

### Designed to meet the needs of schools

RM Voice includes a suite of education-focused features, including options to handle events such as broadcasting whole-school emergency messages, scenarios involving children with care plans and updating parents/carers with temporary messages.



#### Security alerts and paging

Helps you meet DfE and Ofsted requirements, including preparation for a lockdown event without the need for additional tannoy systems



#### Scheduling and routing

Set holiday and inset dates in advance, and schedule or manually toggle night mode, call forwarding and more



#### Student support lines

Allow students to anonymously record messages to report bullying, express wellbeing concerns and other safeguarding matters



#### IVR and recorded messages

Interactive voice response can inform or redirect callers without you even picking up the phone



#### MIS integration

Sync all your telephone contacts and other data from your school management information system



#### Free inter-site calls

for trusts and federations (or anyone using RM Voice)

### Security and support

- Paging facility and security alerts
- Student support lines
- UK-hosted systems
- Multiple system failovers
- Ability to restrict calls
- Advanced fraud protection

Customer support desk including out-of-hours cover for any service-affecting issues

### Systems management

- Simple admin & user portal
- Extensive reporting suite
- Centralised reception
- Unlimited concurrent calls
- Dedicated phone numbers - Personalised number and login for each staff member (log in to up to 5 devices at once)
- Groups
- Porting and transferring numbers
- Advanced call routing
- Night mode option
- Auto attendant feature (interactive voice response - IVR)
- Set holiday & inset dates in advance
- MIS integration available: import contacts from database

### Call features

Can all be managed and customised from the online portal:

- Directory and speed dial
- Call logging
- Call reporting
- Call recording
- Call forwarding
- Call screening/caller display
- Missed & unreturned call tracking
- Smart voicemail (voicemail to email)
- Virtual conference calls
- Greetings

Free inter-site calls between any RM Voice users

Optional call packages



getintouch@rm.com



01235 645 316



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### Security and support

<b>Security alerts (emergency broadcasts and paging)</b>	This is a critical feature for full school safeguarding, and satisfying Ofsted guidance of a school being capable of providing an audible warning of a lock-down event - should an issue arise you can alert all phones in the school of a safeguarding risk and request support/staff to be alert for potential issues.  Individual users or preset groups can be alerted or paged where a system-wide public announcement is not appropriate. Examples include safeguarding and medical emergencies where students cannot be left alone.
<b>Student support lines (Wellbeing hotline)</b>	An anonymous recorded line set up for students (or staff) to call without having to talk to a person and worry about being identified if they don't wish to be. The call is then sent as a recording to a specified inbox for appropriate action to take place. This can help support reporting of bullying, expressing wellbeing concerns and other safeguarding matters.
<b>UK-hosted systems</b>	RM Voice is hosted across three geo-diverse tier-3+ datacentres across the UK.  Keeping your telephony secure and up to date, all system and security upgrades are conducted automatically on the platform and handset firmware and configuration upgrades are completed remotely as required.
<b>Multiple system failovers</b>	The system has >99.99% operational uptime, using geo-diverse datacenters and multiple resiliency tiers.
<b>Ability to restrict calls</b>	Bar calls to high-value call destinations, such as 118 (Directory Enquiries), international and premium rate calls, with an additional ability to override the bar on an extension-by-extension basis.
<b>Fraud monitoring</b>	Our built-in fraud monitoring and detection system continually checks the platform for unusual call patterns and proactively alerts and suspends accounts when needed to ensure you're always in control and don't end up with a surprise bill.
<b>Ability to restrict calls</b>	The RM Voice platform can be configured to prevent outbound calling on certain extensions or to only allow outbound calling once a pin code is entered, preventing outbound calls being made by unauthorised users and abuse of the phone system.
<b>Customer support desk</b>	The customer support will be happy to help you with any issues you have, including setting up the more complicated scheduling and IVR functions. The system has a very reliable uptime but in the extent of any service-affecting issues this also includes out-of-hours support.



## Systems management

<b>Simple admin &amp; user portal</b>	Everything in RM Voice can be controlled via a simple-to-use online portal - whether for administration and individual users wishing to set up and use their call features.
<b>Extensive reporting suite</b>	RM Voice includes a call logging and reporting package called 'Insights.' It allows administrators to easily report on their users' inbound and outbound calls in a very detailed way. You can set up regular call reports, for example helping to aid safeguarding and dealing with potential nuisance calls.
<b>Centralised reception</b>	Reception can be centralised through one extension. One reoccurring problem is parents receiving a missed call from the school but when they call back into reception, they have no idea which staff member made the call which can lead to worry and frustration. With the reporting feature you can easily search the relevant number and identify the extension/person that called them.
<b>Unlimited concurrent calls</b>	The system is easily scaled and has no limitation on the number of concurrent calls possible, other than the maximum bandwidth of your broadband connectivity.  Each extension can make or receive three calls at any one time. Users can create multi-party calls, put callers on hold and receive voicemail simultaneously.
<b>Dedicated phone numbers</b>	A personalised number and login (voice extension) for each staff member or department can be used to log in to up to 5 devices at once - allowing two physical handsets and a mixture of softphone options.
<b>Groups</b>	Groups can ring multiple handsets on the RM Voice Services platform simultaneously or in a sequence. They are typically used within a functional area of the school, such as the office or ICT department. Groups also include shared voicemail and call forwarding. Distinctive ringing allows a user to tell the difference between their extension or the group ringing, to easily identify an external or internal call.  Groups can also be used for contacting multiple people on their mobiles by dialing a single number. For example, an out of hours ICT support line, for contacting the SLT, or safeguarding teams in the event of a school lockdown.
<b>Porting and transferring numbers</b>	Porting allows you to retain your existing PSTN phone numbers offering a continuation of service, and no need to update school websites and collateral.
<b>Advanced call routing</b>	Calls can be routed from an IVR to any extension on the system, including any groups and queues, the voicemail of any extension trust-wide, you will not be limited to the school the IVR is configured for, another IVR menu (to create a multi-layered menu) or any other telephone number you require.
<b>Time of day routing and night mode option</b>	Time of day routing can be set up to automatically follow a schedule - allowing calls to a particular number (extension number, or telephone number) to be routed differently based on the date, day of the week and time of day.  Night mode allows multiple preset "away" states to be preset and then manually triggered from a handset or the portal, giving simple but immediate control. There are many scenarios for example activating settings for routing calls during parents evenings and after-school clubs and when trips are running behind, or scenarios when a user is teaching, at lunch, in meetings or for school closures.
<b>Auto attendant feature (interactive voice response - IVR)</b>	Allows you to set up a menu system that directs callers to the right phone, for example dial 1 for general enquiries, 2 to report illness etc. You can also set up guidance on snow days such as "the school is closed today" or "to check whether the school is open today visit <a href="http://www.schoolwebsite.co.uk">www.schoolwebsite.co.uk</a> "
<b>Set holiday &amp; INSET dates in advance</b>	Scheduling and time of day routing. Set up different options for where calls get sent based on the time of day or school holidays.
<b>MIS integration</b>	Sync all your telephone contacts and other data from your school management information system.



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## Call features

<b>Directory and speed dial</b>	An inbuilt directory includes all the internal extensions, along with any external telephone numbers that you wish to add. Three- or four-digit speed dial codes can be set up to accelerate frequently dialled numbers with many handsets having the option to preset physical fast-dial buttons.
<b>Call logging and reporting</b>	Data is collected about incoming and outgoing calls enabling traceability and evaluation of users, patterns, costs and more.
<b>Call recording</b>	Calls can be recorded - useful for a number of reasons, for example perhaps taking a record of a meeting, to reduce risk and liability, or reducing inappropriate calls.
<b>Call forwarding</b>	The ability to forward calls when the main number is unavailable, whether to another extension, voicemail or to a mobile number or landline. Ideal for out of hours, snow days, staff illnesses and more. These can be set in three different ways: <ul style="list-style-type: none"><li>• Call Forward Always (for holidays and extended periods, or combined with the calendar or time schedule)</li><li>• Call Forward Not Answered (to divert a call only if not answered in a certain number of seconds)</li><li>• Call Forward Busy (to divert only if that line is already connected on a call)</li></ul>
<b>Call blocking</b>	Do not disturb and call blocking Allows you to set the phone to do not disturb, especially useful for head teachers in a meeting or classroom phones in lesson time and can also block certain calls either from specific numbers or at certain times of the day.
<b>Call screening/caller display</b>	Caller display allows reception and individual users to see who is calling before deciding to pick up the call. A do-not-disturb function allows teachers to disable the sound/flashing lights associated with incoming calls. However, in the event of an emergency this functionality is automatically overridden unless the handset is excluded from emergency broadcasts.
<b>Missed &amp; unreturned call tracking</b>	The detail of any missed calls is available so users can return the call, or action otherwise as appropriate.
<b>Smart voicemail (voicemail to email)</b>	Voicemail comes standard with every extension but can be turned off completely or set to share a voicemail box if required, for example for absence lines. Voicemails can be played back directly from RM Voice, remotely from any handset in the school using a secure PIN, or automatically converted into an email attachment.
<b>Greetings</b>	Users can customise their (voicemail) greetings in addition to the broader IVR functionality, welcome message and recorded menu options.
<b>Virtual conference calls</b>	Conference calls create a virtual meeting room where multiple internal and external extensions can connect and have a group discussion.
<b>Free calls between RM Voice users</b>	Particularly useful for inter-site calls within school trusts and federations; all calls between schools using RM Voice will be completely free.
<b>Optional call packages</b>	Call packages of calls to UK landlines and mobiles can be included with your service, lowering overall cost and offering price certainty.



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