voice
- Yealink Device Management Platform
- Unified firmware
- 5-way local conference

T48U & T58W Handsets

- 7-inch Multi-touch Screen
- Optima HD Voice
- Dual USB Ports ×2
- Expansion Module
- Acoustic Shield
- Efficient Deployment & Management

W73H DECT Handset

- Warehouses
- Retails
- Factory sites
- Offices
- Hotel/Restaurants

C925 Conference Phone

YHS34 Wired Headset

Works with T31p, T33p, T48U and T58W

- Excellent audio performance
- All day wearing comfort
- Perfect Compatible with Yealink IP Phone
- Noise-Canceling Microphone

WH62 Wireless headset

Use with T48U and T58W

- All Devices in One
- All Connection in One
- All Control in One
- Customizable busylight

Certified for Microsoft Teams
zoom Certified

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S-Flow License Standard Features

Get all your voice communication and call management features that you need. Easily add call recording/integration or simply upgrade as and when required.

License Type/Features Included	Bronze	Silver	Gold
Desktop App		✅	✅
Mobile App		✅	✅
DDI	✅	✅	✅
Voicemail	✅	✅	✅
Advanced Voicemail		✅	✅
Profiles/Presence		✅	✅
CLI presentation flexibility		✅	✅
Hunt Groups	✅	✅	✅
MS Teams Integration		✅	✅
Messaging		✅	✅
Chat Rooms with Social Posts		✅	✅
Website Chat Widget		✅	✅
Audio Conferencing		✅	✅
Video Conferencing		✅	✅
Gmail/Outlook Integration		✅	✅
Azure AD Integration		✅	✅
Chat Widget		✅	✅
Handset (can be upgraded)	Yealink T31p	Yealink T33p	Yealink T33p
Monthly Call Bundle (minutes)	500 UK National & Local 500 UK Mobile	2000 UK National & Local 2000 UK Mobile	2000 UK National & Local 2000 UK Mobile
See all extensions status			✅
Use keyboard to answer & connect calls			✅
Keyboard shortcuts			✅
Send chat/SMS/email to all extensions			✅
Connect calls directly to Voicemail			✅
Pickup calls to DDIs			✅
Access to manage calls including queues			✅
Queue Information, time waiting details			✅

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S-Flow Add-on Features

Additional options are available on a per user basis, giving you control of where the features benefit.

Add-on Features available	Individual Add-ons	CC Pro Bundle
Integrations	✅	✅
Call Recording	✅	✅
Run URL		✅
Wrap up		✅
Delayed hunt groups		✅
Call back in Queue		✅
Pause system		✅
Pickup calls to DDIs		✅
Auto-Logout		✅
Unified Statistics		✅
Live Dashboards		✅

CC Pro

Call Centre Pro (CC Pro) is a set of add-on services that gives you additional PBX functionalities and rich insights to improve a call centre's workflow and increase customer satisfaction. It is a service with a wealth of smart features. Users with CC Pro can create different dashboards to see how their queues and agents are doing throughout the day.

CC Pro is used for extended statistics and queue functionalities. It's perfect for call- and contact centers that want a more robust solution for managing calls and stats.
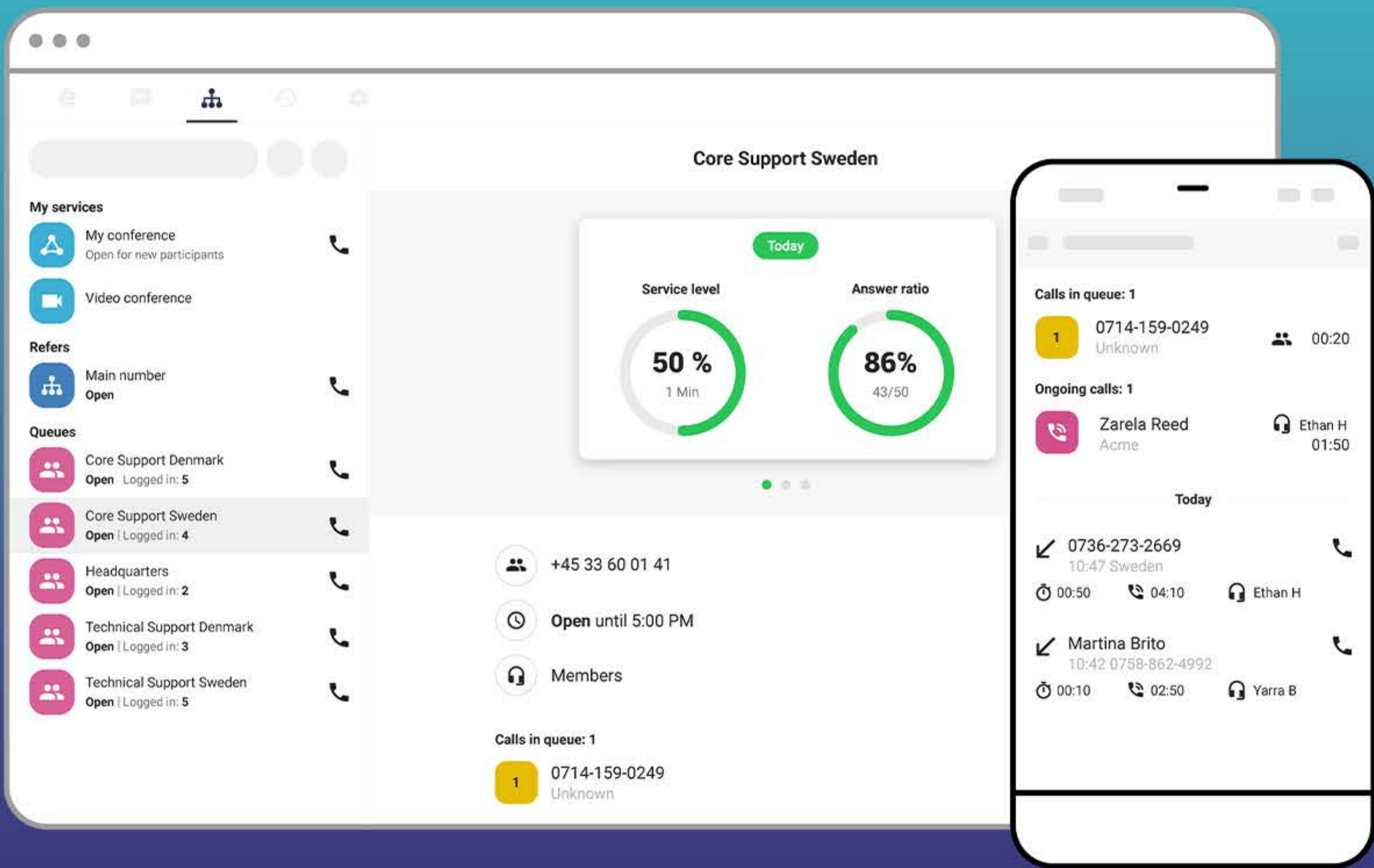
S-Flow Features Explained

A handful of S-Flow features. For more information on features and functionality please do not hesitate to contact us.

Delayed hunt groups - Add more agents in waves. If the primary group doesn't answer the call, engage the second group after a certain time.

Call back - Instead of forcing customers to wait on hold, the service will call the customer when it's their turn.

Run URL - One-click search of caller information in existing web-based CRM or ERP systems provides customer profiles and notes. All while on the call.

Wrap up - Allow agents time for post-call processing before they receive their next call.

Pause system - Agents can create a custom profile with a pause function. This will temporarily pause them so they won't receive calls, giving them time back without losing their place.

Auto-logout - When an agent is not answering or is in idle mode for a long time, the system will automatically log them out of the hunt group.

Live dashboard - Create different dashboards with live data. Monitor service levels, average hold time and call abandoned from a live dashboard.

Unified stats - A complete statistics overview with in-app stats, reports in Admin and Power BI stream.

Call coverage - The system checks phone settings on destination number and follows set rules. If there's no set rules, the system dials the number as usual.

Presence - Presence management for user availability, voice, IM and workstream communications across all end-user client devices.

Call logs - See a list of calls incoming, missed and outbound calls. Monitor and control calls in the PBX system in a simple and straightforward manner.

Blind transfer - A calls B, B transfers A's call to C without speaking to C. A's number is displayed to C.

Find-me, follow-me and simultaneous ringing - Call my usual devices/phones but, also and concurrently, dial an alternate number - whatever device picks up the call first "gets" the call.

Connection - Connect your conference phone, analogue fax or door phone. This service is a connection without PBX functions.

Skills-based routing - Assign incoming calls to the most suitable agent, instead of simply choosing the next available agent.

Queuing - Distributes incoming calls to several queue members.

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S-Flow Benefits

Simpler staffing with licenses

Licenses are separate from users and numbers, meaning that they can easily be moved between users. It makes staffing so much easier!

Improving customer experience

User-friendly attributes not only improve internal collaboration but also drives customer experience. S-Flow drives value by integrating voice services, making it easy to communicate over a variety of platforms.

Set up your PBX to suit your needs

We build your PBX the way you like it and make sure that your customer's get to the right person and department when they call.

Programmable routing

Automatically send customers to the correct call agent and customise rules for call handling.

Smart insights thanks to statistics

Streamline your business and maintain superb customer service by analysing call stats. See the number of missed calls and when staff has too much or too little to do.

Self admin saves time & money

Get the ability of real-time self administration. This helps navigate changes when new users or departments need to be added or responsibilities altered.

Hybrid working

Deploy a solution that offers similar user experience and offers on-premises UC and cloud UCaaS deployment models.

Number porting

Easily transfer an existing phone number to the S-Flow phone system account in a few steps. This is all done self-service via the Admin Portal.

Programmable voice

We connect via API to leading CRM and ERP systems and build automated custom flows for call handling.

Integrations

Combine the power of your existing tech stack with the simplicity of a single hub. Connect all your systems and streamline your workflows.

Lets get started......

Contact us today to discuss options and benefits for your company by moving to S-FLOW.

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