



## Next Generation Telephony for your Legacy PBX - Designed for Hospitality

Benefit from hosted telephony features such as extension-to-extension dialling between properties, plus centralised operator and contact centre options

Our Evolution Voice Connect service is an optional service layer that sits on top of our market-leading SIP Trunk offering. EV Connect enables legacy PBX systems to benefit from hosted telephony features such as extension to extension dialling between properties, centralised and distributed working environments such as operator overflow from one property to another, centralised call centres or even replacing a failed on-premise voicemail system.

EV Connect is available for use with many different legacy PBXs to enable these diverse systems to communicate together and also to our hosted PBX system, EVOLUTION Voice. As EV Connect legacy PBX users can be “mapped” in our Evolution Voice cloud telephony service, we can overlay a wide range of hosted PBX features.

As part of the EV Connect installation we can provide an optional PBX scan so that we can map and overlay services in the cloud. Should your PBX fail, this would ensure that an Evolution Voice hosted PBX can be deployed as quickly as possible, minimising disruption.

Dependent on the legacy PBX installed, the following functions can be added:

- Extension to extension dialling between properties
- Name display between properties
- Ability to provide Evolution Voice voicemail service (including voicemail to email and fax to email service)
- Multiple centralised and/or distributed services can be deployed such as call centre functionality,
- Add more extensions to a property without having to upgrade the current legacy PBX

EV Connect also enables integration with our Evolution Virtual Agent (EVA) which combines intelligent IVR with AI and machine learning to help hotels around the world reduce operational costs and improve service to guests.

Unlock features, centralise services, add disaster recovery and automate guest interactions by adding EV Connect to your legacy hotel PBX.

### 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 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.



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.



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.



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.



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.



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.

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