MASTERVOICE
UNIFIED COMMUNICATION

OPEN CLOUD

THE COMPLETE UCAAS SOLUTION

Your customers will like it.
Your business **will grow**

Hi, we're MasterVoice.
Nice to meet you.

OVER **15**YEARS	**+300%**	OVER **400**THOUSAND	A TEAM OF OVER **60**
of constant growth	turnover since 2016	satisfied users	programmers

MasterVoice was founded in 2005 as part of the Master Training group, built on a solid foundation of experience in digital training management processes and web-based communication systems.

Master Training's mission is to produce innovative technologies that anticipate the needs of the market and improve business productivity. A leader in the UC sector with MasterVoice, the company designs and develops solutions aimed at optimizing the processes of innovation: on the one hand, maximizing the potential of the technology businesses are already using; on the other, offering new and advantageous setups for improved productivity, operating efficiency, and cost rationalization.

MasterVoice is an ideal choice for anyone seeking a solid and dynamic partner for the challenges of digital transformation.
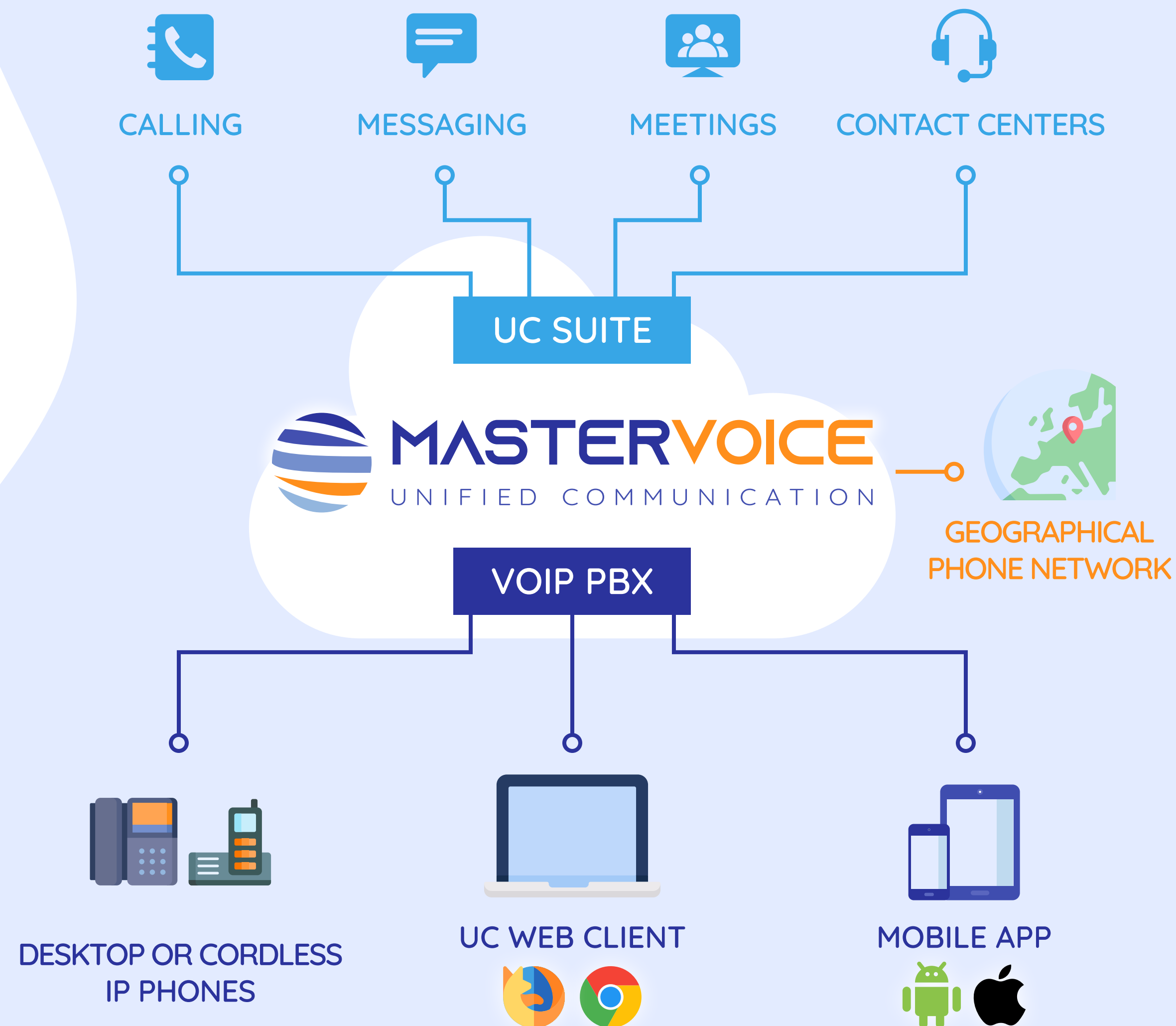
CONNECTED EVERYWHERE.
On every device you want

MasterVoice seamlessly integrates an enterprise-level VOIP PBX with a full unified communication and collaboration suite.

A **dedicated cloud server** for managing the company's phone users and upgrading them to a system with **no limits on numbers or geographical distribution**.

You can use the same number to call from any other device, where you can also access **instant messaging, professional video conferencing**, and a **dedicated control panel for contact center operators**.

CALLING   MESSAGING   MEETINGS   CONTACT CENTERS

UC SUITE

MASTERVOICE
UNIFIED COMMUNICATION

GEOGRAPHICAL PHONE NETWORK

VOIP PBX

DESKTOP OR CORDLESS IP PHONES

UC WEB CLIENT

MOBILE APP

VOIP PBX AT ENTERPRISE LEVEL.
We'll set up your data center for you.

VoIP PBX at enterprise level.
All the services of a VOIP switchboard in standard SIP.
Excellent performance, maximum security and dedicated servers for each customer

- Assisted and unassisted call transfer
- Unconditional call forwarding in the event of busy signal or no answer to other internal line, extension, group or voicemail.
- Routing of incoming calls on direct dial-in.
- Displaying incoming phone number and caller ID.
- Call parking.
- Directed call-pickup.
- Automatic return of transferred call in the event of a busy line or no answer.
- Call reservation in the event of a busy line or no answer.
- Automatic answering machine (IVR) with tree and multi-level.
- Management of your calendar and messages for opening and closing times and holidays.

- Manual or automatic overnight service
- Unlimited voicemail boxes and messages via email
- Customizable hold music via audio files (.wav, .mp3).
- Recording of voicemail messages directly through your phone
- Centralized phone book and unlimited short numbers
- Service classes
- Classes of restriction/blocking on outgoing calls
- Breakdown of external calls by cost center.
- Multi-presence on multiple terminals.
- Log of incoming and outgoing calls available in real-time
- Intelligent routing of incoming calls (caller switch)
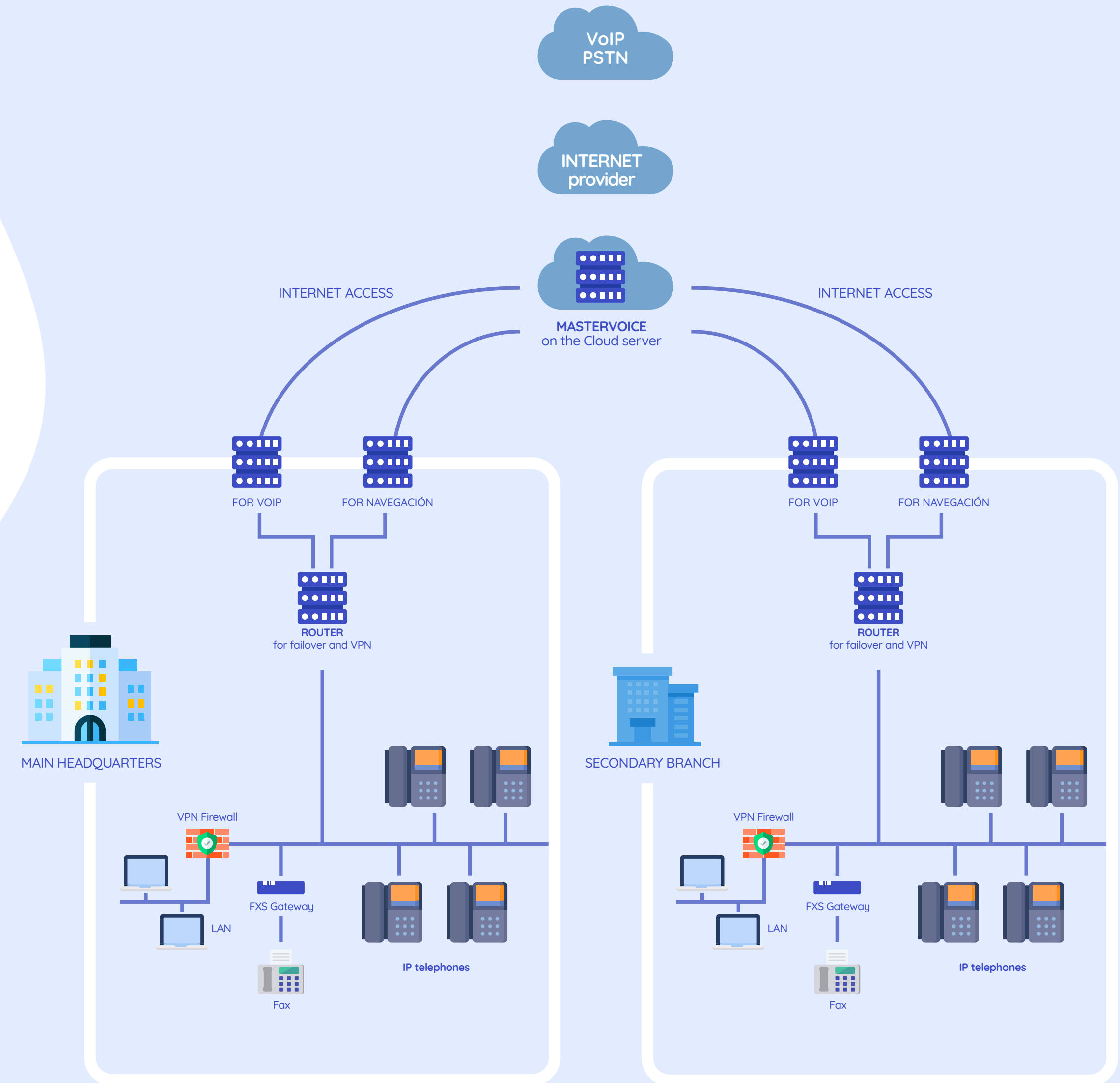
UC SUITE: VOICE, VIDEO AND DATA.
The remote-work-friendly solution

UC Suite: voice, video and data.
On desktop, smartphone or tablet call with a geographic number, chat, and set up video meetings through a single interface. This feature set is the result of a solid process of constant development and innovation on real installation cases

CALLING

A real **professional webphone** on any device: call parking, transfer, three-way calling, and display showing other extensions' call status.

MEETINGS

Invite **outside guests** to your company web meetings.

MESSAGING

Chat to send and receive **text messages, pictures and voice messages**.

MULTILINGUAL INTERFACE

LOW ENERGY CONSUMPTION
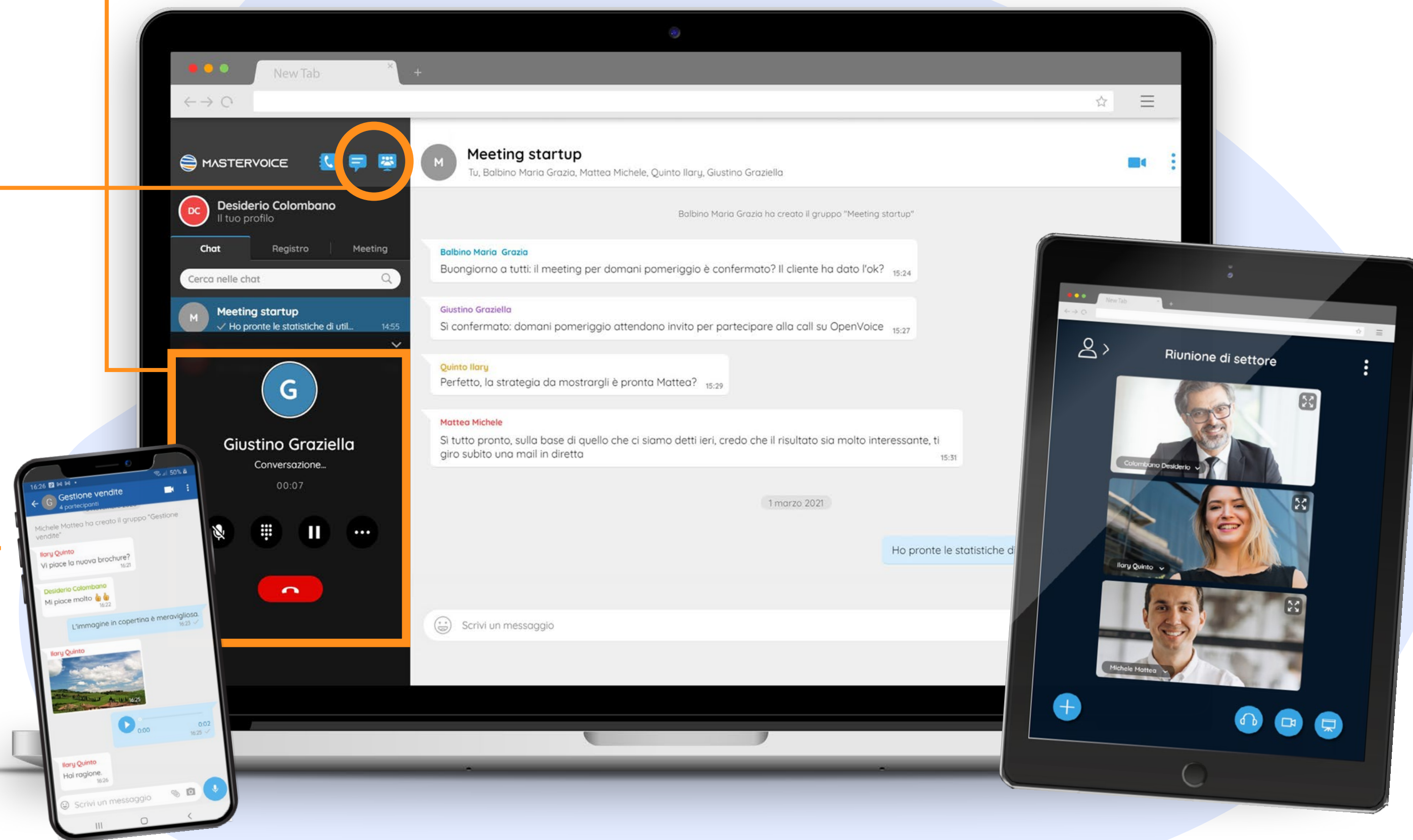
WEB MEETINGS.
No software to install

A professional solution for remote work and long-distance collaboration, guaranteeing optimum performance even when bandwidth is limited. Meetings, presentations, training courses, online events...invite your guests with a simple, ultra-secure link.

MEETINGS

In addition to the usual features, you can assign **roles and privileges** to each meeting participant (moderator, presenters and viewers).

Use the **raise hand feature** to take the floor. Set up breakout rooms for group projects or time-limited exercises. Upload documents that turn into a **whiteboard** for group note-taking. Launch **polls** of your attendees. **Multilingual** interface support.

MAXIMUM SECURITY AND PRIVACY
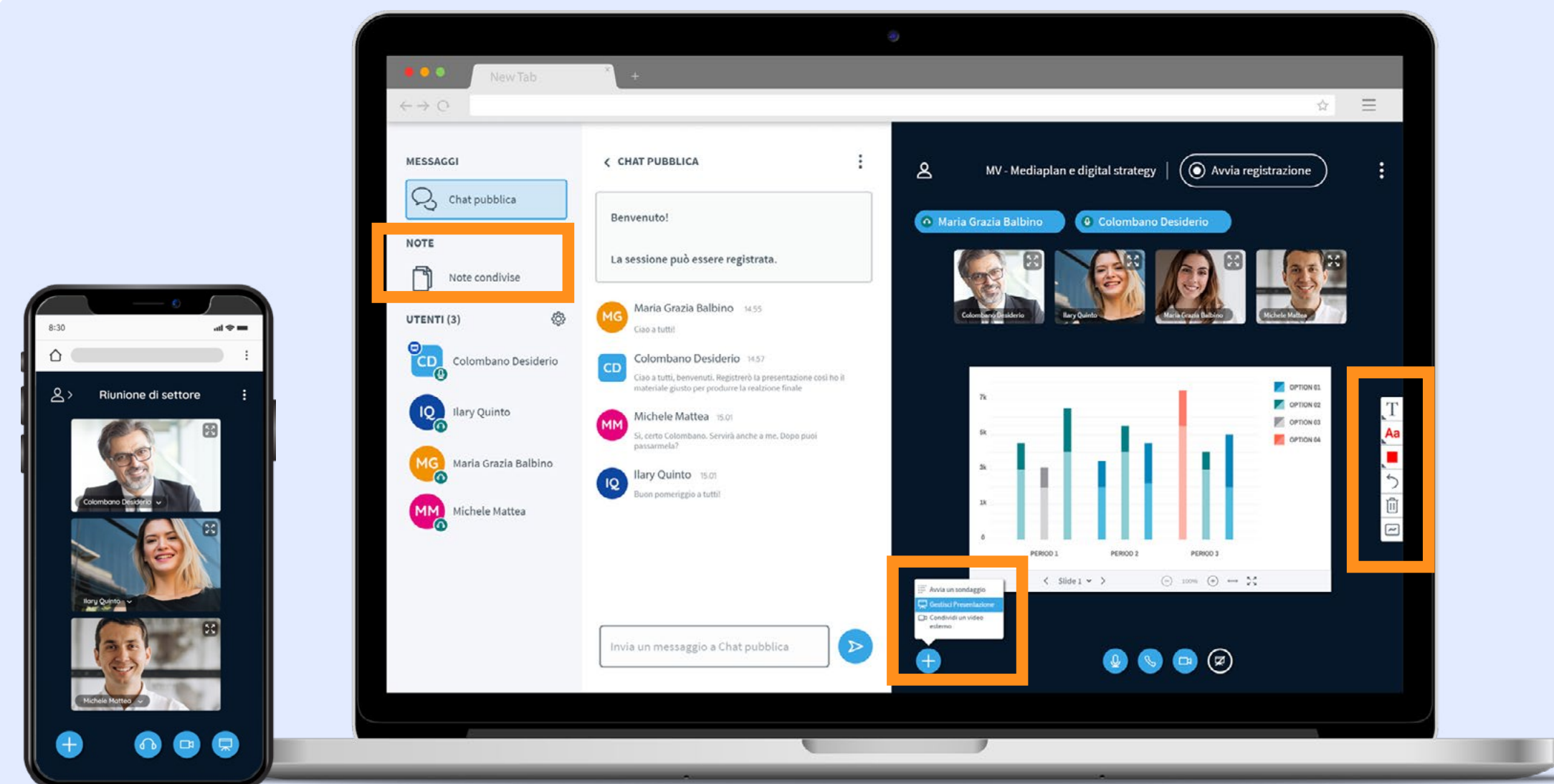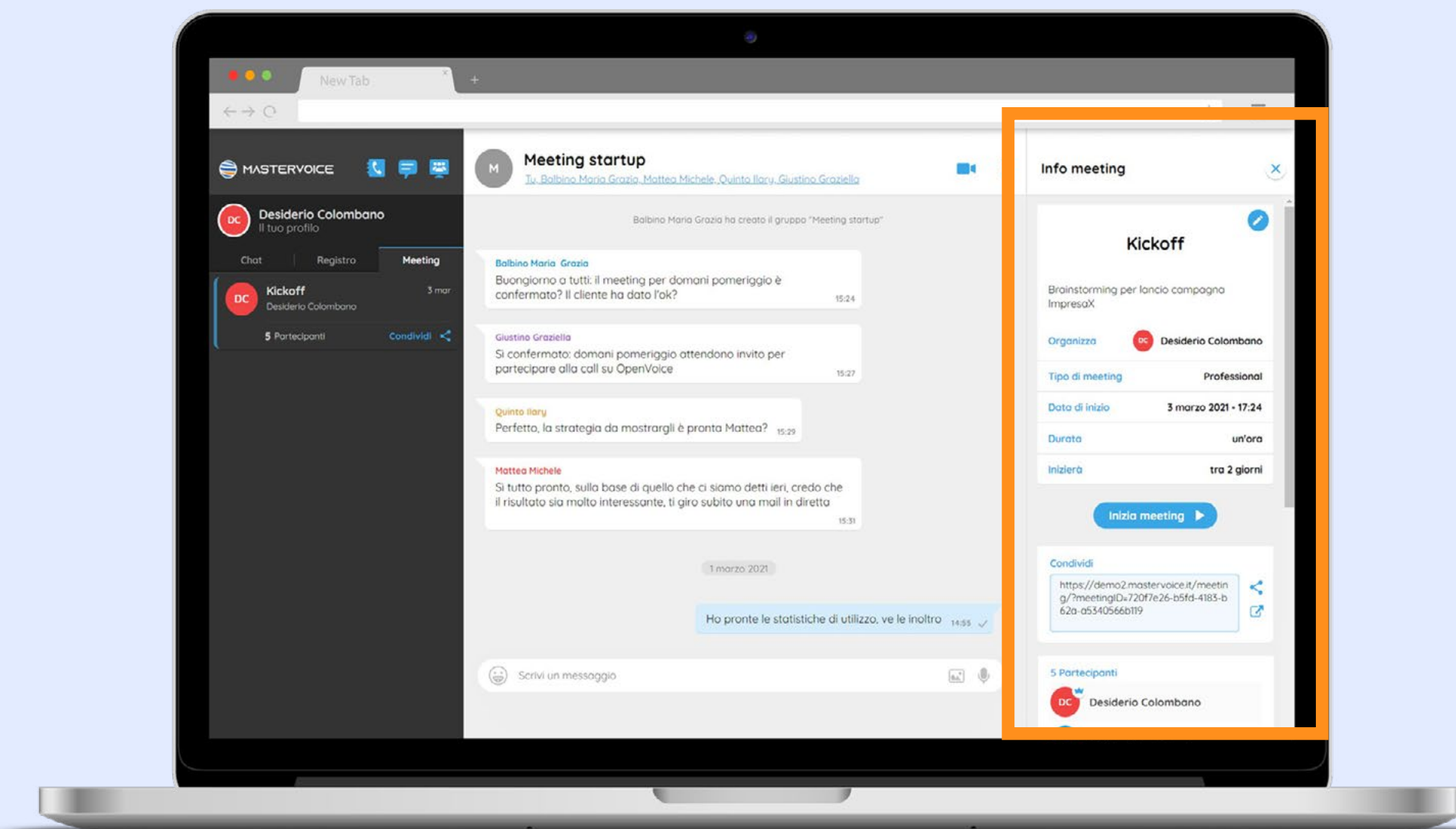
CONTACT CENTERS.
Centralize management, improve performance

The suite also includes a solution for inbound call centers, customer service response centers and integrated receptionist management across multiple national and international offices and branches

CONTACT CENTERS

A professional operator panel lets you make calls, manage queues and search for contacts with a simple **click and drag-and-drop** of the mouse. Detailed **statistics** on waiting times, calls answered and missed calls at the individual service level allow for comparative analysis to improve performance.
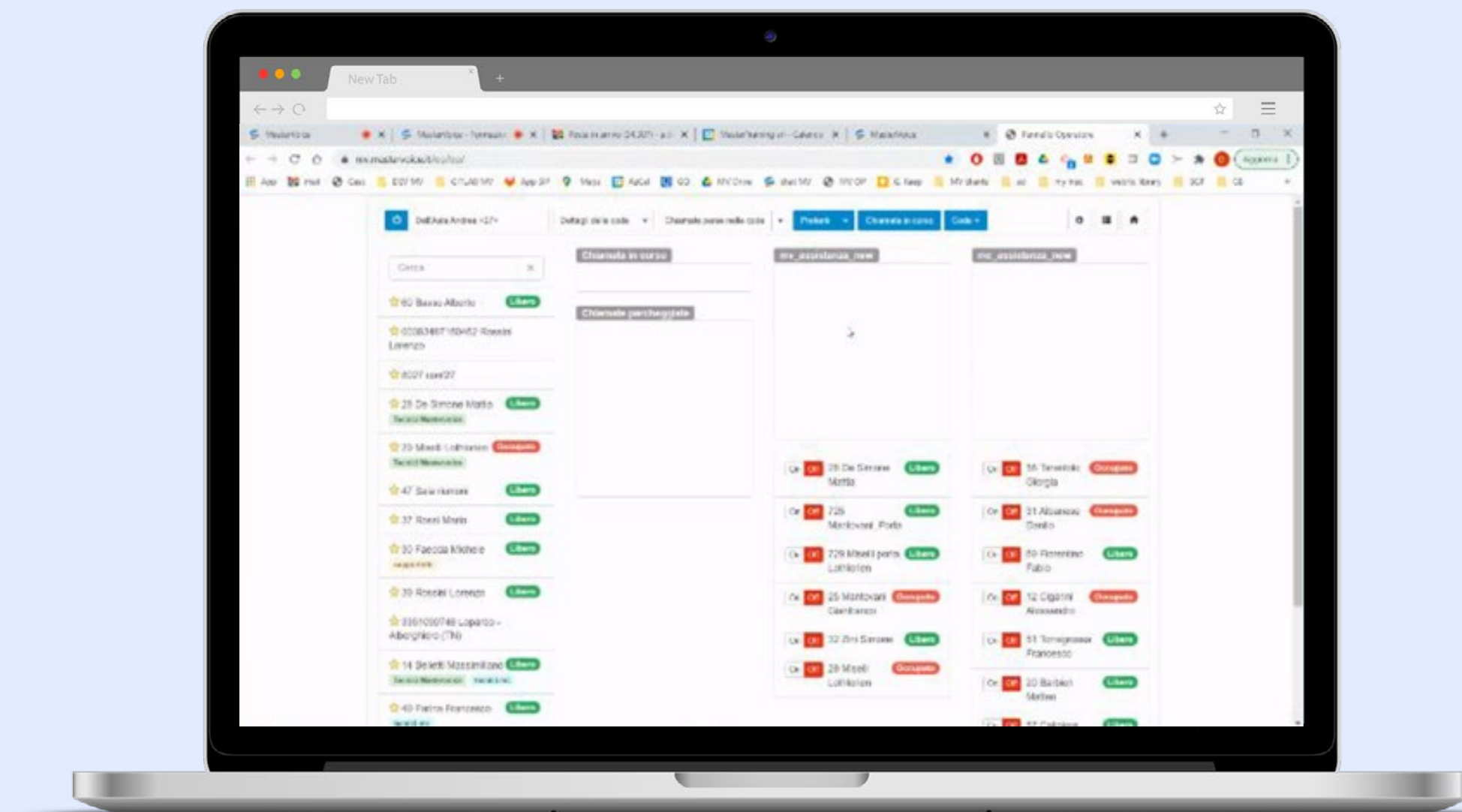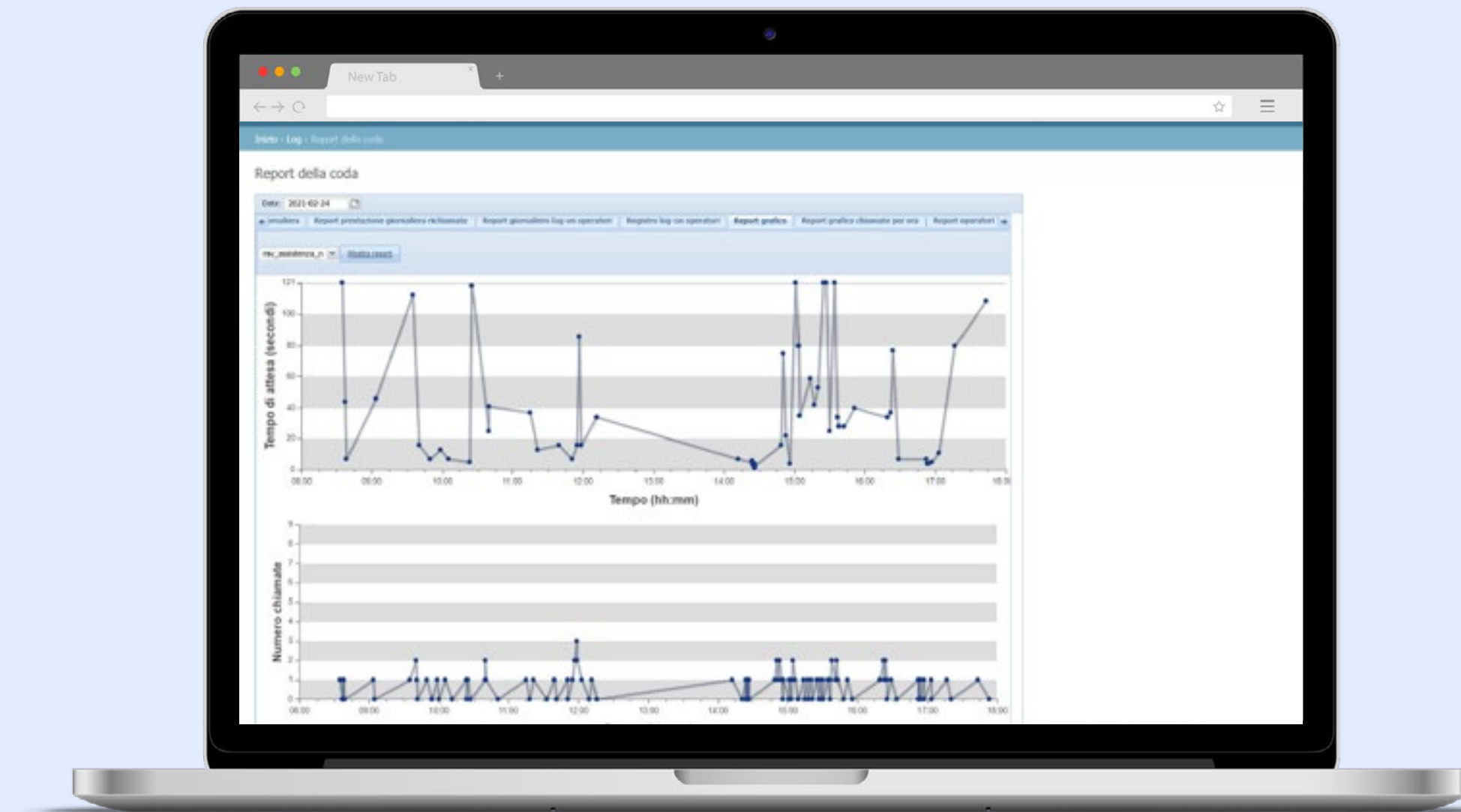
YOUR CUSTOMERS WILL LIKE IT.
Your business will grow

A UNIQUE BUSINESS MODEL.

Clear user fees inclusive of all services. Free startup and certification. We design customized partnership strategies and offer commercial assistance.

STANDARD VOIP SIP.

MasterVoice works with many brands of SIP phones, and offers automatic provisioning for the best-known products (Yealink, etc.). We have certified VoIP providers throughout Europe, or you can Bring-Your-Own-Provider.

DEDICATED RETAILER PORTAL.

A dedicated portal allows you to fully manage your customers and sub-resellers by creating new servers, opening tech support tickets, and monitoring users and resources.

A COMPLETE, FLEXIBLE AND INTEGRATED UCAAS SYSTEM.

The server can be hosted on Mastervoice data centers or provided by the retailer.

RAPID SERVER PROVISIONING.

Any new server can be installed with one click.

WHITE LABEL AND REST API.

Options for branding the suite and app on your own store. Easy integration with other software via REST API.

A HIGHLY VALUABLE PARTNER.

MasterVoice is the solution for building customer loyalty and expanding business opportunities with a complete and innovative UC system.

MASTERVOICE
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Read what our customers have to say at www.mastervoice.it

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