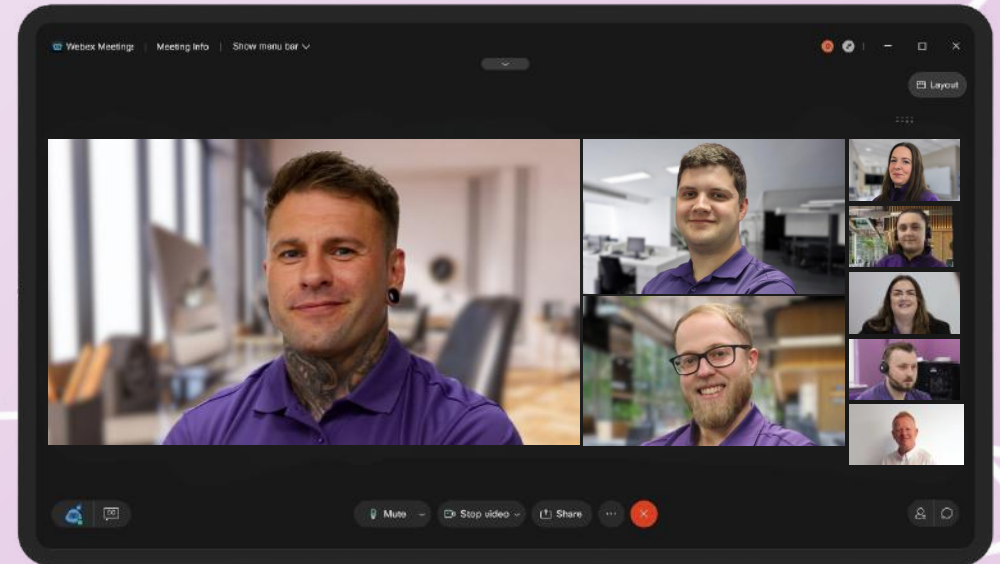




Smarter Connections.

Cloud communication  
for modern business.

Everything you need to call,  
chat, meet, and collaborate,  
all in one platform.



All In One Cloud Platform – Secure Online Portal – Whatsapp & SMS – CRM Integration – Reporting & Wallboards

## Why Flotek

# A cloud partner built around your success

FloCX is built and supported by Flotek, a UK-based technology provider focused on delivering secure, reliable, people-first solutions that help businesses work smarter, not harder.

Backed by Cisco – a global leader investing £2bn into the Webex platform per year – FloCX benefits from world-class infrastructure, AI innovation, and enterprise-grade resilience, delivered with the care and responsiveness of a local support team.

### Why businesses choose us:

Real UK-based support from people who understand your business.



Employee-owned culture means every team member is invested in your success.



Direct access to Cisco's global innovation and AI-driven roadmap.



Cloud-first expertise across communications, connectivity, and security.



Trusted partner ecosystem with proven technology leaders.



Human approach that removes complexity, and puts you in control.



Local support. Global innovation. A partner you can trust.

# Introducing FloCX

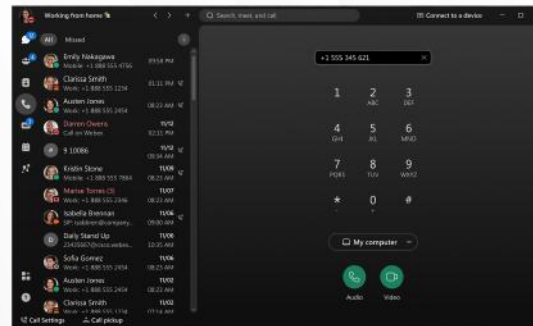
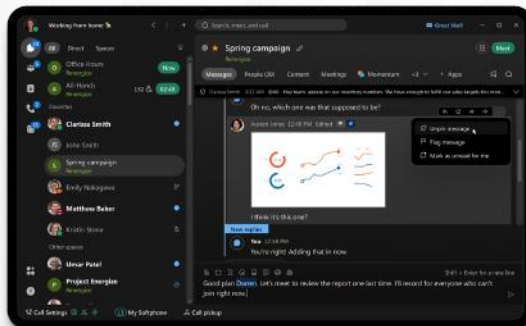
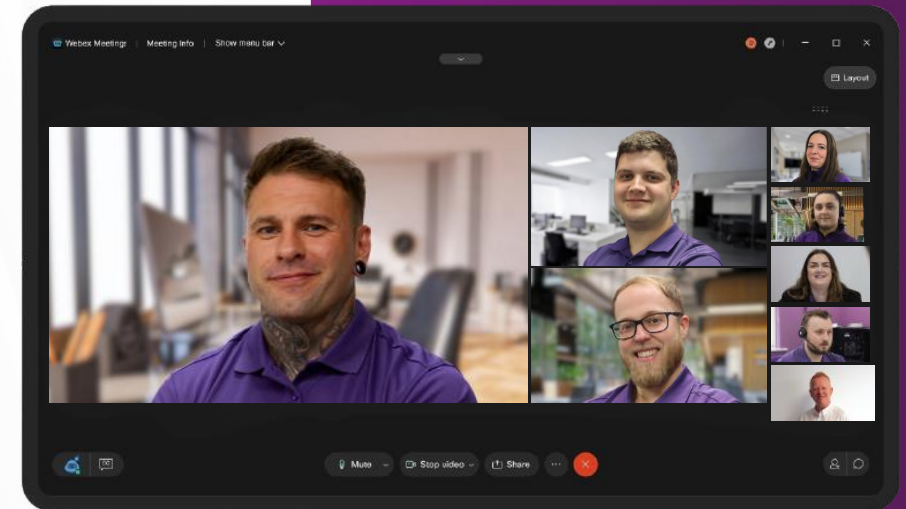
## Your all-in-one cloud communications platform.

FloCX unifies your business communications into a single, beautifully simple experience.

Call, meet, message, share and collaborate, from any device, anywhere.

With FloCX, your team can:

- Work from anywhere with a consistent experience
- Communicate clearly with HD voice and video
- Reduce IT admin with one central cloud platform
- Scale easily as your business grows
- Boost productivity with built-in AI tools
- Connect SMS and WhatsApp via Webex Interact directly from the app



Enterprise power. SME simplicity.

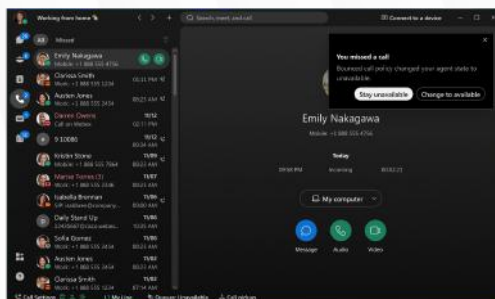
# The benefits that matter most.

## Work from anywhere

A single app across desktop, mobile, and desk phones keeps everyone aligned, wherever they work.

## Effortless collaboration

Messaging, file sharing, whiteboards, spaces, and instant meetings keep work moving without friction.

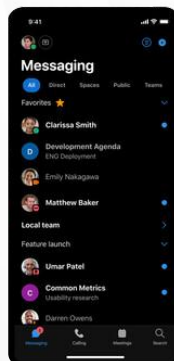


## AI-powered productivity

Transcripts, summaries and automated action lists help your team stay focused and efficient.

## Lower cost, less complexity

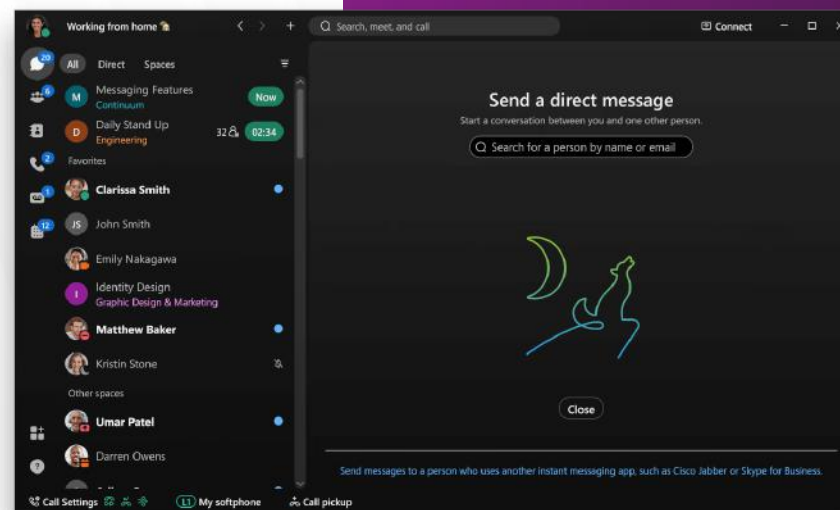
One platform replaces multiple tools, reducing spend, and simplifying IT.



## Why Choose FloCX

## Outstanding calling quality

Every conversation is crystal clear with intelligent optimisation, and Smart Ai Audio.



Better conversations. Better teamwork. Better business



# Everything your team needs, in one place.



Call. Message. Meet. Share. One click. One app.

## What FloCX Can Do

### Admin Control

- Add users & extensions
- Manage numbers and routing
- Configure call queues & Interactive Voice Response Systems (IVRs)
- Bulk WhatsApp & SMS campaigns
- Wallboards & scheduled reports
- Secure MFA & Single Sign-On

### Messaging & Spaces

- Direct messages & team spaces
- File sharing, reactions, GIFs & threading
- One-click jump from message to call to meeting

### Meetings

- HD video
- Screen sharing, whiteboards, polls, Q&A
- Breakout rooms & immersive presentations
- Real-time transcription & post-meeting Ai summaries with Ai actions
- Vidcast for recording tutorials, updates, sales videos, and walkthroughs

### Calling

- Crystal-clear HD voice
- Transfer, merge, conference & recording
- Single-number reach & call forwarding
- Instant elevate-to-meeting
- Desk phone & room device pairing

# Ai that transforms how your team communicates.

## Ai Smart Audio

Ai Smart Audio isolates your voice with studio-level clarity, even in cafés, shops, warehouses or home environments. Conversations stay sharp. Distractions disappear.

## Ai Assistant

- Let Ai take the notes while you focus on the conversation
- Live transcription
- Ai-generated summaries
- Automatic Ai action items

*Optional: Automatically write summaries into your CRM records of every call. No more note-taking. No more missed details.*

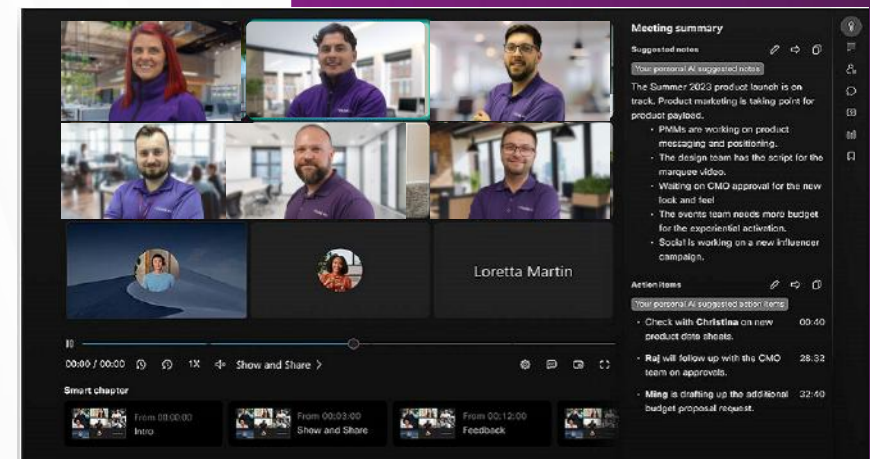
## Vidcast

Create polished video messages without starting a meeting.

Perfect for:

- Internal tutorials
- Quick updates
- Sales introductions
- Customer walkthroughs

Record, share, and track engagement, all inside FloCX.



Work smarter. Communicate clearer.

# FloCX CRM integration with Ai automation

FloCX Pro Ai

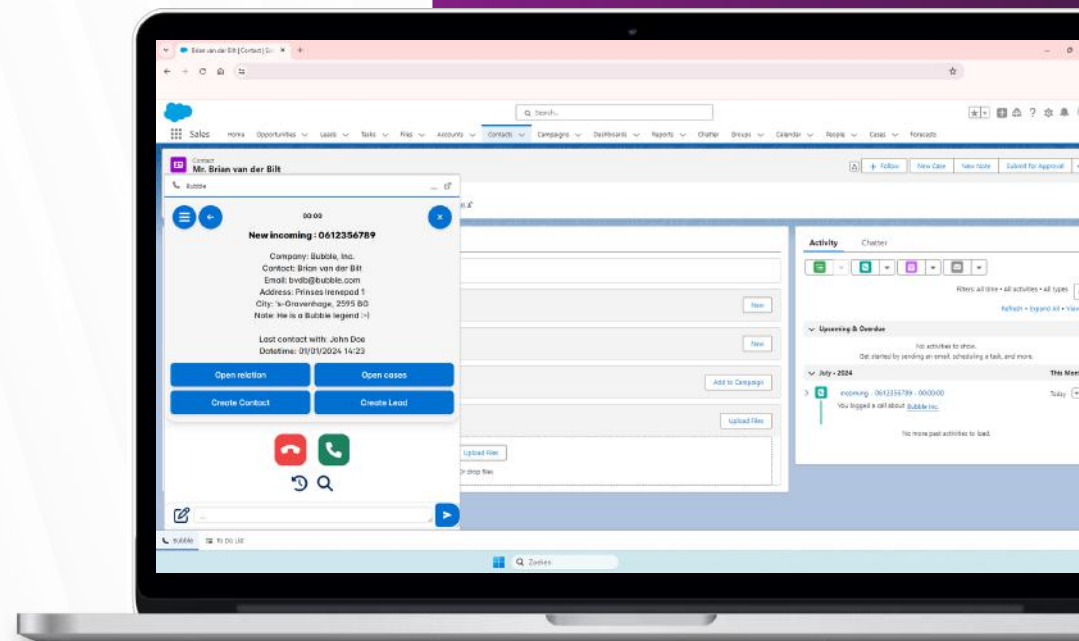
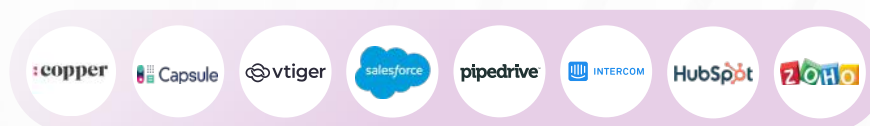
Ai CRM Integration – 200+ supported platforms

FloCX integrates with over 200 CRM systems, bringing automation directly into your workflow.

Optional Ai-enhanced features:

- Push Ai call summaries into your CRM
- Log notes instantly into customer records
- Sync call history and interactions
- Maintain rich, accurate customer documentation
- Generate full Ai call transcriptions after every call
- Highlight key actions and next steps with Ai-crafted summaries
- Auto-associate transcripts and notes with the correct CRM contact
- Support 65+ CRMs for seamless Ai data syncing
- Enable browser-based pop-ups and call insights without switching apps
- Trigger automated follow-ups or tasks based on call content

Need a custom integration? From just £995.



Check your CRM compatibility: [crm.flotek.io](https://crm.flotek.io)

# Choose the plan that fits your business.

## Choosing Your FloCX

### FloCX Lite

Powered by CISCO

A streamlined, cost-effective voice solution for businesses that need clear, reliable calling without additional apps, features or complexity.

- Core business calling features
- HD-quality voice
- Inclusive UK Number
- Flexible device or application options
- Simple, affordable licensing
- Webex Desktop & Mobile App included
- 3 Month Call Recording
- Inclusive Call Queues



Start simple. Scale effortlessly

### FloCX Pro Ai

Powered by CISCO

A full-featured platform for teams who want more than just calling, combining Ai, messaging, meetings, integrations, and customer engagement tools in one unified experience.

#### • All Lite features and...

- Global Calling
- Ai Smart Audio
- Live transcription & Ai summaries
- Messaging & Team spaces\*
- HD video meetings
- CRM integrations (200+ platforms)\*
- WhatsApp & SMS in-app messaging
- Real-time analytics

- Immersive meeting tools\*
- Integrations via Webex App Hub
- CRM Ai automation\*
- 12 Month Call Recording
- Microsoft Teams Integration
- Microsoft Outlook Integration
- Call Queues
- Call Back
- Ai voice Generator
- Flo Ai Concierge\*



#### Pro Ai Promo

Store call recordings for up to 9.8 years (3,600 days).

Receive 100GB per tenant, equivalent to 229 days of continuous playback.

\*Additional add-on License required for full feature set



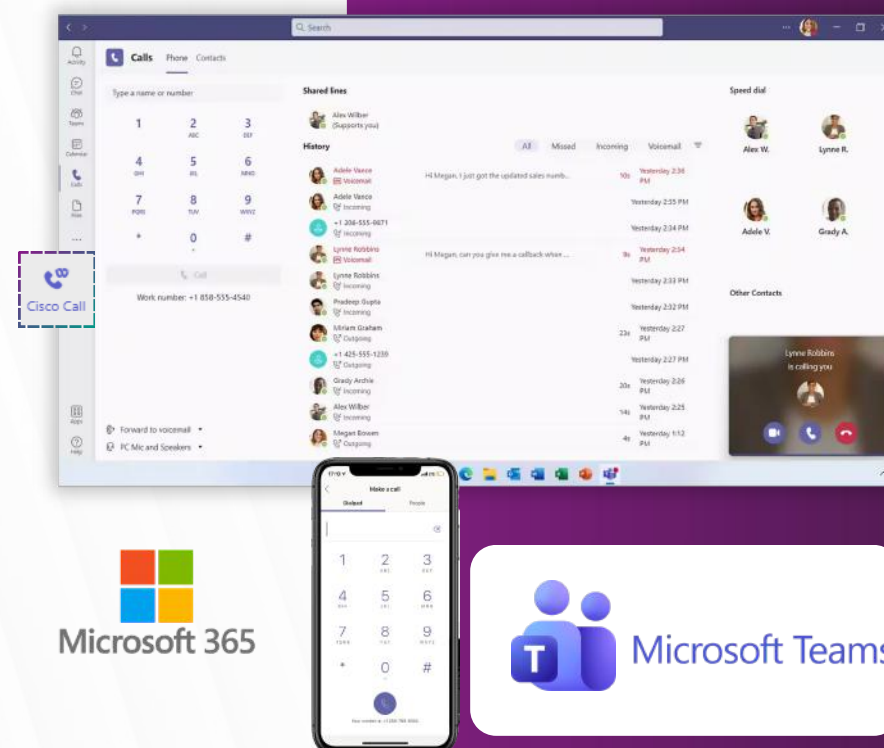
## Microsoft Teams Voice

# Give Microsoft Teams the power of a full business phone system.

If your business uses Microsoft 365, FloCX enables full telephony directly inside Teams, with no additional Microsoft calling licence required. Your users stay in one app, with call controls, presence syncing, and full voice capabilities built in.

Make & receive external calls in Teams without **extra** Microsoft licensing

- See real-time Presence Sync (know instantly when someone is in a call or meeting)
- Use intelligent routing, queues & Interactive Voice Response System (IVRS)
- Reduce telephony costs
- Mix Teams users with FloCX Webex App & desk phones
- Keep everything under one unified cloud platform



Teams users + FloCX voice = the best of both worlds – no extra licence needed.

Share. One click. One app.

# WhatsApp & SMS Business

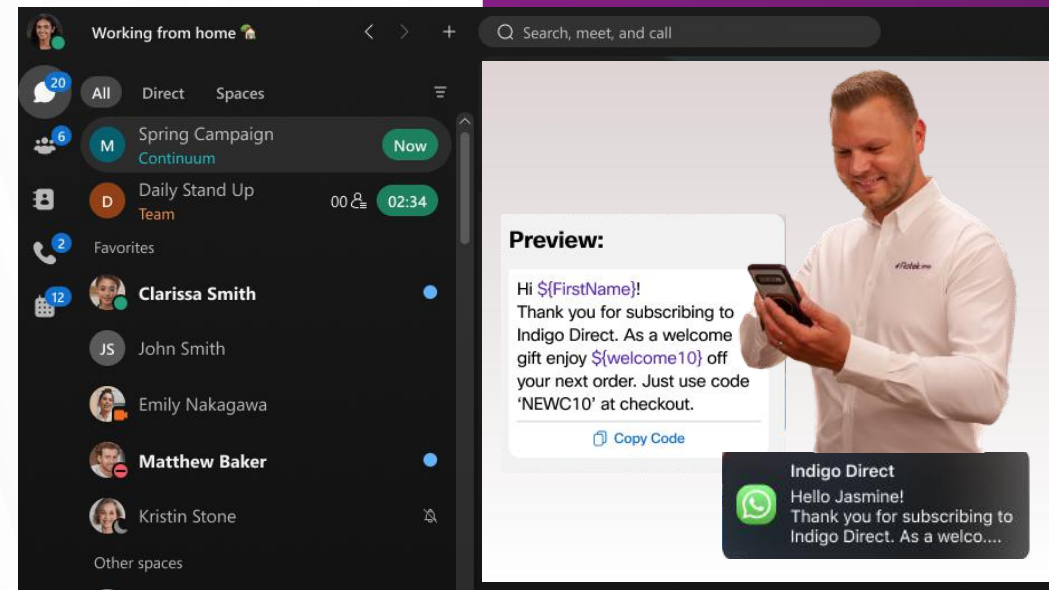
Reach customers instantly, on the channels they use the most



WhatsApp has become the go-to communication channel for modern customers, and with FloCX, you can manage WhatsApp and SMS conversations directly inside your Webex app, keeping everything in one place.

Whether you're sending updates, reminders, confirmations or promotions, FloCX makes it easy to stay in touch, and keep customers informed across multiple channels without switching tools.

- Send WhatsApp and SMS messages from desktop or browser
- Build one-to-one or bulk campaigns for up to 20,000 contacts
- Preview messages in real time
- Schedule campaigns in advance
- Track delivery and engagement
- Manage all conversations inside your FloCX App



Fast, flexible customer communication, all in one window



# Real-time insight into your business performance.

FloCX provides clear, visual dashboards that show how your calls, queues and agents are performing throughout the day, helping you respond faster, deliver better customer service, and make informed decisions

## What you can track

- Call volumes and patterns
- Queue performance
- Agent activity and availability
- Missed, answered and abandoned calls
- Peak times and service trends
- Agent Logins & Logouts

Average queue monitoring and agent state updates occur in under **5 seconds**

CSAT score improvements of **8-10%**

Wallboard deployments deliver near-immediate ROI, often within **2-4 weeks**

See what's happening. Act faster. Improve service

## Reporting & Wallboards



## See exactly what your team is doing. Then act on it

Most businesses think they answer every call. Most don't. FloCX Analytics gives you the real picture, call by call, queue by queue, agent by agent, so you can manage your team on facts, not assumptions.

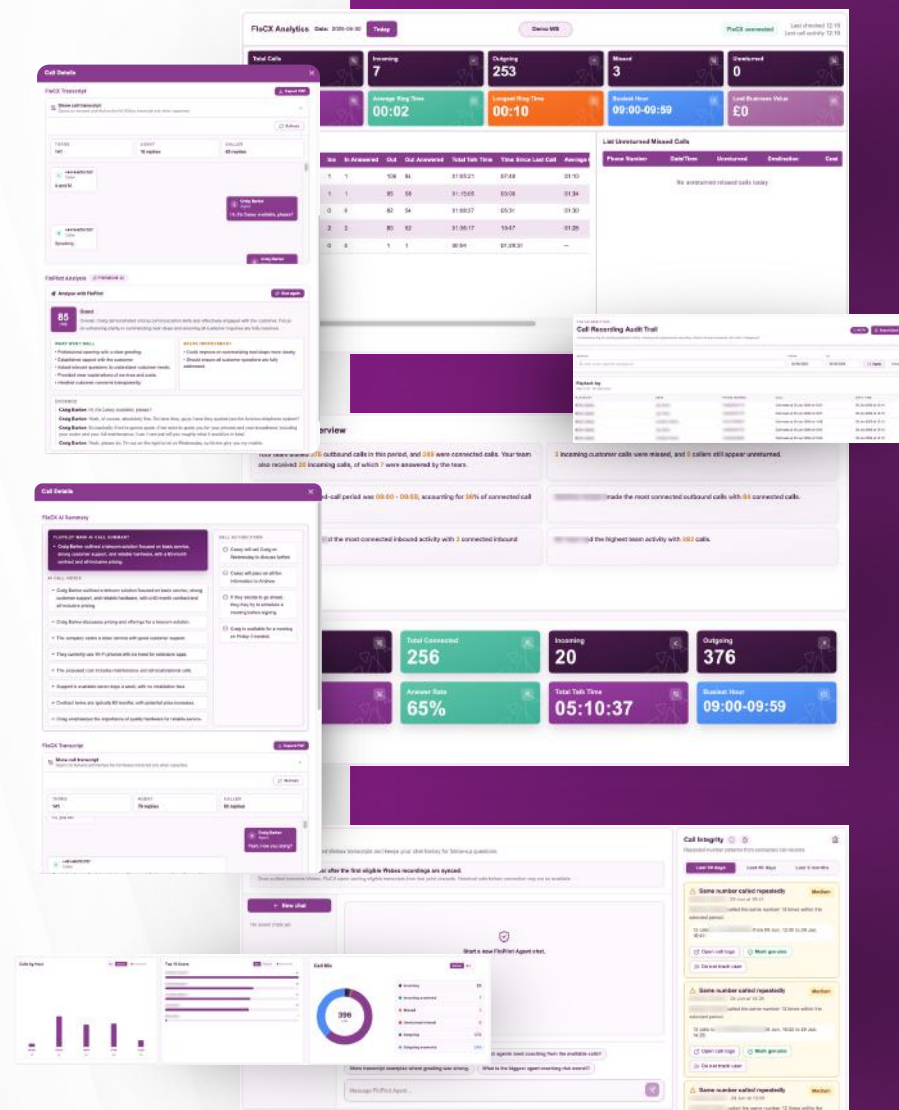
Built by Flotek and hosted on Azure, FloCX Analytics connects directly into the FloCX Pro Ai phone system.

There's nothing to install and it takes seconds to set up.

### Call visibility, start to finish:

- Call volumes, answer rates and talk time
- Queue performance and average wait to answer
- Missed and unreturned calls, with assignable cost per queue
- Individual agent activity, availability and performance against targets
- Full call transcripts and Ai-generated summaries
- FloPilot premium Ai add-on call scoring

Get the real picture so you can act faster.





# Your next-level customer service

An advanced, voice-driven assistant, Flo Ai Concierge is designed to handle real customer conversations with natural clarity, accuracy, and human-feeling empathy.

Built using high-quality voice actor models rather than robotic text-to-speech, Flo Ai Concierge understands callers, answers their questions, and delivers instant assistance. The Ai Concierge learns from your knowledge base, so as your business evolves, it evolves with you. When you update details like opening hours, services, pricing, or announcements, your Ai Concierge will stay perfectly aligned.

Flo Ai Concierge integrates seamlessly with popular scheduling and booking tools such as Calendly, Google and Microsoft Calendars, OpenTable, and Dentally – with more being added every month.

## Perfect for...

- Businesses with high inbound call volume s
- Teams who want faster, more professional call handling
- Companies looking to modernise without losing the human touch
- Organisations needing a reliable assistant 24/7

FloCX Ai Concierge is available as a premium add-on.



# The ultimate next-gen Cisco phones

Enterprise-grade desk phones built for organisations that demand exceptional audio, advanced security and a seamless calling experience across every role.

## Cisco 9871



### Cisco 9871 - Executive-grade touchscreen phone

Built for high-demand roles and complex call workflows.

- 5" Colour Touch LCD, 1280x720 resolution, backlit display
- Up to 128 programmable line keys
- Wi-Fi & Bluetooth 5.2
- Cisco Headset Smart Pairing

**Why choose it:** For supervisors, receptionists, and high-volume users who need advanced call handling, maximum visibility and a premium user experience

## Cisco 9861



### Cisco 9861 - Premium wireless-ready desk phone

Advanced connectivity for flexible, modern workspaces.

- 5" Colour LCD, 800x480 resolution, backlit display
- Up to 130 programmable line keys
- Wi-Fi & Bluetooth 5.2
- Cisco Headset Smart Pairing

**Why choose it:** For users who need wireless positioning flexibility, higher performance, and a richer, more responsive interface.

Continued

# The ultimate next-gen Cisco systems

All models include AI Smart Audio when used with the FloCXM app, delivering studio-level noise isolation for clearer conversations wherever you work

## Cisco 9851



### Cisco 9851 – Mid-range colour display phone

A modern step up for everyday office users needing more visibility and control.

- 3.7" Colour LCD, 480x240 resolution, backlit display
- Up to 46 programmable line keys
- USB headset support
- Custom wallpaper and logo

**Why choose it:** A modern, intuitive upgrade from basic models, offering clearer visibility and quicker call management.

## Premium Desk Phones

## Cisco 9841



### Cisco 9841 – Essential HD Voice desk phone

Simple, reliable calling with clear audio for everyday roles.

- 3.5" Greyscale LCD, 384x160 resolution, backlit display
- Up to 4 programmable line keys
- Full-duplex speakerphone
- Energy-efficient design

**Why choose it:** Ideal for everyday calls with dependable audio quality and essential features without complexity.

# Yealink handsets that deliver.

Versatile desk phones with clear audio, modern connectivity and dependable performance for everyone from everyday users to busy call-handling professionals

## Premium Desk Phones

FloCX Lite  
Approved

### Yealink T74W Handset



Yealink T74W – High-end colour screen business phone

Designed for management and professionals.

- 4.3" Colour LCD, 480x272, wallpaper, and screensaver
- 8 line keys
- Bluetooth headset support
- HD voice, HD handset, HD speaker

**Why choose it:** For professional users who want ultra-HD sound quality, high security, compatibility, and customisation.

### Yealink T73W Handset



Yealink T73W – All-in-one business phone with excellent voice

Experience a quieter office environment, and a redesigned look

- 2.8" Colour LCD, 320x240, backlit display
- Wi-Fi and Bluetooth
- Dual system function
- HD voice, Bluetooth, Wi-Fi

**Why choose it:** For roles that need ultra-high-definition sound quality, customisation, and scalability.



# Yealink handsets that deliver.

Versatile desk phones with clear audio, modern connectivity and dependable performance for everyone from everyday users to busy call-handling professionals

FloCX  
Approved

## Yealink T44W Handset



### Yealink T44W – Everyday business performance

Reliable, easy-to-use, and ideal for most staff.

- 2.8" Colour LCD, 320x240, backlit display
- 12 lines
- Wi-Fi & Bluetooth
- HD voice, Acoustic Shield, smart noise filtering

**Why choose it:** For everyday office users who need reliable performance, clear audio and wireless flexibility.

## Yealink T54W Handset



### Yealink T54W – Premium power for busier roles

Faster, clearer and built for higher call volumes.

- 4.3" Colour LCD, 480x240, backlit display
- Wi-Fi and Bluetooth
- Dual-band Wi-Fi
- HD voice, Acoustic Shield, smart noise filtering

**Why choose it:** For roles that need a larger screen, quicker navigation and smoother multi-line handling.

# Headsets built for clarity and comfort.

## Business Headsets

[Link: See headset compatibility](#)

High-quality wired and wireless headsets designed for clear conversations, reduced background noise and all-day comfort across any workspace.

### Yealink WH62 (Wireless)



#### Yealink WH62 – Wireless freedom for modern work

Flexible, cable-free design for mobility and multitasking.

- Wireless connectivity
- Mono or dual-ear options
- Noise-cancelling microphone
- All-day battery life

**Why choose it:** For roles that need wireless freedom, long battery life, and clear, uninterrupted conversations.

### Yealink UH36 (Wired)



#### Yealink UH36 – Professional wired clarity

A reliable USB headset for everyday calls.

- Noise-cancelling microphone
- HD voice
- USB-A or USB-C
- Lightweight comfort

**Why choose it:** For office users who want a dependable, plug-and-play headset with consistent audio performance.

# Reliable wireless communication with the Yealink W73H.

A compact, flexible wireless handset designed for staff who move throughout the day.

## Yealink W73H

Perfect for retail, warehouses, hospitality, and mobile teams.

- Up to 35 hours talk time
- Up to 400 hours standby
- HD voice & noise cancellation
- Secure wireless communication
- Lightweight with belt clip

**Why choose it:** For staff who need mobility, long battery life, and clear conversations across large spaces.

[Click to Learn More](#) in-depth about the Yealink W73P

## Cordless Handset

### Yealink Cordless Handsets



Yealink

# Upgrade your Flo CX Pro Ai Webex License

|                                                                                                         | Common Room<br>Deskphone only No<br>Webex app                                                                                       | FloCX Pro Ai                                                                                                                                                                                       | Messaging<br>& Meetings                                                                                                                                 | Messaging &<br>Meetings Advanced                                                                                                                                     | Contact Centre                                                                                                                                                                               | Messaging & Meetings<br>(Non Voice)                                                                                          |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
|  Calling               | <ul style="list-style-type: none"> <li>· Dial tone</li> <li>· Call hold</li> <li>· Call transfer</li> <li>· Call waiting</li> </ul> | Everything in Common Area + <ul style="list-style-type: none"> <li>· Webex App (Softphone only)</li> <li>· Presence/availability</li> <li>· Call recording</li> <li>· Deskphone control</li> </ul> | Everything in FloCX Pro Ai <ul style="list-style-type: none"> <li>· Call Park/Retrieve</li> <li>· Call Pickup</li> <li>· Executive Assistant</li> </ul> | Everything in FloCX Pro Ai                                                                                                                                           | Everything in FloCX Pro Ai                                                                                                                                                                   |                                                                                                                              |
|  Ai Agents             |                                                                                                                                     | <ul style="list-style-type: none"> <li>· Live translation Ai summary</li> <li>· Ai smart audio</li> <li>· Ai Concierge</li> </ul>                                                                  |                                                                                                                                                         |                                                                                                                                                                      |                                                                                                                                                                                              |                                                                                                                              |
|  Messaging             |                                                                                                                                     | <ul style="list-style-type: none"> <li>· Ai Voice Messaging</li> </ul>                                                                                                                             | <ul style="list-style-type: none"> <li>· Direct, team &amp; external messaging Presence</li> </ul>                                                      | Everything in FloCX Pro Ai                                                                                                                                           | Everything in FloCX Pro Ai                                                                                                                                                                   | Everything in FloCX Pro Ai                                                                                                   |
|  Meetings             |                                                                                                                                     |                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>· Up to 100 participants</li> <li>· Breakout sessions</li> </ul>                                                 | Everything in FloCX Pro Ai plus + <ul style="list-style-type: none"> <li>· Up to 1000 participants</li> <li>· Cloud Meeting Recording &amp; Transcription</li> </ul> | Everything in FloCX Pro Ai                                                                                                                                                                   | Everything in FloCX Pro Ai plus + <ul style="list-style-type: none"> <li>· Video meetings up to 1000 participants</li> </ul> |
|  Customer experience |                                                                                                                                     | <ul style="list-style-type: none"> <li>· Call Queuing</li> <li>· Call back</li> <li>· Analytics Basic</li> </ul>                                                                                   | Everything in FloCX Pro Ai                                                                                                                              | Everything in Messaging & Meetings                                                                                                                                   | <ul style="list-style-type: none"> <li>· Agent &amp; Supervisor management</li> <li>· Screen pop configuration</li> <li>· Real time queue view in app</li> <li>· Agent monitoring</li> </ul> |                                                                                                                              |
|  Tools               |                                                                                                                                     | <ul style="list-style-type: none"> <li>· MS office calendar</li> <li>· Outlook · Slack</li> <li>· Vidcast</li> </ul>                                                                               | <ul style="list-style-type: none"> <li>· Google Calendar</li> <li>· One drive</li> <li>· Slido</li> </ul>                                               |                                                                                                                                                                      | Everything in FloCX Pro Ai                                                                                                                                                                   | Everything in FloCX Pro Ai                                                                                                   |



# Get a free IT & comms review and unlock real business improvement

Most organisations don't realise how much better, faster, and more efficient their operations can be. An IT review gives you clarity, highlights opportunities, and removes the frustrations slowing your teams down. It's also worth noting that 76% of businesses save money after reviewing their comms setup.

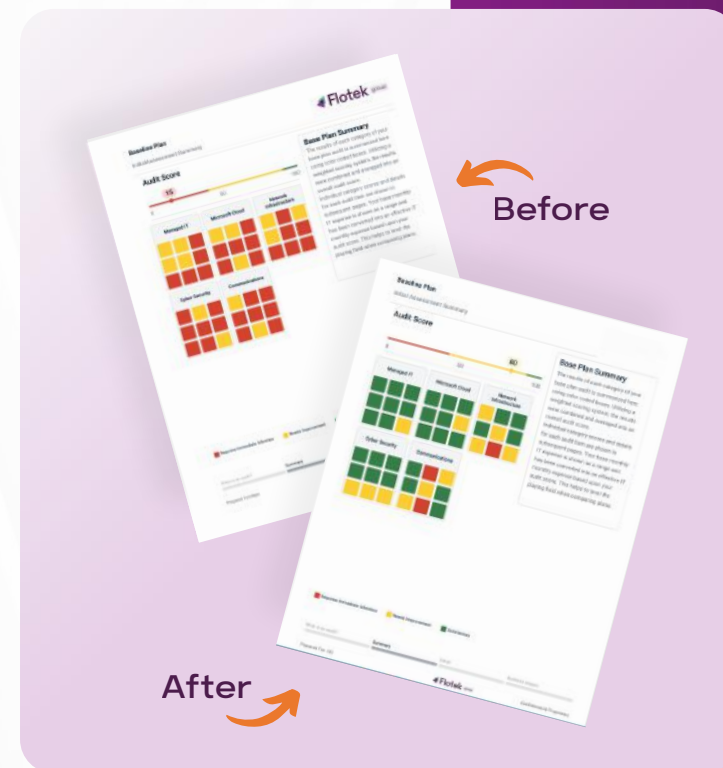
## Why an audit matters

- Improve business performance with smarter workflows
- Introduce automation and AI into your daily operations
- Simplify your technology stack and reduce team frustration
- Identify unused licences
- Eliminate unnecessary costs
- Strengthen security and close avoidable gaps
- Bring all your technology under one trusted partner

## What you get

- A full review of your communication and cloud systems
- Practical recommendations you can act on immediately
- A clear roadmap to improve efficiency, reliability, and growth

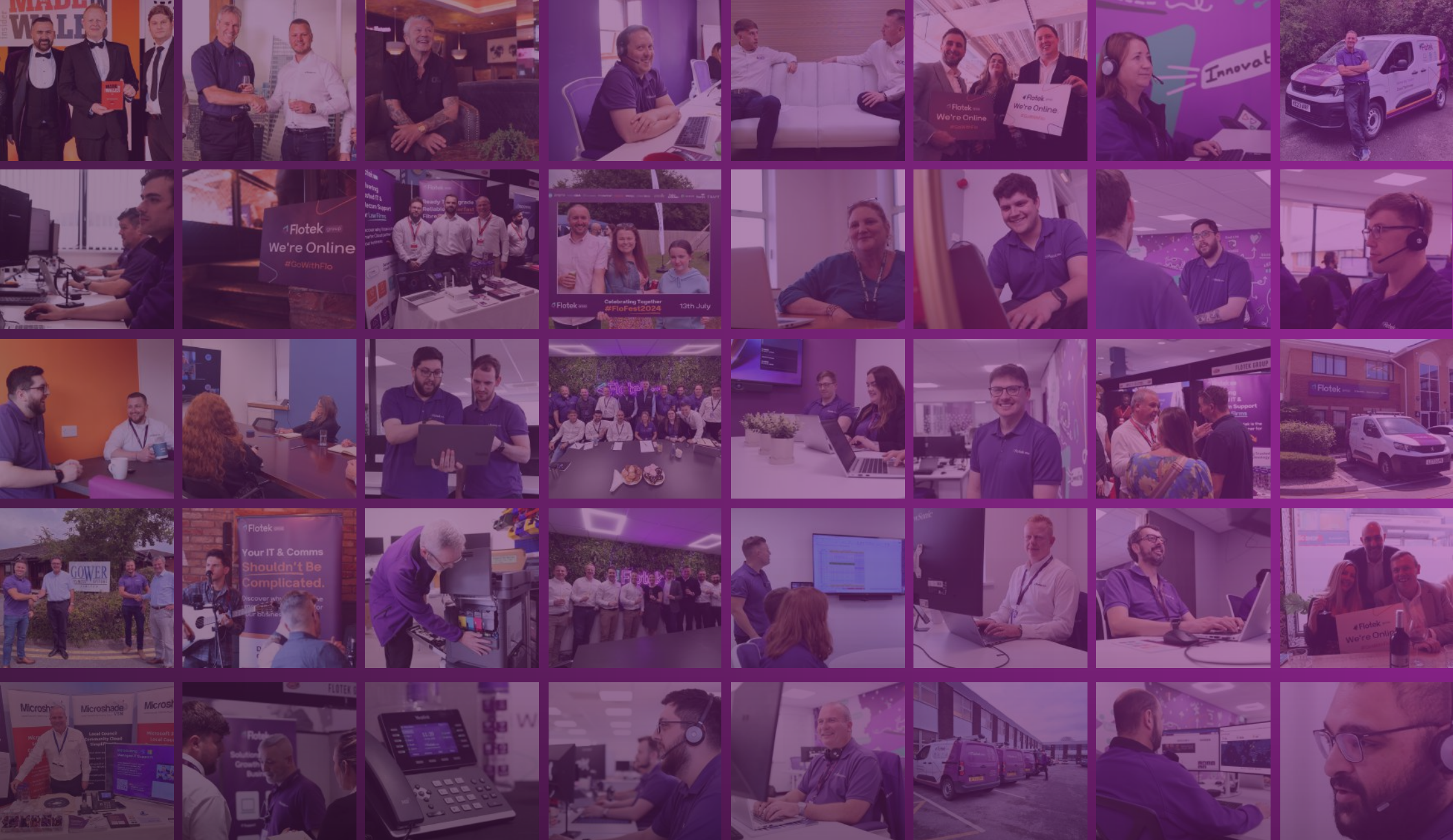
## Free IT Review & Audit



Yealink



No obligation. No pressure. Just insight.



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**W:** [www.Flotek.io](http://www.Flotek.io)

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