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# 4+ talk





*4Talk provides companies with the peace of mind that productivity gains, enriched communication, increased transparency and better focus on work.*

**4Talk enables direct PSTN calling directly from Microsoft Teams which enables:**



Improved Customer Experience



More Flexible Working



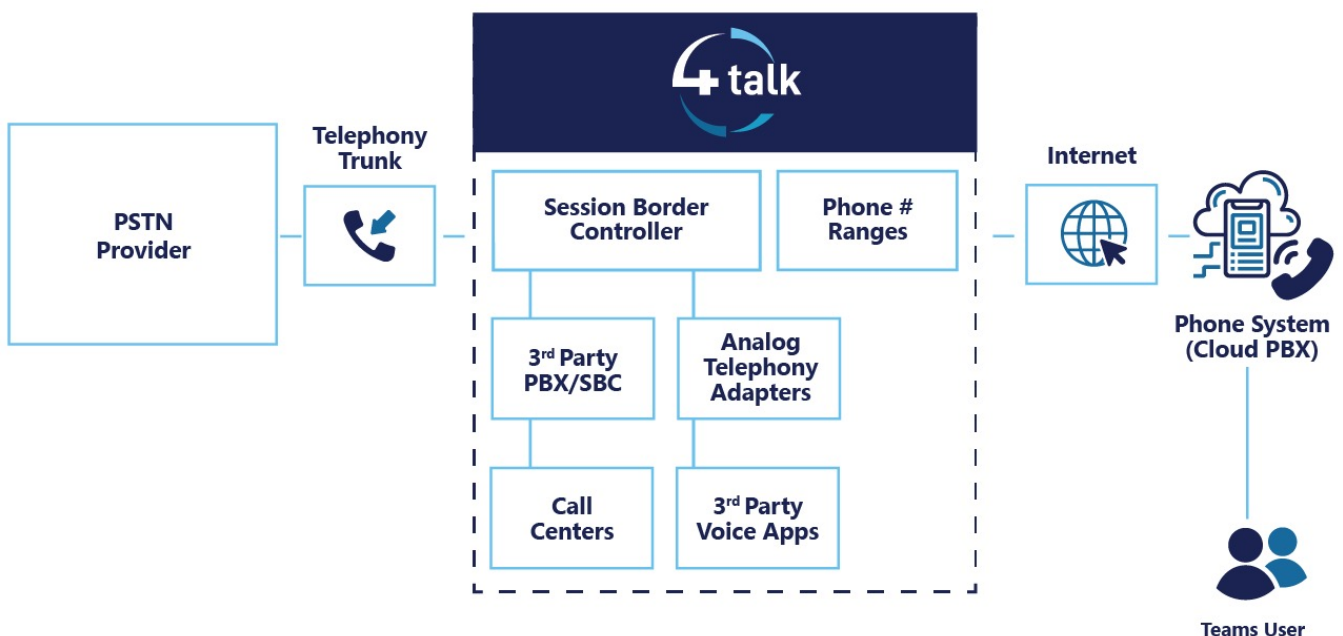
Improved Productivity

## Solution Overview

4Talk Voice uses Direct Routing which enables you to make landline, mobile or international calls from your mobile or PC from anywhere in South Africa with best call rates, 4Talk provides users with a dial pad in teams which allow them to dial any external numbers and not limited to only teams' members. The solution is perfect for users working remotely to be able to receive and make calls, similar to your hosted PBX solutions,

4Talk users can utilise the **Teams Functionality queues, IVR (Auto attendant), call transfer, consult then transfer, conferencing, holding and retrieving, call forwarding, simultaneous ringing, call history, voicemail, transfer calls and mute or unmute calls.** These calls route directly to the local PSTN (South Africa) and many other capabilities that are used with your ordinary Cloud hosted PBX solution.

The 4Talk solution enables call control and PBX capabilities in the cloud with Microsoft Teams. A competent PBX system is one of the best tools to make your communication more efficient – internally, as well as with your customers and collaborators. With all your telephony in Teams, it's also easy to manage your PBX.







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## 4Talk Voice uses Direct Routing which enables:



Landline, mobile or international calls from your mobile or PC devices



Dial pad in Microsoft Teams which allows you to dial any external number



Teams Functionality queues, IVR, call transfer and conferencing



Call control and PBX capabilities in the cloud with Microsoft Teams

## 4Talk can assist your business with the below challenges:

- Reducing the limitation of devices used for the solution
- Downtime
- Productivity
- Efficiency
- More effective meetings, both internally and externally
- Convenience of a centralized interface
- Detailed reporting
- Customized business requirements



# Features and Benefits



**With all your telephony in Teams, it's also easy to manage your PBX with 4Talk.**





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## What assurance does 4Talk offer your Business:

4Talk offers the peace of mind that would enrich communication, gain productivity much more Transparency which will enhance a better focus on work, all this can be done from the Teams app on your smartphone, laptop and tablet which means you would have a centralised interface, where you won't have to remember logins or keep track of which channel you talked about before, to save contact details in one central place. For a more detailed reporting on your staff productivity to provide a clear understanding of day-to-day activities within the workplace,

The 4Talk solution is perfect for any user whether working from home or in office to be able to receive and make calls, similar to your hosted PBX solutions, 4Talk users can utilise the Teams Functionality queues, IVR (Auto attendant), call transfer, consult then transfer, conferencing, holding and retrieving, call forwarding, simultaneous ringing, call history, voicemail, transfer calls and mute or unmute calls. These calls route directly to the local PSTN (South Africa) and many other capabilities that are used with your ordinary Cloud hosted PBX solution. the possibilities are almost endless.

## Business Outcomes you can expect:

- Better productivity
- Better customer service – always being available for their clients
- Optimising performance
- Improving operational efficiency
- Better user experience
- Enhancing meeting experience
- Teaching and learning (Live online training)



# CONTACT US

Incorporated in 2017, 4Sight is a JSE AltX (ticker: 4SI) listed, multi-national, diversified technology group. Our purpose is to leverage our extensive product and services portfolio, focused on 4IR technologies, people and data-focused solutions to design, develop, deploy and grow solutions for our partners (customers and vendors).

4Sight's business model enables its partners to take advantage of products and solutions within its group of companies, which will allow them to enjoy turnkey digital transformation solutions across industry verticals.

The company's mission is to empower our partners to future proof their businesses through digital transformation to make better and more informed decisions in the modern digital economy.

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