

Mobile+

All of your business mobile needs in one app

A full business mobile service, including data, business number, calls and texts with enhanced features like ring groups, call transfer and recording.

Mobile+
a PiPcall product



INTRODUCING Mobile+ TECHNOLOGY

Voice calls on the PiPcall app are mobile calls. This means all PiPcall calling takes place over the mobile voice network, just like a normal mobile call, and not over the internet like mobile data or Wi-Fi calling.

What does that mean and why is it good for my business? Let’s break it down.

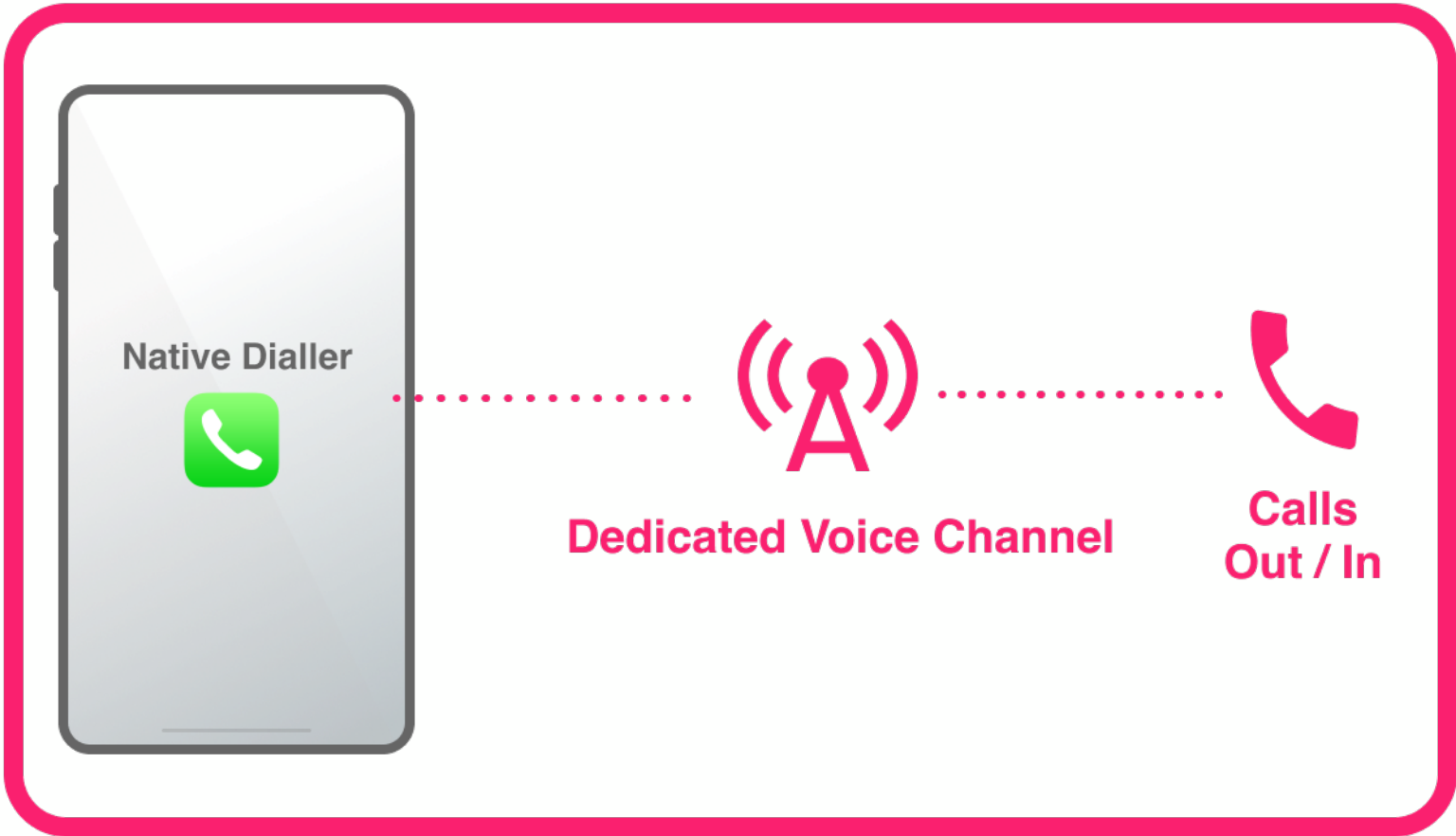
What is a mobile call?



In an ordinary mobile phone call, sound travels in the form of data. Mobile phones communicate with each other through coverage cells that correspond to geographical areas (this is why they are sometimes called cell phones).

When you call someone using a mobile phone, the data gets transferred from one cell to another until it reaches the recipient.

The quality of a call is important so networks have invested in dedicated channels purely for voice data. This differs from the internet where voice calls contend with other forms of data, like streaming.



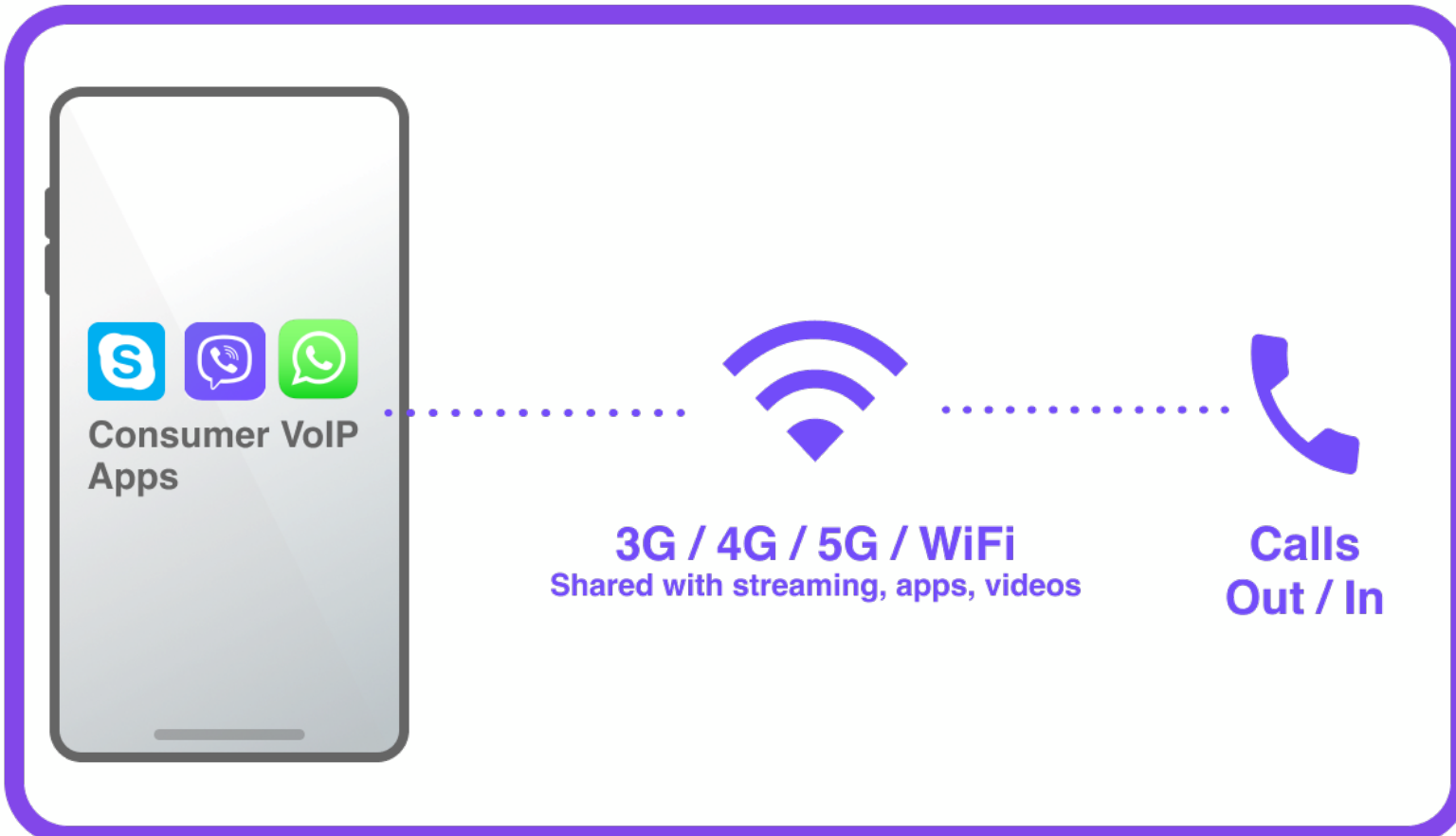
What is a mobile data call?



Mobile VoIP apps send voice data as digital “packets”, which are transmitted over the internet. The transmission is facilitated by Wi-Fi and mobile networks 3G, 4G and 5G.

The advantage of VoIP is that it provides enhanced communication between individuals or groups on a mobile. The ability to make and receive calls is only one of the functions of a VoIP service. That is the primary reason why businesses are increasingly adopting it.

If you are on a very low-data connection, or if you do not have Wi-Fi access, your call may not go through, it may drop mid-call, or have variable quality.



HOW DOES Mobile+ WORK?

Mobile+ technology by PiPcall combines the resilience and quality of mobile calling with the features of a VoIP softphone in one mobile app

PiPcall piggy-backs off the SIM in the mobile device. It is carrier-agnostic so if the user is a Vodafone customer PiPcall calls over the Vodafone network. Likewise, if the user is an EE customer the call goes over the EE network. If the user's phone has a Wi-Fi calling feature then PiPcall can also make use of this.

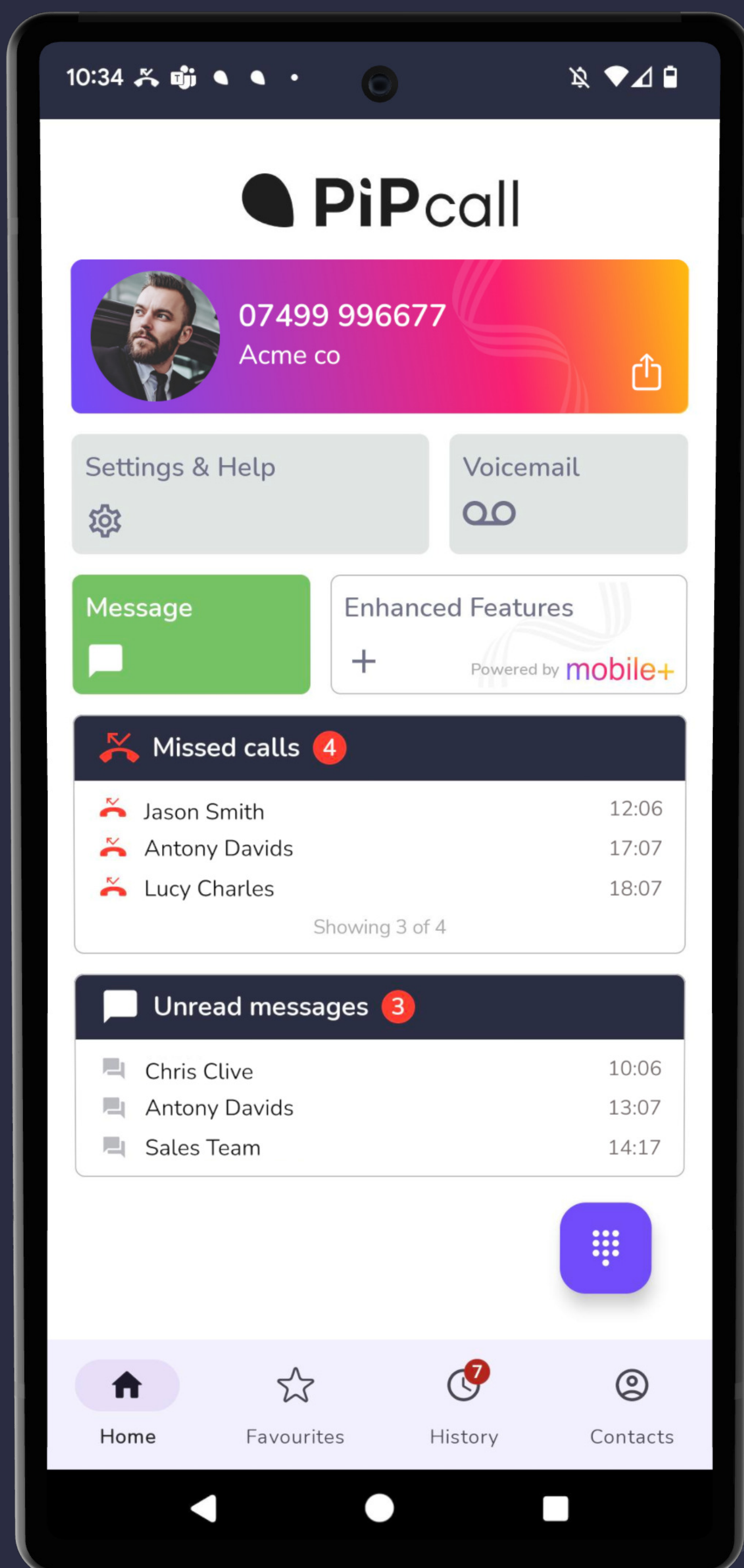
The PiPcall app gives you the best of both worlds. It integrates the feature-rich capabilities of a PBX-based VoIP call with the robustness and quality of a mobile call. This gives business users the best possible experience when calling from a mobile app.



 PiPcall

PIPCALL MOBILE APP

PiPcall offers the UK's most advanced business mobile solution in an app. It provides high-quality resilient calls over dedicated voice channels with text and data packages, in combination with a range of advanced calling features including call recording, IVR functions and group call pickup. The app is designed to be deployed on personal or company-owned mobile devices, integrating seamlessly into your business.



Customise

Select from geographic or mobile numbers with SMS. You can also port your own business number.*

Clarity

Calls are made over the mobile voice network, unlike other apps which use mobile data (3G, 4G, 5G) and Wi-Fi.

Flexible

Rolling out PiPcall is as easy as downloading it to a personal or a company-provided device, making implementation a breeze.

Universal

The app runs on both iOS and Android devices, and on all UK mobile networks.

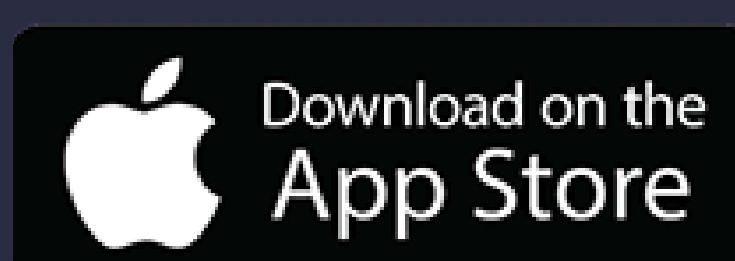
Separate

The business number, contacts, texts, and recent calls all remain completely separate from any personal calling and contact apps.

Efficient

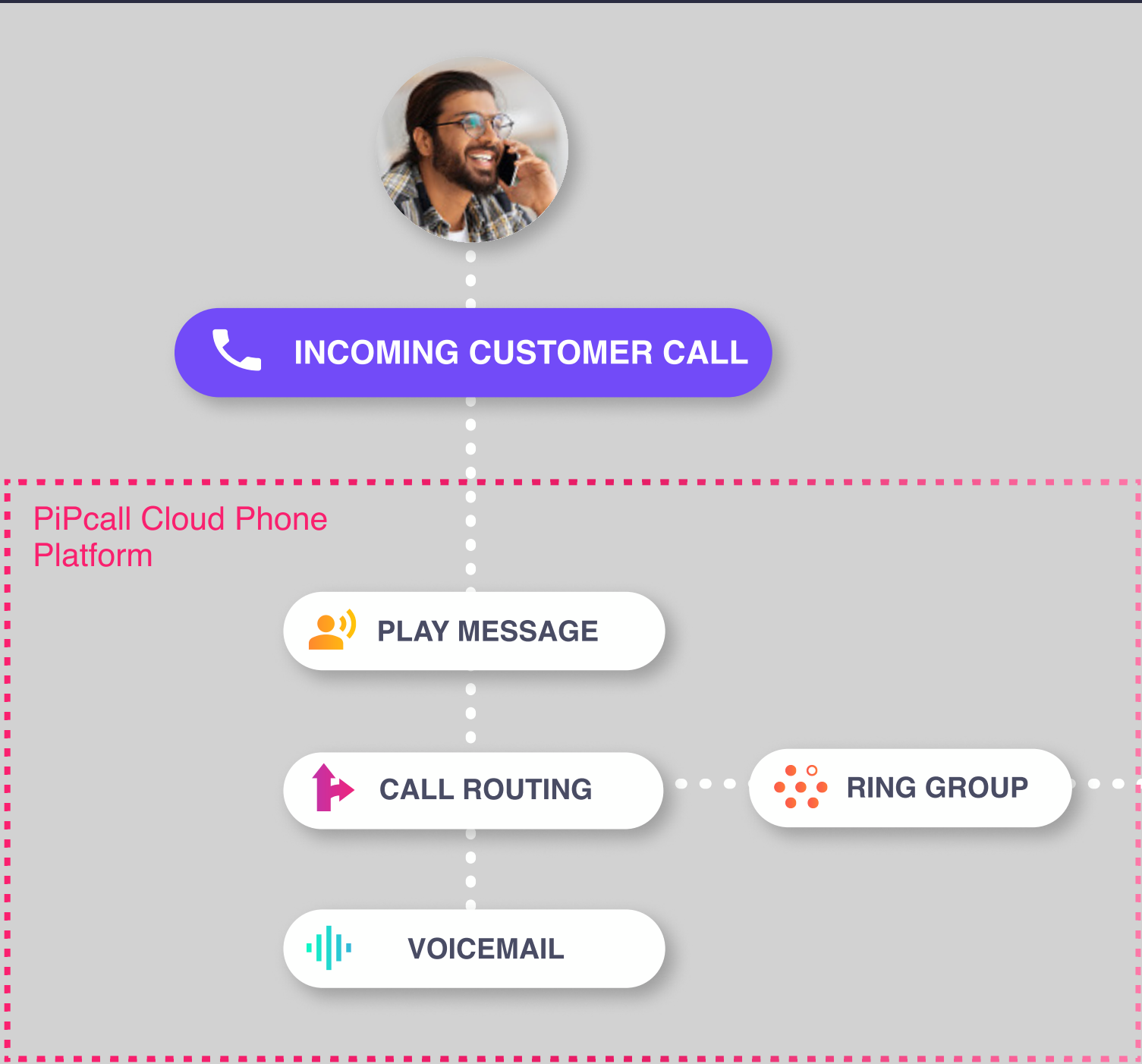
Low CPU and battery usage compared to traditional VoIP apps.

** Porting and geographic numbers are not available during the trial.*



ENHANCED CALL FEATURES

PiPcall offers enhanced calling features not found in regular phone or SIM packages, giving you complete control over your calls and conversations.



Call Routing / Forwarding

Set up rules to direct calls to specific people at specific times.

Call recording & storage

Call recordings are stored and are accessible for regulatory, compliance and dispute handling needs.

Call controls

Managers decide which users can dial international and premium numbers.

Call Monitoring / Whisper*

Allows managers to enter phone conversations to coach employees.

Ring groups, queues

Avoid missing or mishandling calls when staff are busy or away.

Voicemail to email

Send voicemails to your email address for easier access and sharing.

Internal directory

Access contact details for all users in your organisation via the app.

Auto attendant / IVR

Set a personalised greeting for all incoming calls.

Virtual numbers

Your business number can be 07 or geographic, you can even port an existing number.

* Available via our desktop application.

ONBOARDING, TRAINING AND SUPPORT

As PiPcall users ourselves we walk the walk with our own product daily... and it's brilliant. The difference in call quality between PiPcall and other mobile apps is very noticeable.

Our role as a telecoms provider is to not only sell you the system but also to help implement and integrate PiPcall into your business and to make sure that it's being used to its maximum potential.

Our five-stage onboarding approach makes transitioning from one phone system to another as painless and non-disruptive as possible. We take an active role in onboarding and training, so that your I.T. staff, management and users can all concentrate on their normal duties.

1. Understanding your needs

The what and the how. During the sales process we deliver a proposal based on your initial requirements. You will receive a detailed proposal of your mobile solution so it is always clear that your needs are being met.

2. Implementation

Configuring PiPcall and then integrating it into your business from a technical perspective, making sure that all users understand what PiPcall can do.

3. Onboarding session

PiPcall's onboarding session typically involves a video call where we go through the core features of the Mobile+ product. All of your team can join or we can record the session for users to watch in their own time. It is also the perfect opportunity for users to ask questions. We find that this session really helps all users to avoid issues and reduces future questions and problems.

4. Portal Training

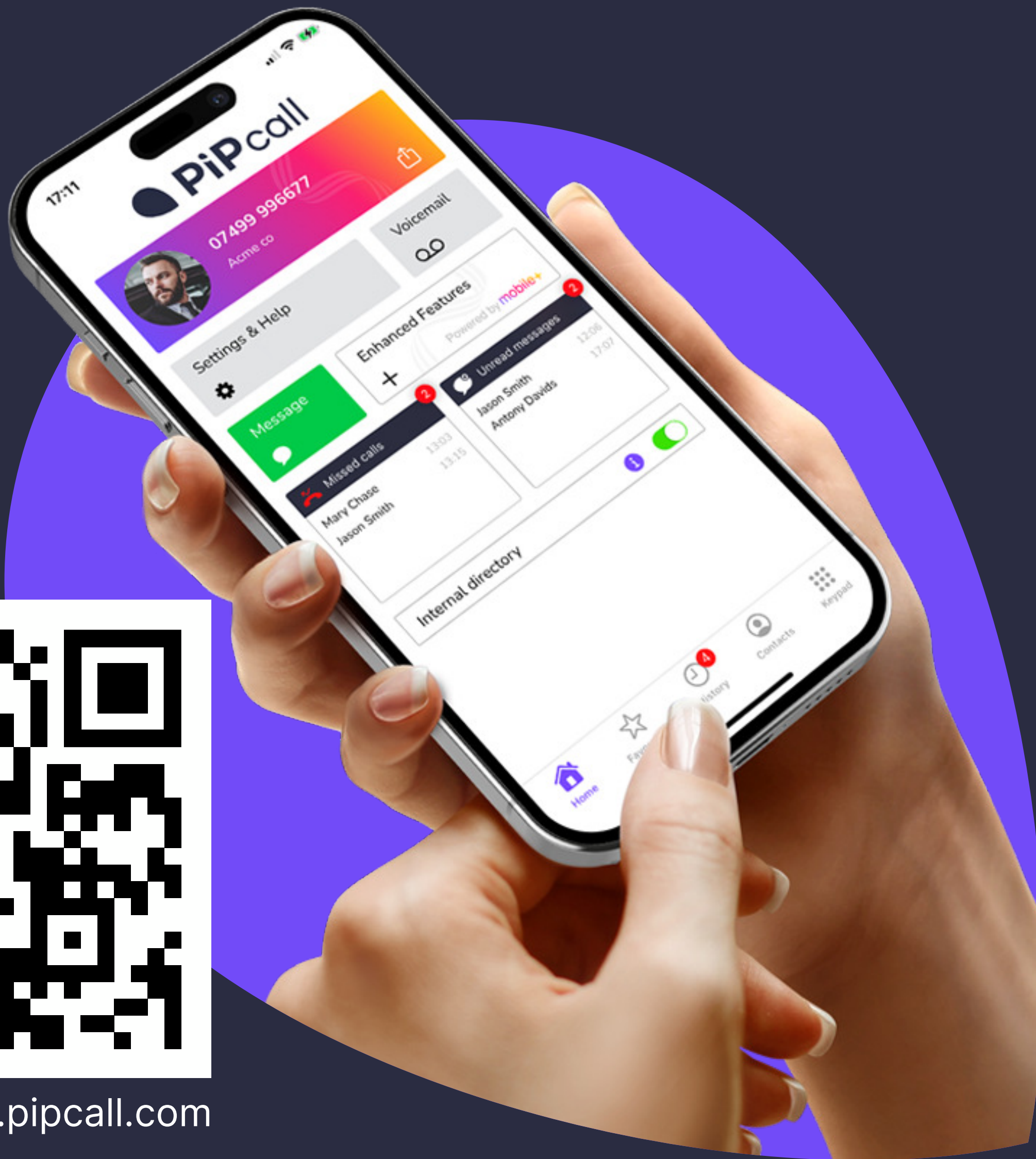
Primarily aimed at the assigned I.T. manager or administrator. Our portal is very intuitive, making training a quick and simple process. We are more than happy to make configuration changes on your behalf, as part of our ongoing support for your business.

5. Ongoing support

PiPcall is just an email or a phone call away to help you with any questions, challenges or troubleshooting, to make sure your service is always working for you. We release new features regularly so be on the lookout for messages from us containing details about these updates as well as helpful advice on how to get the best out of PiPcall.



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** Available via our desktop application only.*

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