iCS is a prominent supplier of telecoms to the UK Education market. By focusing our efforts in conjunction with our sector specialists we ensure that your solution requirements are fully understood, enabling the actual delivery to be correctly supplied and implemented by appropriately trained technical teams.

iCS utilises the technology described below to offer features and benefits that are not often found in voice solutions.

Student Welfare:

Anonymity Line - Allocating a DDI number as an Anonymity Line ensures the student's identification can be protected in two unique ways: a) the voice is distorted such that it cannot be identified and b) the phone number (CLI) of students using this service remains 100% confidential. Upon receiving a call on this line the CLI is encrypted, hiding the caller's identity. Vision Reports stores this encrypted number allowing staff to check if there have been other calls from this student and who answered them. Where required, and with appropriate representation from the School / Police, we can decrypt the stored information and identify the originating phone number.

Senior Leadership Team (SLT) Broadcast:

Emergency Outdial - Staff can dial an emergency number that will ring all SLT members (deskphones and mobiles) in the Emergency Outdial hunt group. The first SLT member to respond to the call with an agreed code will receive the call and the other SLT phones will stop ringing. This is a significant feature for schools in a lockdown, or other serious incident scenario, where SLT input is urgently required.
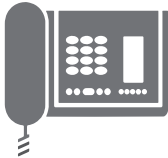
Tannoy:

Emergency Announcements - If information needs to be passed quickly to staff, desk phones can be used as a tannoy system, allowing emergency information to be heard via the handsfree speaker. Yet another example where the telephone system can help in an emergency or lockdown situation.

iCS has teamed up with leading telecoms system provider Splicecom to offer a product specifically designed for the UK Education market.

SelectVoice Core System Offering:

Single User Licence	iCS & Yealink Device Support	Desktop Call Control	Business Management	Admin Portal
Outright purchase or pay monthly	Supports a broad range of devices	Integration with SIMS, Skype, Outlook	Call Reporting Call Recording Live Wallboard	Allows ease of daily programming changes

Splicecom SelectVoice

SelectVoice 1000 On Campus & Cloud Deployment

School Auto Attendant	In-Queue Announcements	Flexible Call Distribution	Call Forwarding	Remote Working	Conference Bridge

System Deployment
SelectVoice 1000 on campus and in the cloud

Single schools or multiple schools/large campuses can all operate as a single system, but still retain their own configuration and identity. SelectVoice can be deployed on campus, or be cloud based. For larger schools and education trusts, a hybrid solution may be preferable with 'feeder' schools operating from the cloud, with larger campuses deploying a local survivable gateway to ensure that internal communications and alternate PSTN access is always available.

Headline Features

Single User Licence –Outright purchase or pay monthly

Keeping it simple is key. We offer two types of Users, a standard User Licence for members of staff with a deskphone/softphone, or a Virtual User Licence for teaching staff who do not have a dedicated deskphone. This provides voicemail with e-mail notification and call forwarding to mobile – ideal for staff on school excursions. Licences can be purchased outright or on a pay monthly contract.
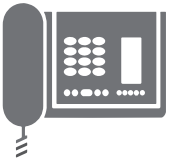
Phones –iCS and Yealink Device Support

SelectVoice 1000 supports a broad range of devices, ranging from iCS' family of deskphones, softphones for PC/laptop users, and macOS/Android/Windows smartphone devices, or integration with WiFi based handsets. In addition, the SelectVoice 1000 system offers a high level of integration with Yealink devices, including deskphones, audio conference units, local DECT phone support and extensive Video Conference facilities.

Desktop Integration –Desktop Call Control

Reception and Front Office staff can improve their effectiveness through the integration of SelectVoice 1000 with school management systems e.g. SIMS, whilst all phone users may wish to benefit from Outlook and Skype integration.

Business Management –Call Reporting, Recording and Live Wallboards

Call reporting and call recording have been at the heart of iCS' offering into the Education Sector for many years. Protect staff from abusive or difficult callers, ensure student welfare information is understood, or reviewed, as required. Our offer includes simple search and playback of recordings.

Reports, including time to respond to calls, call duration, review of busy periods and many more can be scheduled to arrive in the relevant staff's email, negating the need to constantly have to look and search for reports.

System Management –Admin Portal

You no longer need to call your telecoms provider to fulfil simple configuration tasks on your system. The SelectVoice Admin Portal empowers administrators to make daily adds, moves and changes on their system, without the need to attend complex training courses, or delve into the depths of a complex manual.

System Features

Inbound Call Routing
Giving the right impression is key to a successful voice deployment. We include a wide range of call routing facilities, including:

School Attendant
Allows callers/parents to select their desired destination e.g. "Select '2' for Absenteeism".

In Queue Announcements
There are inevitably busy periods during the week which cannot be avoided. Provide callers with a clear apology message, or take advantage of the delay by providing information about the school which can have significant advantages.

Flexible Call Distribution
Once self-service options are selected, routing calls to the required user or group of users is key. Exception planning e.g. In-service days and Bank Holidays can be programmed in advance to avoid any last minute changes.

For multi-site deployments calls can overflow from one campus to another, or hunt group members can be presented calls with various ring patterns applied. Any calls flowing from one school to another will present its identity to the user answering the call so the appropriate greeting can be offered to the caller.

Call Forwarding
For staff who are away from school, or work at different locations during the day, being able to forward calls to a mobile device is a must. Callers are not aware where the call is forwarded to. Additionally, desk phone users may prefer to hot-desk to another phone or device, therefore, retaining all their user settings e.g. voicemail, call history, Busy Lamp Field (BLF) information, etc. rather than simple call forwarding.

Remote Working
Who, or what, controls the need to work remotely? It could be an unexpected 'snow day' or the need to work from home to complete an important task. With a wide range of solutions, from Web Partner, which allows call control from any PC using a browser, deskphone, softphone or Smartphone applications we have a solution for all requirements.

Voice Conference Bridge (VCB)
SelectVoice 1000's embedded conference bridge is ideal for bringing departmental staff, or senior leadership teams together, irrespective of where they might be. The VCB allows for time based or open conferences, with pin access and caller joining notification. It can be expanded through the addition of Conference Manager, providing a view of all attendees, with the ability to mute or drop individuals, and dial additional participants, allowing their direct inclusion into an existing conference.