

Voice

Find Me/Follow Me

Remote Office

Call Control Toolbar

Hunt Group

Auto Attendant

Messaging

IPFax Solution

Salesforce Integration

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Conferencing Bridge

Instant Call Group

Presence

Attendant Console

Receptionist Console

Unified Communications

Reduce monthly overhead and enable your workforce with CommPartners Connect Unified Communications.

The recent economic downturn has made it a necessity for small and medium businesses (SMBs) to take a hard look at their monthly overhead and find ways to reduce costs across the board. Unified Communications (UC) allow small and medium businesses (SMBs) to consolidate their telephone and data services into a single interface, enabling them to dramatically reduce their monthly telephone bill. This reduction in cost does not translate to fewer capabilities; on the contrary, UC solutions for integrated voice, messaging, collaboration and presence capabilities through one user-friendly interface yield increased employee efficiency and productivity.

Take a look at the features on the reverse side to see how you can profit from UC solutions previously available only to big companies. Moving away from a standard PBX system allows you to project a "large enterprise" image while still operating as a SMB.

Voice

Never let an important call go unanswered again! The following features available with our hosted service not only offer reduced cost compared to an ordinary PBX system, but allow more effective call management by reducing the number of unanswered calls as well as freeing up employee time for more important revenue-generating tasks.

- **Find Me/Follow Me** – Call forwarding, simultaneous ring and sequential ring allow employees to answer calls in the field when their office number is dialed
- **Remote Office** – Remote employees have access to all of their in-office features, including extension dialing, transfers, conference calls, Outlook integration, directories, etc. Their caller id will display in the same manner as if they were in the office, so the person on the other end of the call does not know otherwise.
- **Auto Attendant** – This feature fields inbound calls and directs them to the intended destination through automated interaction with the caller. Once connected to the Auto Attendant, the caller is played a greeting that provides a menu of options to complete call routing.
- **Hunt Group** – Hunt group allows incoming calls to a central phone number to be distributed among the members of that group according to a hunting policy, such as simultaneous, circular, regular, weighted and uniform.
- **Call Control Toolbar** – The Call Control Toolbar is a desktop communications management product for everyday users of Microsoft Outlook, Microsoft Internet Explorer, or Mozilla Firefox with our hosted PBX service. With the Call Control Toolbar, employees can manage their incoming and outgoing messages, maintain up-to-date connection information and configure controls on their calls and voicemail. Also, with the click of a mouse, a user can make calls from active web pages, their Outlook Directories and open emails.

Messaging

Direct all of your messages to one email inbox with the following services:

- **Voicemail** – Along with standard voicemail functions, this service enables users to forward every incoming voicemail as a .wav file attachment to a designated email account.
- **IPFax Solution** – This service gives your business the

ability to receive incoming faxes via email. Beyond convenience, this service ensures the privacy of your communications.

- **Salesforce Integration** – Used in conjunction with the CRM features in Salesforce, employees can use their calling features, such as: call control, call hold and call transfer from within the Salesforce web portal. They will also be able to automatically log all calls within Salesforce to track their client communications.

Collaboration

Employee collaboration is a key ingredient to a successful business. Listed below are some valuable services that allow employees to work together efficiently:

- **Conferencing Bridge** – This feature allows users to hold scheduled, recurring, non-reservation and ad-hoc conferences.
- **Instant Call Group** – Instant Call Group allows a user to hold unscheduled conferences with a pre-designated group of members. Members are called using a single number and as the members answer, they are joined into a multi-way conference.

Presence

With the hosted solutions below, users can see an employee's current availability, allowing a user to conduct business uninterrupted and alert others once they have become free to communicate.

- **Attendant Console** – This feature enables a user (for example, a receptionist) to monitor the calling status (off-hook, on-hook, do not disturb, etc.) of a configurable set of users in the user's business group. This service provides critical call detail and group member status for effective attendant call routing.
- **Receptionist Console** – Receptionist Console is an intuitive attendant console that manages high volume call distribution for front-desk operators through remote control of their desk phone. In addition to integrated contact status and messaging, it has many other features that include call statistics and integration into enterprise-level repositories and services.

Why Corporate Telecomm?

We offer SMB's integrated voice and data services which enable Unified Communications (UC) capabilities, all at an economical monthly rate with minimal upfront startup costs. And with our business-grade quality of service (QoS) and managed IP network services, you are assured of the most reliable IP communications solution available today. Let us be a partner in your success. Contact us today for a customized business case analysis to see how you can benefit and profit from UC solutions.