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evolution voice

Fully Managed Cloud Based Telephony Service - Designed for Hospitality

Reduce costs, risk and administration by replacing your on-premises telephone system with a fully managed hosted telephony service from Fourteen IP

Our Evolution Voice managed telephony service enables hoteliers to take control of their hotel communications strategy. Used in conjunction with Jazzware, our Evolution Voice telephony solution offers call accounting, IVR, guest voicemail and wake up services, providing a flexible, cost effective telephony service with minimal up-front expense.

Evolution Voice is not just about replacing on premise dial tone with that from an above property system, hoteliers with multiple properties can take advantage of centralised services such as skills-based contact centres and seamless call overflow from one properties reception desk to another for the ultimate in shared resources and cost savings.

Evolution Voice is a virtual phone system that is hosted in multiple, secure, globally geographically resilient carrier grade data centres, offering enhanced business continuity, flexibility and scalability beyond what is available from any premises-based system. It offers a comprehensive feature set for both guests and staff including call centre and mobility applications.

At the heart of Evolution Voice service is our Cisco BroadWorks carrier-grade telephony platform, that operates in a global carrier-grade environment that is more reliable than any on-premises based service.

Evolution Voice™ has been designed for hotels with additional options for select/focused service hotels as well as full-service hotels and resorts. We have a range of productivity enhancing, cost saving features such as our mobile apps that allow users to operate from a single device to cover telephony as well as other functionality such as Push to Talk (PTT) and guest services applications.

Evolution Voice is constantly updated with at least one major and one minor software release guaranteed every year. Add to this the fact that there is no core voice switching hardware on site and you end up with an ever expanding feature set that should never need become obsolete. Adding and removing licences is a breeze and we can even de-activate guest rooms for a period if you are closed during winter or during a refurbishment.

About Fourteen IP
Founded in 2011, Fourteen IP has established itself as the global carrier for the hospitality industry with its Evolution Voice services being deployed in over 300,000 hotel rooms across 24 countries, supporting leading hotels and groups worldwide.

The Global Carrier for the Hospitality Industry

The EVOLUTION FAMILY - Designed for Hospitality

evolution VOICE

Evolution Voice is our flagship hosted telephony solution for hotels and resorts and is the leading cloud PBX for hotels globally. Evolution Voice comes in two flavours with EV Select designed specifically for select/focused service properties and Evolution Voice for full-service hotels and resorts. Installed in hundreds of properties around the world from small budget and boutique hotels to large full-service hotels and resorts with thousands of guest rooms.

virtual agent

Evolution Virtual Agent (EVA) combines intelligent IVR with AI and machine learning to reduce operational costs and improve service to guests. Intelligent, conversational virtual agents speak to guests in 130 languages and dialects and provide answers to regularly asked questions, take requests for wake-up calls, room items and maintenance requests and integrate with 3rd party and hotel systems. Reduce calls to guest services by over 60% and answer guests automatically 24x7x365.

sip

Our SIP trunks provide next generation resilient communications. Powered by our Cisco Broadworks platform, our SIP trunks ensure customers are connected directly to Evolution Voice and have access to additional features and functionality such as the ability to join a centralised group, add users on Evolution Voice alongside their PBX add an auto attendant. Add EV Connect to benefit from all the features whilst benefiting from considerable savings that are available.

magic

Our MAGIC portal simplifies the management and administration of guest Interactions in a single console enabling hotel staff to quickly provide customers with telephone access, implement routine moves and changes and view basic reporting and wallboards for single or multiple properties. Its intuitive user interface delivers increased efficiency in phone management for both users and provides simple device management of handsets.

connect

EV Connect takes our SIP trunks to the next level. Connecting your legacy PBX, EV Connect enables you to benefit from hosted telephony features such as extension to extension dialling between properties, centralised operator and Call Centre as well as replacing failed on-premise voicemail systems. EV Connect is available for many different legacy PBXs to enable these diverse systems to communicate together and to our hosted PBX system, Evolution Voice.

webex

Evolution Voice with Cisco Webex brings hospitality professionals together to do exceptional work. It's a single, easy-to-use and secure app to call, message, meet and get work done. In-meeting reactions with emojis and hand gestures let you express yourself non-verbally. Its immersive share lets you use your presentation or screen as your virtual background, giving participants an impressive viewing experience - ideal for training and briefing remote staff.