



Voice

Communication is integral to your business operations.



Silver Lining provides the very best voice products and services for your business needs. Whether it's traditional ISDN lines, the latest integrated IP telephony system or a fully managed contact centre solution, we have a solution that fits.

- Unified contact centre solutions
- Real-time reports & statistics
- Conference & collaboration
- Call recording & messaging
- Hosted telephony services
- Call queuing & routing
- PCI-DSS compliance



Business Telephone Systems

Our team will help you choose the best voice products and services for your business needs. Whether it's traditional ISDN lines or the latest integrated IP telephony platform, we have a solution that fits.

- **Telephone system portfolio**
- **Physical and virtual telephone lines**
- **Hosted telephony platform**



Contact Centre Solutions

Our enhanced contact centre services provide everything you need to maximise team performance, increase profitability, ensure superior customer service and improve efficiencies now and for the future.

- **PCI-DSS compliance solution**
- **Call recording & auto attendant software**
- **Number management, reporting & monitoring**



Conference & Collaboration

With new technologies, conference calling has broken down many communication barriers. This method removes travel expenses, reduces time away from the office and brings teams together.

- **Video conferencing equipment**
- **Conference call equipment**
- **Web conferencing solutions (WebEx)**



PCI-DSS

We work with clients and partners who share a common challenge of ensuring card payment transactions are processed in a compliant way. We understand that when it comes to customers, data security is essential.

- **Full resilience & DR protection built in**
- **Protect you and your customers from data fraud**
- **Stay compliant with latest legislation**

