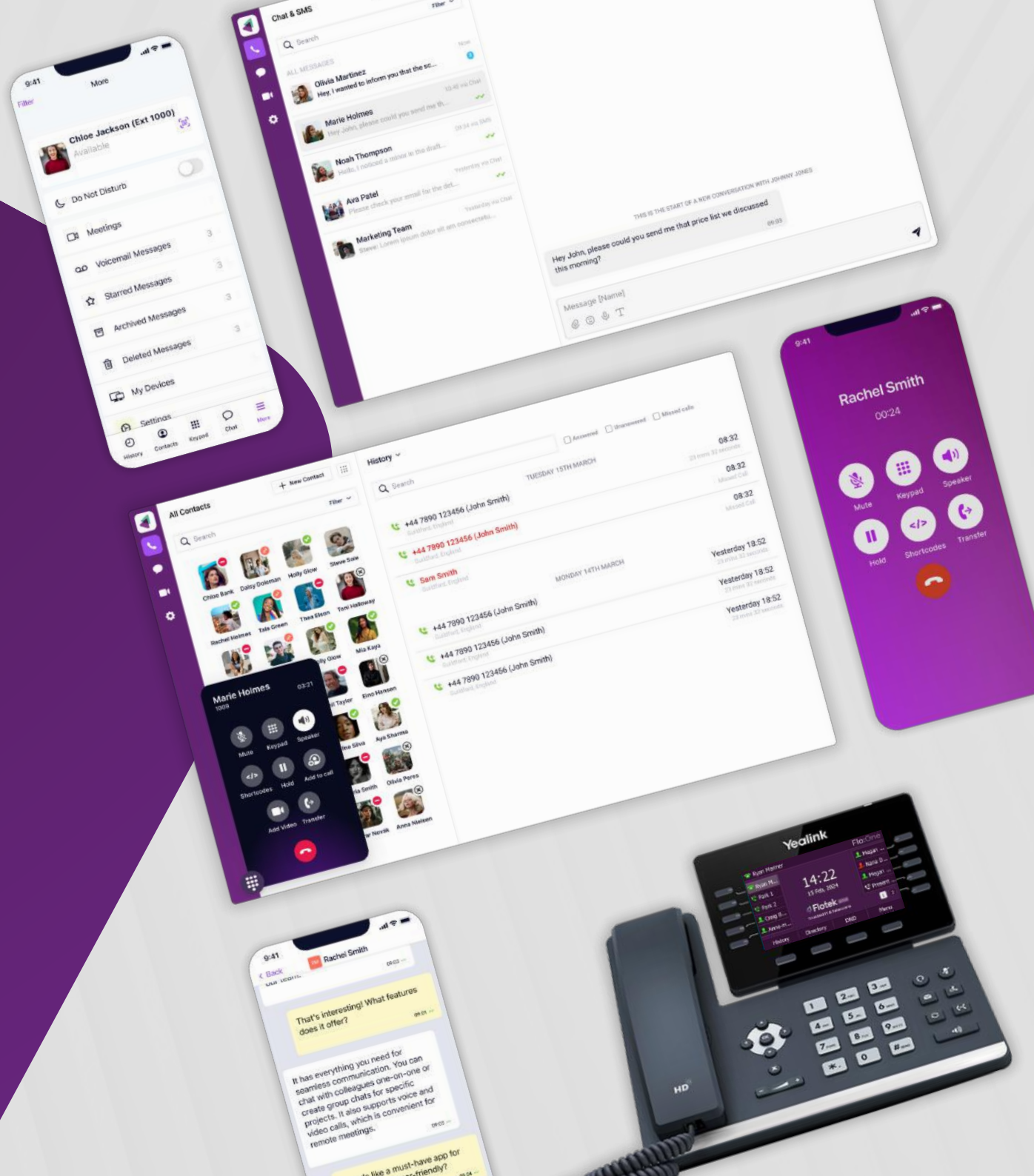




# Flo:One

# Telecom Brochure

Discover why Flotek is the  
smarter cloud partner for  
your business



# Who is Flotek

As a growing technology company based in Cardiff, Flotek strives to ensure customers are embracing the opportunities and efficiencies brought by the latest and greatest technology.

With regional sales and support locations across the UK, our ambitious growth is focused around our crucial values and fundamental rules, with every product and service delivered with expertise, passion and heart.

**Discover why Flotek is the smarter Cloud partner for your business.**



## Our reason why...

Ensuring our customers stay continuously connected through secure and cutting-edge technology solutions.



## Dedicated Team

With regional offices in the South West UK – our team are on hand to help you stay connected & secure across all our technologies.



## Employee Led

Every employee shares ownership across our entire group, fostering a culture of collective investment and shared success.



## Tech Partners

Working and collaborating with the world's market leading manufacturers to keep ahead of our competition.



## Internet

An Internet Service Provider offering reliable connectivity with the option of an on-net 5G backup for uninterrupted service.

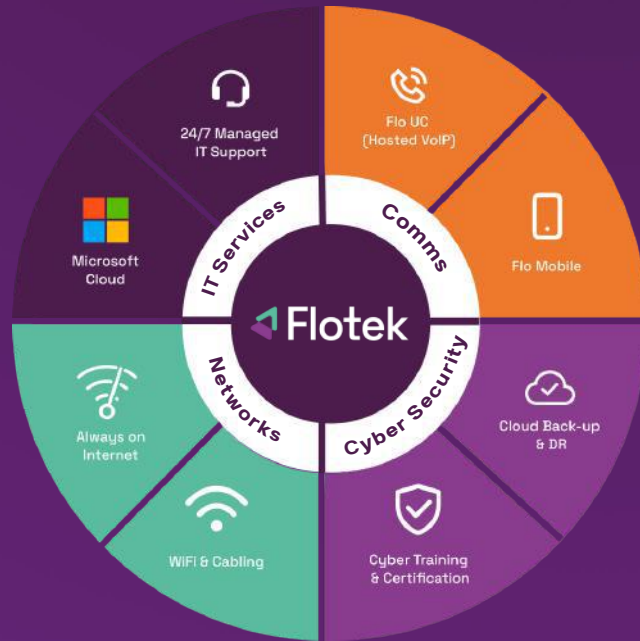


## Microsoft Cloud Partner

Driving customers towards cloud solutions using Azure, focusing on modern work practices and robust security measures.



## What We Do



# Bringing Technology Together.

At last, an IT & Comms service provider taking SMEs to the Cloud with confidence, clarity and clout.

Thanks to our range of innovative, cost-effective, tried & tested solutions that ensure your tech, team and data are always on, always secure and always together, wherever they are.

## Our Promise



### Always On.

Wherever your team is at, wherever you do business; staying connected with unfaltering internet back-up to boot is mission-critical for businesses whatever their size.



### Always By Your Side.

Innovative, cost-effective, tried & tested solutions, not to mention our friendly and experienced team always on-hand to ensure you're right where you need to be.



### Always Secure.

Flotek's got cyber sussed, with the highest security baked-in to all our products and best practice strategies putting the right defences in place for when it happens.



### Always Giving Back.

From rewarding our loyal customers, to promoting well-being and supporting charitable causes, every product and service we offer is delivered with expertise, passion and heart.

# Introducing Flo:One

Our industry leading unified communications platform is underpinned by a powerful VoIP telephony system, including a range of advanced call handling and management features, alongside video meetings, CRM Integrations, chat, presence, document sharing and more.

All of this can be managed centrally through our secure administration dashboard, and deployed through proprietary mobile, desktop, and web applications.

**Our software is also completely Open API to allow you to integrate further.**



Mobile & desktop applications



Directory services



Intelligent call routing



Call conferencing



Integrated video meetings



Instant messaging & presence



Voicemail & voice email transcription



SMS with bulk-send availability



Screen & document sharing



Customisable IVR menus



Call queuing & parking



Call recording



CRM integration



MS Teams integration



Wallboards



Scheduled reporting



Whisper, listen and barge



Multi Factor Authentication



# Flo:PulseHD Application

Our Flo PulseHD applications allows employees to take their communications channels with them wherever they go, however they work, and on whatever device they choose.

We have applications available for desktop (Windows and Mac OS), and mobile (iOS and Android), with additional web applications supported by all major browsers, delivering a host of communication and collaboration features within a single, intuitive pane:

SOFTPHONE

DIRECTORY SERVICES

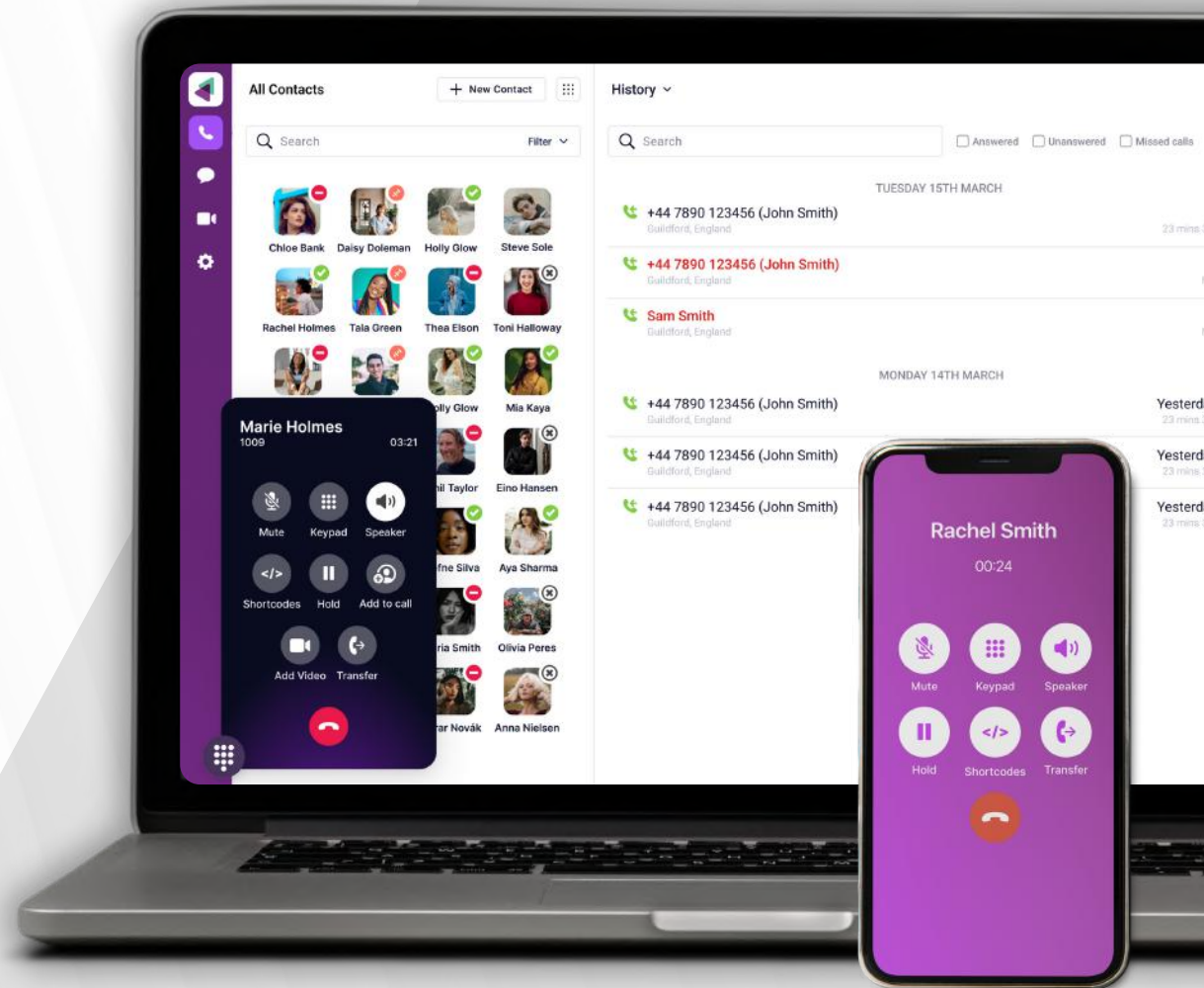
CALL CONFERENCING

VIDEO MEETINGS

SCREEN SHARING

DOCUMENT SHARING

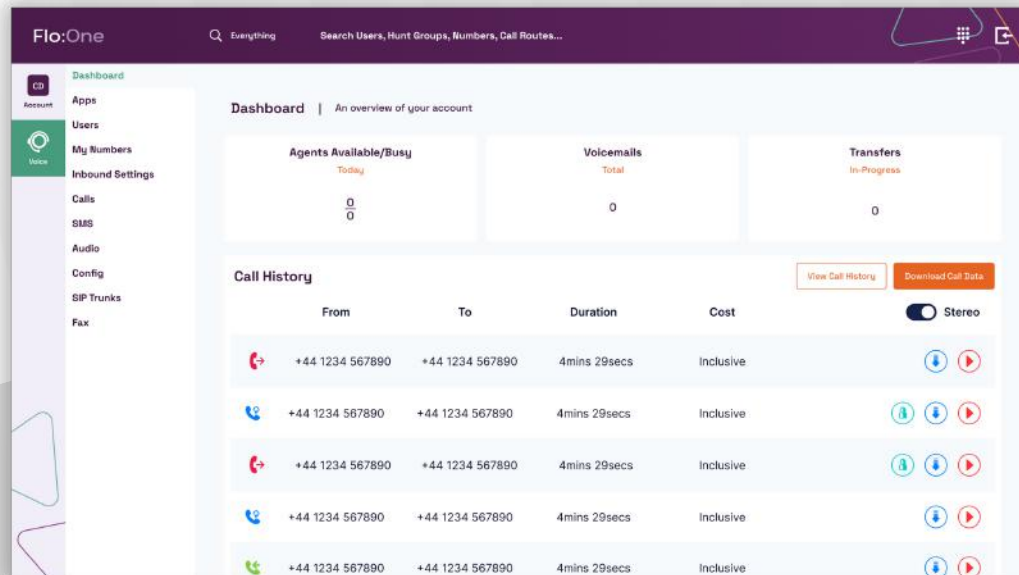
CLICK-TO-DIAL EXTENSIONS



# Secure Online Portal

Your secure administrative dashboard is your window into your account and user profiles, and where you will add users and extensions, manage your numbers, configure your call management tools, send bulk SMS messages,

and access both wallboards and scheduled reports. With multi-factor and single-sign-on security options, your information remains protected whilst being accessible from anywhere.



Login at <https://www.login.flo-one.io>



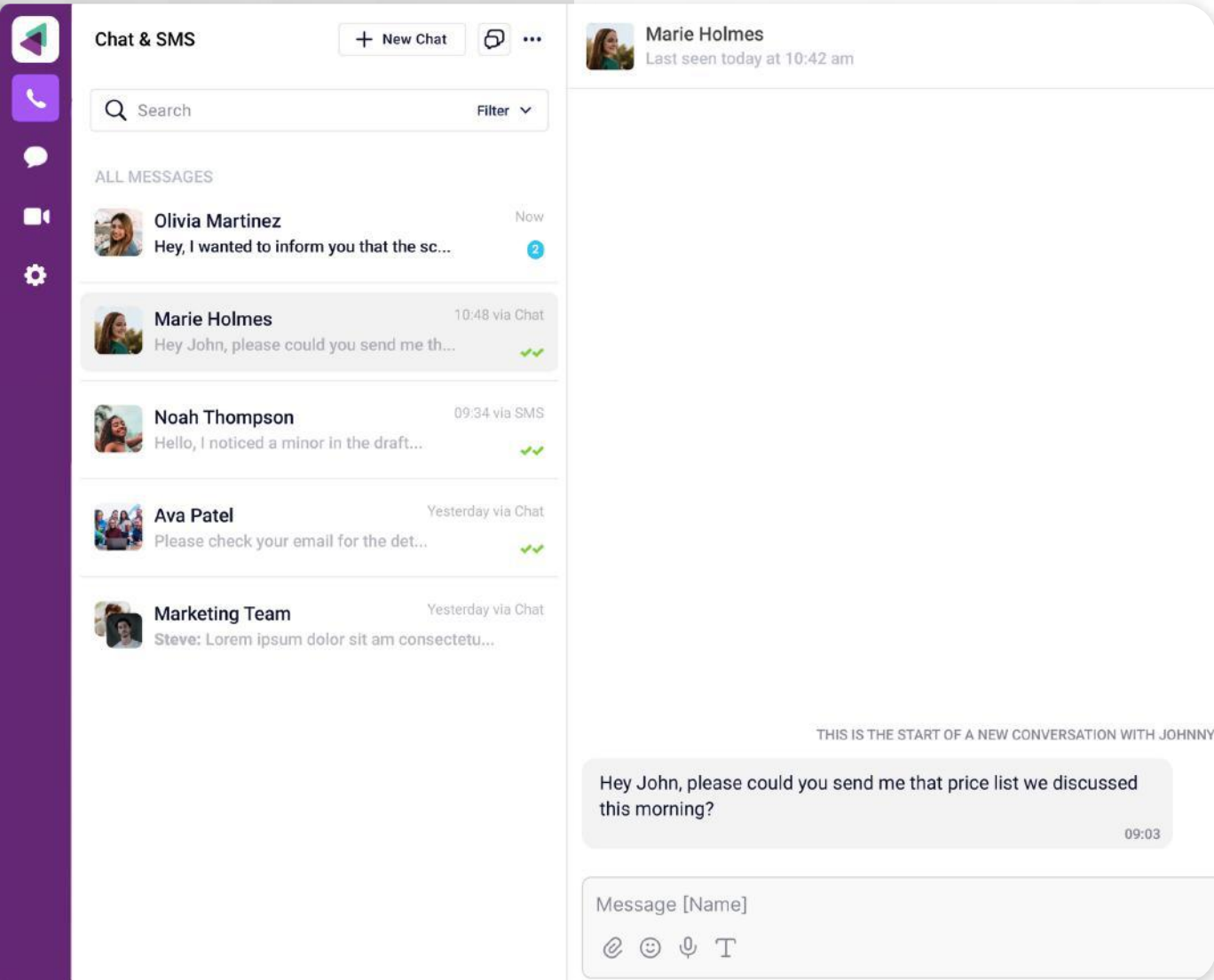
# Advanced Call Management

Our solution offers a comprehensive suite of cloud-PBX tools to enable your business to provide a professional appearance while giving customers the best possible experience.

Our drag and drop call routing module offers an intuitive method to build call flows in minutes, leveraging features including IVR menus, on-hold music, call queues, hunt groups, call-forwarding, voicemail, time diaries, and more.

The interface is divided into several sections:

- Call Route Options:** Includes a field for "Route Nickname" (Test Route) and a "Show advanced Settings" link. An "Add Route" button is in the top right.
- Assign Call Route To Number(s):** Shows "Assigned to" as "+44 7123 456789".
- Routing Modules:** A list of modules to add to the call route:
  - Send to Users / Forward Call
  - Press 1, Press 2 Option
  - Dial User by Extension
  - Caller ID Routing
  - Call Queueing
  - Play a Sound
  - Send to Voicemail
  - Hang Up
  - Repeat Routing Option
  - Conference Bridge
  - Send to another Call Route
  - Send to Trunk
  - Receive Fax
- Call Route:** A section for configuring the call flow, showing a sequence of steps connected by arrows:
  - INCOMING CALL RECEIVED:** The starting point of the call flow.
  - "PRESS 1, PRESS 2" OPTION:** A module where callers can press a number. It includes an "AUDIO" field (Routing-Audio\_Press1.mp3), a "What Happens When A Caller Presses:" section with buttons for 1, 2, 3, 4, 5, and MORE, and a "TIME OUT (SEC)" field set to 10. There are also "INVALID" and "TIME OUT" buttons.
  - SEND TO USERS / FORWARD CALL:** A module where the call is forwarded. It shows "Ext 1002 - 1002".
  - PLAY A SOUND:** A module that plays a sound during the call.
  - PLACE THE CALL INTO A QUEUE:** A module that places the call into a queue. It includes options for "Queue Time Out" (Off), "Ring Time Out" (Off), and "Short Code" (Send to Voicemail).
  - Where should the incoming call go next?:** A dashed box indicating the next step in the call flow.



# SMS Messaging

We offer a comprehensive business SMS feature that enables you to send SMS messages to either **individuals** or **bulk** across entire phone books of up to 20,000 numbers, either sending them immediately or using a scheduling tool to build entire campaigns.

Compose messages and view real-time updates of how your message will appear to recipients all from within the Desktop Application or via the Web Interface.





# Give Microsoft Teams a voice

Provide an enhanced voice solution for your Microsoft Teams users. For businesses who use Microsoft 365 for productivity and collaboration, our solution enables your employees to use Teams desktop and mobile applications to make and receive voice calls without clicking

## Make External Calls From Teams

Make and receive external calls from within the Teams application without the need to switch screens.

## Intelligent Call Routing

Enhance experience for inbound callers, with IVRs, call queues, time of day routing, on-hold music, and more.

## Cut Telephony Costs

Benefit from our pricing, with no upfront costs, generous call bundles, and unlimited free calling between extensions.

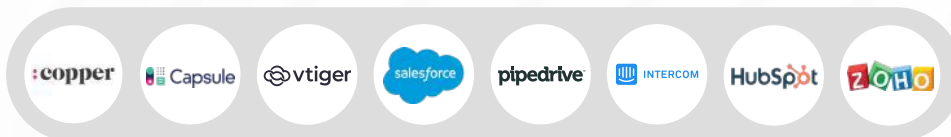
## Resilient Infrastructure

Call traffic is managed on advanced cloud infrastructure with global high-availability, horizontal scalability, and industry-leading resilience.

out to other consoles, while making use of our full range of features. Best of all, Teams users sit within your solution seamlessly alongside users who prefer to make use of our proprietary applications or desk phones – meaning genuine endpoint flexibility.



# CRM Integration



Key to any unified communications solution is integration with other critical services. Our solution offers contact integration and call logging with the leading CRM platforms, delivering plug-and-play compatibility across Salesforce, Hubspot, Pipedrive, Zoho, Vtiger, Capsule and Copper CRM.

## Automated CRM Screen Pop

Enjoy on-the-fly CRM record retrieval whenever a customer calls you – putting all the data you need at your fingertips.

## Flo:One Contact Sync

Flo:One can automatically synchronise with your CRM contact records, always ensuring a single, accurate source of truth.

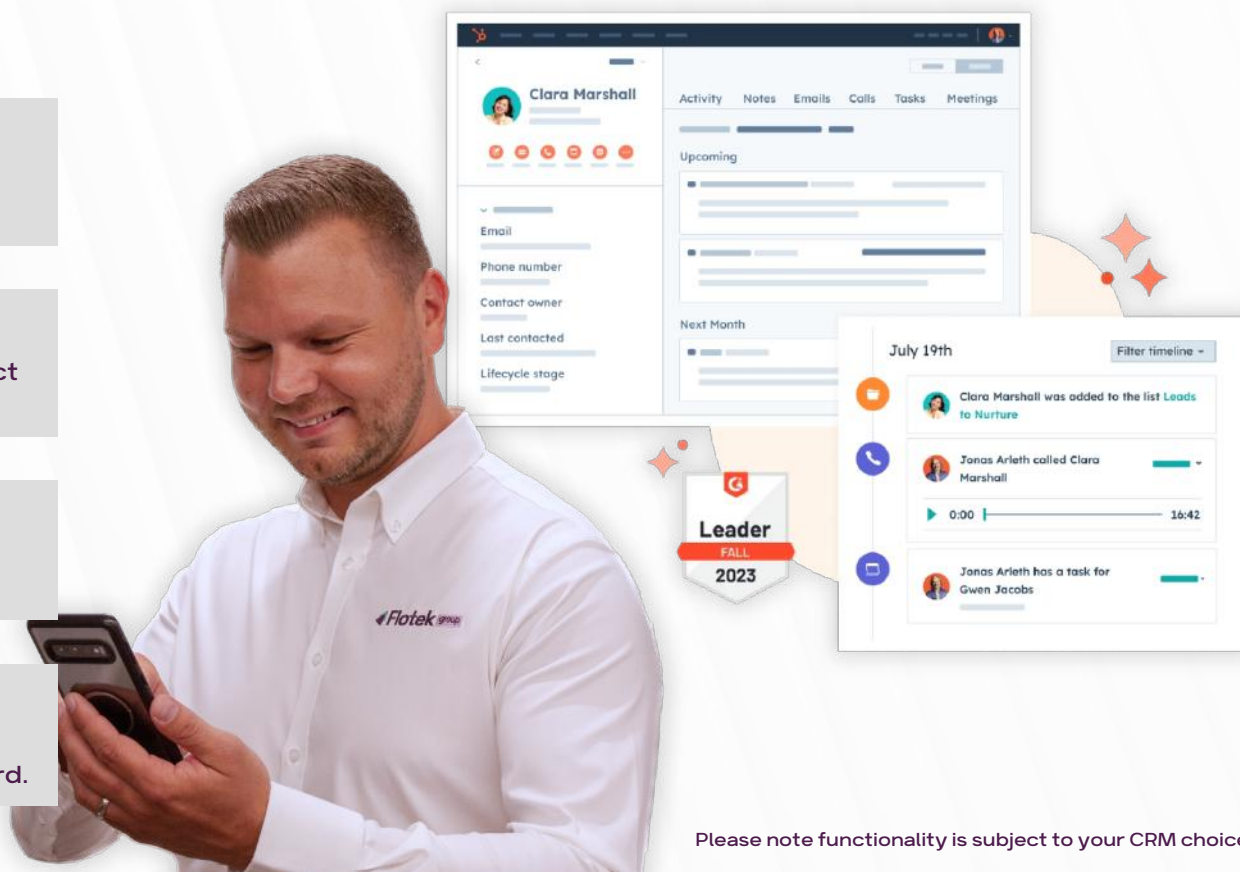
## Click-To-Dial Browser Extension

Turn all the customer phone numbers in your CRM into links you can click on to automatically dial in Flo:One.

## Advanced Logging Features

Log every call, duration, timestamp and more with Flo:One advanced call logging directly into your CRM customer record.

Less common, web-based CRMs are also catered for, offering both 'click-to-dial' and 'screen pop' functionality, while our Open-API library enables bespoke integrations.



Please note functionality is subject to your CRM choice.

# Flotek Backup & Archive

Backup & archive your call recordings, video recordings, and CDR data through seamless integration with leading cloud storage solutions, Azure, Amazon S3, Dropbox, Google Drive & our own **Flotek Backup Solution**.

This means that should you require storage of recorded calls longer than our rolling 90-day inclusive storage, you have a broad choice of options without the need to store anything locally, with automatic cloud-sync that ensures your files are securely backed-up without added administrative tasks.

**Flotek** group  
Cloud Backup



## Call History

	From	To	Duration	
	+44 1234 567890	+44 1234 567890	4mins 29secs	
	+44 1234 567890	+44 1234 567890	4mins 29secs	
	+44 1234 567890	+44 1234 567890	4mins 29secs	
	+44 1234 567890	+44 1234 567890	4mins 29secs	
	+44 1234 567890	+44 1234 567890	4mins 29secs	

# Compliance based Call Recording

We offer native **cloud-based** call recording, offering a 90-day rolling archive of your calls, complete with secure data centre storage, as well as integration to leading cloud storage providers should you need to retain copies of your recordings.

If you're operating in a **regulated industry** and subject to compliance requirements, such as **MiFID II** or **PCI**, we can also offer our cloud-based compliance call recording and analytics platform from CallCabinet.

CallCabinet includes advanced search and retrieval, 256-bit encryption, long-term immutable storage, and payment platform integration, delivering the ultimate telephony compliance suite.

A screenshot of the CallCabinet web interface. The top section is titled "CALL DETAILS" and "CALL PLAYBACK". It features a playback timeline with a red lock icon, indicating a secure recording. Below the timeline, there are sections for "SPEAKER" (listing users like Lucio Roberto, Peter Winterton, Anastassia Tatianopolous, and Martha Willoubey), "SINGLE NOTES", "NOTES OVER TIME", and "SCREENSHOTS". A red vertical line marks a specific point in the call. The bottom section is titled "SPEECH TO TEXT" and shows a search bar, categories (Sales, Marketing, CTA, Suggest Demo, Logistics), and keywords (delay, purchase, product, delivered, delivery, package, parcel, problem, arrival). The transcript shows a conversation between an Agent and a Caller, discussing a delayed delivery and a refund request.

**CALL DETAILS**

**CALL PLAYBACK**

03:10 / 04:27

**SPEAKER** (This denotes change in user)

- ☒ Lucio Roberto
- ☒ Peter Winterton
- ☒ Anastassia Tatianopolous
- ☐ Martha Willoubey

**SINGLE NOTES** (Click to add a note)

**NOTES OVER TIME** (Click to add a note)

**SCREENSHOTS**

**SPEECH TO TEXT**

Search Transcript...

**CATEGORIES:** Sales Marketing CTA Suggest Demo **Logistics**

**KEYWORDS:** delay purchase product **delivered** delivery package parcel problem arrival

**Agent:** 00:00:00.890 I understand there was a delay in getting your product **delivered**.

**Caller:** 00:00:05.480 Yes, I made the purchase on the 22nd and it has still not been **delivered**. I want a refund as my product has not been delivered.

**Agent:** 00:00:12.840 Let me check my system and find out what is happening with the delivery as you should have received your package by now. Please confirm your credit card details.

**Caller:** 00:00:17.500 Thank you. My credit card details are #####.

**Agent:** 00:00:27.215 Ok, I can see that the product was dispatched from our warehouse on the 20th and it should have arrived already. There was a delay with the courier service and it should be **delivered** this afternoon at 4pm. Will you be at home at that time to receive the parcel?

**Caller:** 00:00:29.861 Yes, I will be home after 3pm.

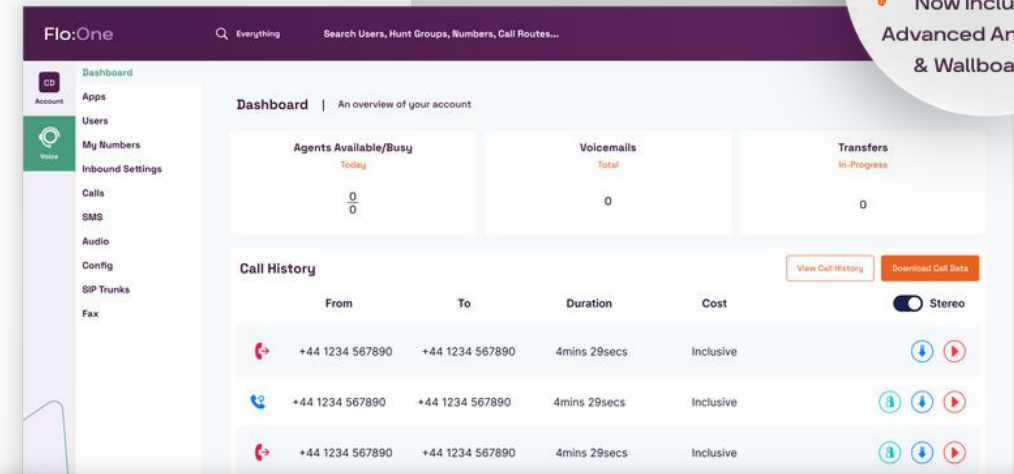
**Agent:** 00:00:37.295 Let me check my system and find out what is happening with the delivery as you should have received your package by now.



# Reporting & Wallboards

Keep your finger on the pulse of your team's productivity with our incredible self-management tools! Easily create visually **engaging wallboards** and **generate reports** at the touch of a button, then display them on an office TV wallboard. Whether you need instant updates or scheduled reports, our system has you covered.

With a comprehensive array of stats at your disposal, including **average wait times** and **call volumes**, you'll have all the key performance indicators right at your fingertips. This means you can identify **missed call opportunities** across different departments and ensure your business is delivering top-notch service consistently.



**NEW!**  
Now Includes  
Advanced Analytics  
& Wallboards!



Daily, Weekly or monthly Automated Reports are available via email

# The Ultimate Business Handset

The Yealink T54W is an advanced, feature-rich business phone specially designed for busy executives and professionals. It features an adjustable 4.3-inch colour LCD screen, Dual-port Gigabit Ethernet, built-in Bluetooth 4.2 and dual-band 2.4G/5G Wi-Fi, and more.

- 4.3" 480 x 272-pixel color display with backlight
- Adjustable LCD screen
- Ten programmable line keys
- Acoustic shield
- Support the corporate directory feature
- Built-in Bluetooth 4.2
- Built-in dual-band 2.4G/5G Wi-Fi
- USB port for USB headsets and EXP50
- Support Local 10-way conference
- Dual-port Gigabit Ethernet
- PoE support



Adjustable Corded-Cordless Phone



Content Sharing



HD Audio



Built-in Bluetooth



Built-in Wi-Fi



USB 2.0



[Click to Learn More](#) in-depth about the Yealink T54w

# The Essential Business Handset

The Yealink T44W phone boasts 12 lines, a 2.8-inch color display, and integrated Hall Switch for quieter operation. It offers superb audio quality with Yealink Optima HD Voice technology. Built-in Bluetooth 4.2, dual-band 2.4G/5G WiFi, and dual USB ports for headsets and recording ensure it meets modern wireless needs.

- 2.8" 320x240-pixel color LCD with backlight
- Dual USB ports
- Dual firmware images
- Built-in Bluetooth 4.2
- Built-in dual band 2.4G/5G Wi-Fi (802.11a/b/g/ n/ac)
- T4U Auto-P template unified
- T4U firmware unified
- Up to 12 SIP accounts
- PoE support
- USB headset and EHS support



NEW!



[Learn More](#) in-depth about the Yealink T44w



2.8-inch  
Screen



Optima HD  
Voice



Dual USB  
Ports



Acoustic  
Shield



Unified  
Firmware



Gigabit



Expansion  
Module



Built-in  
Bluetooth



Built-in  
Wi-Fi



# The Ultimate Cordless Handset

The Yealink W73H is the new-generation of stylish modern wireless handset designed for business use with a new ID design, which is more sleek, convenient to carry, and has better battery life and communication quality.

- 1.8" 128x160 TFT colour screen
- New modern commercial design, more compact and easy to carry
- Up to 35 hours talk time (in ideal conditions)
- Up to 400 hours standby time
- HD voice and noise cancellation
- Headset connection via 3.5 mm jack
- Sturdy and reliable belt clip to move discretionarily

Combining the benefits of wireless communication with rich business features of Voice-over-IP telephony, it empowers users with convenient wireless communication, excellent speech quality, and encrypted call information by the reliable DECT encryption technology.



HD Audio



Long Standby Time



3.5mm Headset Jack



Belt Clip



Noise Cancellation



[Click to Learn More](#) in-depth about the Yealink W73P

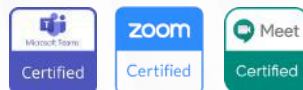


# Refine your workplace with our Wired & Wireless headset range

**Certified and compatible** with leading Voice platforms for phone calls via USB and VoIP video meetings, guaranteeing seamless and effective connections across any system you use.

**High Definition Voice quality** for crystal-clear audio, making every conversation sound as if you're speaking face-to-face.

Features are designed to help you **stay focused and boost your productivity**, allowing you to concentrate on your meetings without any distractions.



**Yealink UH36**  
**(Wired)**



**Yealink WH62**  
**(Wireless)**



160+ Metre  
Wireless Range

# Flo:One Simplified Licencing

We offer a single, comprehensive **Flo:One** licence that covers all your business needs, including advanced features typically sold separately by our competitors.

**Plus**, we even include Google's high-tech text-to-speech greeting feature, so you don't need to record your own greetings anymore.

**If you require any premium services, simply add our Pro license to unlock everything.**



## Inclusive Licence

### Flo:One

Unlimited Inclusive Calls	✓
Pulse Mobile / Desktop / Web Application	✓
1 Inclusive UK Number	✓
Call Forwarding	✓
Time of Day Routing	✓
Text-To-Speech Greetings	✓
On Hold Music (not branded)	✓
Hunt Groups	✓
Call Conferencing & Parking	✓
Multi Factor Authentication	✓
Single Sign On For MS & Google	✓

## Pro<sup>+</sup>

### Pro<sup>+</sup> Add-On

Microsoft Teams Integration	✓
CRM Integration	✓
Bulk SMS up to 20,000 recipients	✓
Multi Level IVR menus for Enhanced Call Routing	✓
Fully Embedded Video Meetings	✓
Voicemail 2 Email Transcription	✓
Instant Messaging & File Sharing	✓
90 Day Call Recording	✓
Call Queues with Live Wallboard Analytics	✓
Contact Centre Tools & Reporting	✓
Cloud Storage archive Integration	✓

**NEW!**

Now Includes  
Advanced Analytics  
& Wallboards!

\*Video Meetings coming soon!

\*subject to fair usage of 2000 per user aggregated across your account of 2000 minutes to local & national & 2000 minutes to O2/Vodafone/EE/Three

# Success Starts with a Free Flotek Audit.

Get a free evaluation of your IT, Cyber Security, and communications by our industry experts.

Reach out to us via email at [sales@flotek.io](mailto:sales@flotek.io) or give us a call at 02921508000 to schedule a completely **free audit of your business.**

During the audit, we'll compare your services like a financial review and provide recommendations on enhancing your business technology.

**Don't fret if you're currently under contract with another provider; we can often handle existing agreements to expedite your transition!**

Email: [Sales@Flotek.io](mailto:Sales@Flotek.io)

Phone: 02921508000



Microsoft 365



Microsoft Teams



Microsoft Azure



ERICSSON



LG



PaperCut MF

Yealink



Lexmark

openreach



CYBER  
ESSENTIALS



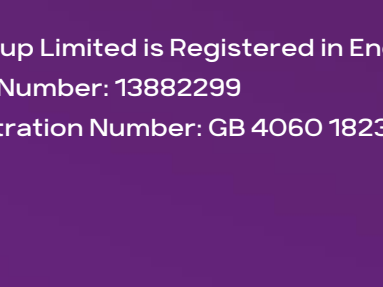
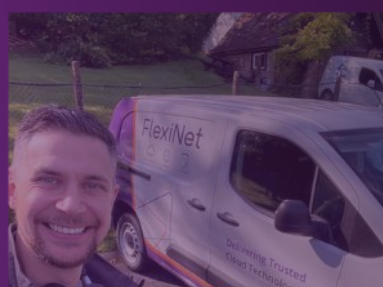
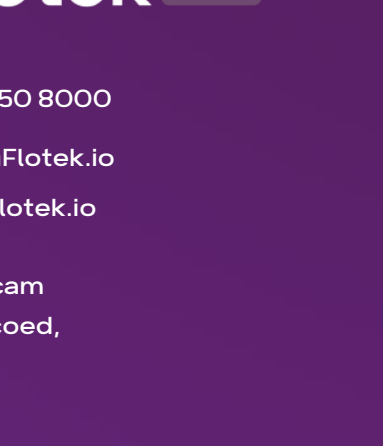
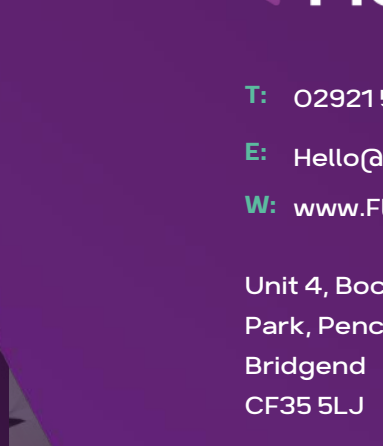
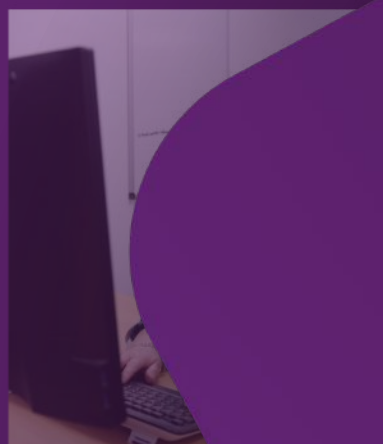
CyberSmart



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