

# VoIP Service Features that keep every communication at your fingertips



## AUTO ATTENDANT

A personalized greeting that allows your customers to choose the person or department they are trying to reach



## WEB COLLABORATION TOOLS

With video conferencing, shared drive, and team collaboration, we have the tools to keep your employees connected in one system, regardless of their location



## ADVANCED ANALYTICS

In-depth reporting and predictive analytics provide data previously unavailable to businesses. Wallboard gamification to motivate and monitor your staff



## CALL QUEUING

Organize different departments into queues so that callers can be routed to the next available representative in the selected queue



## VOICEMAIL TO TEXT

Your voicemails are instantly transcribed and sent directly to your email support remote workforce and virtual employees



## INTERNATIONAL DIDS

Give your business a worldwide presence with Direct In-Dial numbers from hundreds of rate centers in over 60 countries for a flat monthly fee



## SHARED LINES

You can share lines and calls between different phones



## INTERNET FAX

Quickly send a fax over the internet



## FIND ME/FOLLOW ME CALL ROUTING

You control how your calls are directed



## IM & PRESENCE

Integrating tools such as instant messaging, chat, SMS and status sharing all in One place



## ONSITE INSTALL

If you feel more comfortable having an industry expert onsite for your setup and activation, we have providers that will be there with you every step of the way



## CALL PARK

The ability to place calls into specific parking locations



## CALL RECORDING

Record all of your inbound and outbound calls for quality assurance



## HD VOICE

Crystal clear sound quality



## MUSIC ON HOLD

Easily customize what you want your customers to hear

