

Enterprise Voice for Cloud Solutions

Supercharge your voice platform with Australia's leading cloud-based calling solution for hosted PBX and Contact Centres.

When a seamless customer experience is non-negotiable

Maintaining competitive edge demands 24/7 customer connectivity – and that means continuous phone communication across diverse paths and carriers. Enterprise Voice provides immediate alternative carrier service in the event of a carrier services failure, ensuring your customer and agents can always stay in contact. The upside of multi-carrier protection is up to 100% availability, guaranteed.

Rapid deployment for Contact Centres

Agile businesses depend on reliable solutions that flex with fast-changing needs. Pre-provisioned and dedicated carriage links make activating a CCaaS solution fast and seamless, delivering a unified experience wherever you are. Our simple “use and grow” model removes the headache associated with traditional BYO carriage implementations for cloud-based services.

Virtual workplace

SecureCo's Voice Solutions are designed for today's 'work from anywhere' world, equipping your agents with best-practice security and compliance standards wherever they are. Strengthen your business continuity, reach new levels of customer satisfaction, and enhance employee productivity.

BENEFITS:

PCI Compliance Assured: A simple uplift to SecureCo's Contact Centre Payments ensures customer credit card data never enters your contact centre environment, so your compliance is never compromised.

Implicit Redundancy: Disruption doesn't mean interruption. In the event of an outage with your primary carrier, calls are automatically rerouted for completion via a secondary carrier*.

Consistent Call Quality: SecureCo's premium voice environment ensures your team can deliver the same quality of service, every time. Forget dropouts: experience unparalleled call clarity, regardless of location or capacity.

Intelligent Fixes: Our real-time monitoring and predictive resolution capability mitigates network issues before they have an impact. Stay ahead of problems with deep visibility across all your contact centre operations.

* Inbound calls require Toll Free numbers to allow for failover to secondary SecureCo carrier service numbers.