

ENHANCED FEATURES

On-demand features empower your team to work smarter, faster and more effectively.

Customize your TOTAL VOICE service with productivity-enhancing features. Easily control costs by adding or removing user-specific features through our browser-based web portal and admin settings.

CALL REPORTING



Comprehensive reports allow you to analyze and monitor your calls in real time or by call history to improve efficiency and caller satisfaction.

FIND ME / FOLLOW ME



Never miss another call with a personalized call route that sends incoming calls to multiple devices before going to voicemail.

VOICEMAIL TO EMAIL



Receive voicemail information right from your inbox, including time stamps, caller information, recordings and more.

INTEGRATED APPS



Unify communications with 3rd party business application connectors, call center tools, compliance and security software, and office productivity apps.

CONFERENCING



Effortlessly organize and manage conference calls from one comprehensive dashboard.

CALL TREATMENT



Filter calls by name, area code or phone number to block solicitors, fraudsters or other unwanted calls.



Administrative Command.

Streamline your voice operations with simplified call management, call statistics, user options and more. Give your customers and your team a better phone experience.

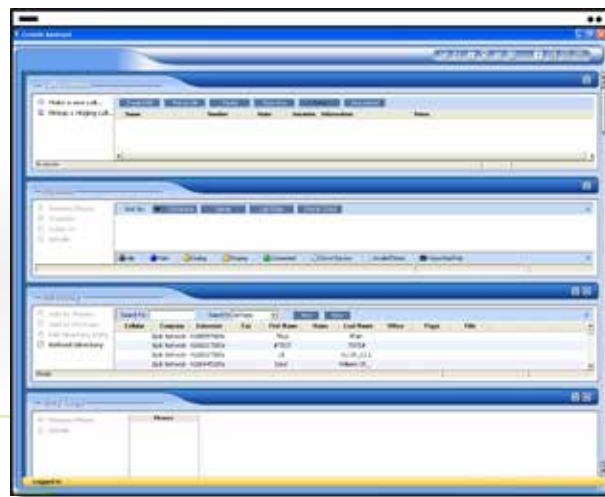
Call Reporting

Detailed statistics give you all the information you need to optimize your voice operations. Identify customer service issues, call duration, hold times, call routes and seasonal traffic peaks to improve efficiency and caller satisfaction.



Web Portal

A browser-based dashboard where you can access enhanced applications. It includes everything from a click-to-call directory, conferencing, call logs, call-routing and more.



Console Assistant

Allows receptionists and group attendants to easily manage incoming calls to a main company number through their on-screen line status indicators, corporate directory, icons and menus. Features include point-and-click calling and drag-and-drop transferring.



Call Recording

Record calls for compliance, customer service, dispute resolution, order verification and more to keep quality assurance a top priority.

