Liberty Cloud Communications Platform

mother
technologies

What is Liberty?

A Complete Cloud Communications Platform

Liberty is more than just a phone system. It gives organisations a single communications platform to manage calls, understand performance, protect conversations and support teams, wherever they work. From real-time visibility to long-term insight, Liberty helps businesses improve customer experience and increase operational efficiency without complexity.

Delivered, managed and fully supported by Mother Technologies, Liberty removes risk, simplifies deployment and ensures consistent performance from day one.

Bespoke Solutions for All Kinds of Organisations

No two organisations communicate in exactly the same way. Some manage high volumes of customer calls, others need clear visibility across multiple locations, and many need reassurance around security, compliance or future growth.

Liberty is designed to be tailored around these different needs, making it great for organisations such as:

- Customer service and contact centre teams
- Professional services where call quality and accountability matter
- Multi-site organisations needing consistent communications across locations
- Regulated industries requiring secure call recording and reporting
- Growing businesses that need a platform able to scale and adapt

Endpoints

The Right Endpoint for Every Role
Liberty supports a wide range of professional endpoints to suit different working styles and environments.

Desk Phones

In partnership with Mitel, Liberty offers a trusted range of desk phones from entry-level to executive models, all professionally configured and supported.

- **CP110** – Reliable entry-level phone
- **CP210** – Flexible everyday business phone
- **CP410** – Enhanced display and programmable keys
- **CP710** – Premium handset with Bluetooth and NFC

Optional **key modules** allow users to manage high call volumes efficiently.

Cordless & DECT Solutions

Liberty supports cordless endpoints for every environment, from offices and warehouses to retail floors, healthcare settings, and multi-site operations.
- **Fully integrated Mitel IP DECT** for seamless enterprise deployments
- **Compatible third-party DECT** options for rugged or specialist environments

Conferencing Units

Liberty includes a full range of conferencing units for modern meeting spaces, from audio-only rooms to fully equipped video conferencing environments.
- **IP conference phones** for small and large meeting rooms
- **All-in-one video conferencing units** with cameras, microphones, and speakers
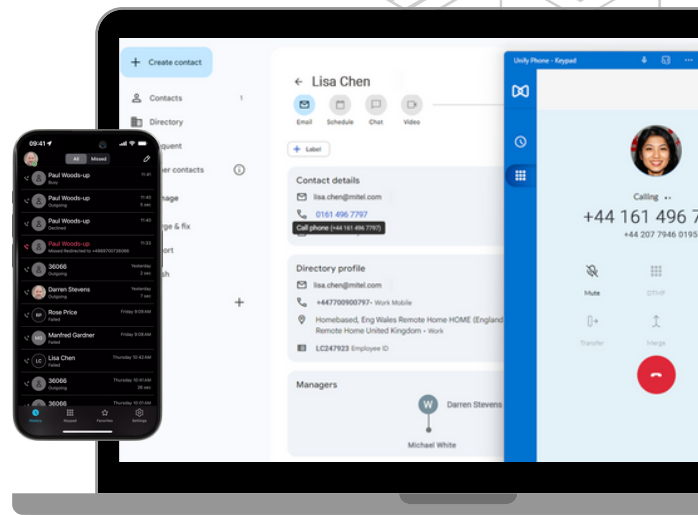- Native support for Microsoft Teams and Zoom

Unify Phone

Make and receive calls using your office number on a mobile device, with access to contacts, presence and call controls wherever you work.

Microsoft Teams

Use Teams as a communication endpoint for calling, messaging and meetings within a familiar interface.

myAttendant

My Attendant gives reception and front-of-house teams a live view of staff availability, incoming calls, and call queues, making it easy to answer, transfer, and manage calls accurately.

Liberty Analytics

Turn Every Call into Actionable Insight

Liberty Analytics is a suite of tools designed to help organisations make sense of their call activity. It provides straightforward insight into what's happening day to day and over time, making it easier to improve service levels, manage teams and plan with confidence.

4 tools for better visibility and insight

Reporting
Automated and on-demand reports that reveal long-term patterns in call volumes, response times and service levels. Reports can be scheduled and delivered automatically.

Real Time Wallboards
Live, to-the-second visibility of call queues, wait times, agent activity and lost calls. Ideal for call centres and busy teams that need immediate awareness and fast reaction.

Active Dashboards

Near real-time dashboards that provide deeper insight into KPIs, trends and performance across teams, sites or departments. Fully customisable and accessible from any browser.

Call Recording

Secure, compliant call recording for training, quality assurance, dispute resolution, and regulatory requirements, with PCI DSS–aligned protection and voice fingerprinting.

Business Benefits

Instead of relying on assumptions or gut feel, Liberty Analytics gives you clear insight into what's actually happening, so you can make changes that genuinely make a difference.

- Improve customer experience by identifying bottlenecks and missed calls
- Optimise staffing using real call volume data
- Support SLA monitoring and compliance
- Train teams using real call examples
- Make data-driven decisions, not assumptions

Why Choose Liberty?

Liberty gives you clarity, control and confidence in every conversation

- Fully cloud-based and scalable
- Designed, delivered and supported by Mother Technologies
- One platform for calls, insight, recording and devices
- Built for redundancy, security and performance
- Flexible enough to grow with your business