FONE TECHNOLOGIES

Smart, Reliable Cloud Phone Systems for Business Communication.

Why Choose F One for Your Cloud Phone System?

At F One, we make staying connected simple with Elevate UC, a cloud-based phone system designed to keep your business talking, no matter where you work.

With Elevate UC, your team can make calls, join video meetings, send messages, and share files, all from one easy-to-use system. Whether you're at the office, working remotely, or on the move, you'll stay connected and productive.

Packed with handy features like video conferencing, auto-attendant menus, and call performance tracking, Elevate UC is secure, reliable, and boasts a 99.99% uptime. It helps your business save time, cut costs, and keep communication flowing without a hitch.
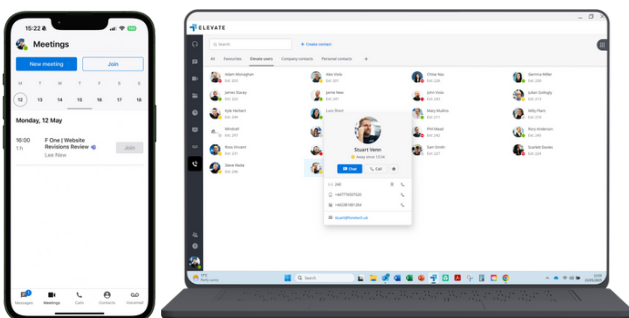
Mobile App for Flexibility
Manage calls, messages, and meetings on the go with a user-friendly mobile app that works seamlessly across devices.

Call Recording Made Simple
Easily record and review calls to improve training, maintain compliance, or ensure excellent customer service.

Reporting & Analytics
Access in-depth call data and performance metrics to make smarter business decisions and optimise your communication.

SmartVoice On-Hold Messaging
Enhance customer interactions with customisable, professional on-hold messages, auto-attendants, and voicemail greetings.

Seamless CRM Integration
Connect your phone system with popular CRMs to track calls, streamline workflows, and deliver a more personalised customer experience.

Voicemail Transcription
Save time with voicemail-to-email transcription, allowing you to quickly read and respond to messages without needing to listen to recordings.

Feature	Elevate Essentials (what's included)	Elevate Pro (what's included)	Elevate Enterprise (what's included)
Concurrent Devices	1 Phone Plus Apps	5	5
Mobile & Desktop Apps	Yes	Yes	Yes
UK Landline & Mobile Calls	Unlimited	Unlimited	Unlimited
Free International Calls	21 Countries*	33 Countries**	33 Countries**
Automated Call Menu (Auto Attendant)	Yes	Yes	Yes
Caller ID Display	Yes	Yes	Yes
Call Groups with Login/Logout	Yes	Yes	Yes
Call Transfer & Hold	Yes	Yes	Yes
Call Announcements, Parking & Retrieval	Yes	Yes	Yes
Spam & Unwanted Call Blocking	Yes	Yes	Yes
Voicemail & Email Notifications	Yes	Yes	Yes
Voicemail Transcription (Voicemail to Text)		Yes	Yes
Call Recording	Yes	Yes	Yes
Archiving	30 Days***	30 Days***	30 Days***
See Team Availability (Presence)	Yes	Yes	Yes
Private & Group Messaging	Yes	Yes	Yes
AI-Powered Call & Chat Assistant	Yes	Yes	Yes
Cloud Storage (File Backup, Sync & Share)	5GB per User	50GB per User	200GB per User
HD Video Meetings	4 Participants	100 Participants	200 Participants
HD Audio Meetings	200 Participants	200 Participants	200 Participants
Live Screen Sharing	Yes	Yes	Yes
Meeting Transcripts & Insights		Yes	Yes
Sync with Calendar (Google & Outlook)	Yes	Yes	Yes
Call Logs & History	Yes	Yes	Yes
Live Performance Dashboards		Yes	Yes
In-Depth Call & User Analytics		Yes	Yes
Company Directory Integration	Yes	Yes	Yes
Click-to-Call & Meeting Integrations (Chrome, G Suite, Outlook, Slack, Office 365, CRM Pop-ups)	Yes	Yes	Yes
CRM Integrations (Sugar CRM, Zoho CRM, Zendesk)		Yes	Yes
Advanced CRM Integrations (Salesforce, ServiceNow, NetSuite, MS Dynamics)			Yes

*Elevate Essentials: Free international calls to Austria, Belgium, Czech Republic, Denmark, Estonia, France, Germany, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, United Kingdom (Includes landline & standard mobile).

**Elevate Pro & Enterprise: Free international calls to Australia, Austria, Belgium, Canada, Czech Republic, Denmark, Estonia, France, Germany, Hong Kong, Iceland, India, Ireland, Italy, Israel, Japan, Luxembourg, Malaysia, New Zealand, Netherlands, Norway, Poland, Portugal, Romania, Singapore, Slovakia, South Korea, Spain, Sweden, Switzerland, Taiwan, United Kingdom, United States (Includes landline & standard mobile).

***Archiving can be extended beyond 30 days for an additional monthly charge.

Feature	Contact Centre Pro (what's included)	Contact Centre Elite (what's included)
Admin Portal	Yes	Yes
Supervisor App	Yes	Yes
Live Agent Status	Yes	Yes
Call Queuing System	Yes	Yes
Automatic Call Distribution	Yes	Yes
Queue Position & Estimated Wait Time Updates	Yes	Yes
Supervisor Controls (Listen In, Coach, Join Calls)	Yes	Yes
Live & Historical Call Reports	Yes	Yes
Live Performance Dashboard	Yes	Yes
Call Queue Analytics Dashboard	Yes	Yes
Agent Performance Dashboard	Yes	Yes
Call Recording	Yes	Yes
Built-in Integrations (Dynamics, Salesforce, Zendesk, Slack)	Yes	Yes
Agent Desktop & Web Apps	Yes	Yes
Scheduled & Custom Reports	Yes	Yes
Customisable Call Menu (IVR)	Yes	Yes
Routing Calls Based on Agent Skills	Yes	Yes
Location-Based Call Routing	Yes	Yes
Advanced Call Routing (Last Spoke to, Preferred Agent, etc.)	Yes	Yes
Custom Agent Status Options	Yes	Yes
Live Alerts for Call Volumes & Performance	Yes	Yes
Call Back & Voicemail Options for Queued Calls	Yes	Yes
Emergency Queue Announcements	Yes	Yes
Customer Feedback Surveys After Calls	Yes	Yes
Convert Text to Speech for Messages	Yes	Yes
On-Screen Agent Scripts	Yes	Yes
Live Chat Queues	Yes	Yes
Email Support Queues	Yes	Yes
WhatsApp Support Queues		Yes
Multi-Channel Notifications (Voice, Email & SMS)		Yes
Call & Shift Scheduling Tool		Yes
AI-Powered Agent Coaching & Feedback (Identify Topics, Sentiments, Highlight Keywords for Coaching and Performance Improvements)		Yes
Screen Activity Recording		Yes
Custom CRM Connection	Professional Services (+£)	Professional Services (+£)
Custom Workforce Management Connection		Professional Services (+£)
Voice Command & Speech Recognition		Yes