Altek

# Benefits of VoIP

## WIN AND KEEP MORE BUSINESS WITH UNIFIED COMMUNICATION

Deliver powerful capabilities at an affordable price through Voice over Internet Protocol (VoIP).

## PLAN FEATURES

### CUSTOMIZABLE AUTOMATION

Automated service will route calls to the appropriate person or department. It also features simultaneous routing of calls to cell phones.

### CALL REPORTS + ANALYTICS

Call reporting tool allows administrators to quickly gauge call volume and call activity. And all reports can be downloaded for further analysis or billing.

### MEET ALL YOUR NEEDS

The product provides the scalability to grow your business and the flexibility to integrate your mobile and remote workers with voice, video, and chat – unified.

### WEB MANAGEMENT PORTAL

24/7/365 access to support, insights, resources, and information. Receive the support your organizations needs any time, anywhere.

### APPLICATION INTEGRATION

VoIP works simultaneously on your landline, mobile, and computer. Unlock advanced features within Microsoft 365 and Bria.

Microsoft 365 Bria

## VOIP PLAN FEATURES

**Improve productivity as much as 75%**
**Save as much as 80%**

Learn more about VoIP features

# Benefits of Unified Communication through VoIP

Voice over Internet Protocol (VoIP) gives you with the tools to provide best-in-class service while reducing your communication frustrations and expenses. VoIP phone solutions are designed to create better relationships with your customers with its built-in intelligent routing. Let's be honest, a top-notch communication for your customers will surely increase their affinity for your brand.

## ANSWERING & CALL HANDLING

- Automated attendant
- Time-based greetings
- Call parking
- Call forwarding
- Intercom paging & page groups
- Busy line feature (BLF)
- Ring & hunt groups
- Call transfer
- Music on hold

## NEXT GENERATION FEATURES

- Voicemail to email
- Hoteling
- Dial by name directory
- Audio library
- Global directories
- Office365 integration
- SalesForce integration

## VOICEMAIL

- Unlimited capability
- Notification to email
- Notification to mobile app
- Individual custom greeting
- Remote access
- Message waiting

## CALL ROUTING

- Advanced Follow Me services
- Call forwarding
- Internal – External transfer
- Hunt group / department rollover

## OPTIONAL MODULES

- Email to Fax, Fax to Email
- Integration into Microsoft 365 and Bria mobile apps

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