



# Hosted VoIP Phone System

## Voice Service Add-Ons



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| <b>Auto Attendant</b>              | Telesystem's Auto Attendant provides a professional first impression for your callers. It is a flexible, powerful, front office tool that automatically answers incoming calls with a customized greeting and menu messages to direct the caller to the right person or department.                      |
| <b>Hosted Call Center</b>          | Call Center applications are an essential solution for many businesses from sophisticated call centers to small operations. With minimal upfront capital costs and the ability to pay for service "on-demand," Call Center delivers a comprehensive set of features that supports all work environments. |
| <b>Hosted Receptionist Console</b> | Hosted Receptionist Console is for receptionists or telephone attendants who manage and screen inbound calls for enterprises. The interface is designed to follow the natural work 'flow' of a call from the top to the bottom of the screen.  |
| <b>Conferencing</b>                | Telesystem Conferencing provides a full range of conferencing capabilities, supporting moderator controls, web-based clients and scheduling. A conference can be scheduled as a one-time event, a recurring event or a reservation-less conference.  |
| <b>Telesystem Softphone</b>        | Maintain the call capability, powerful features, efficient functionality, and searchable directory of your Hosted VoIP office phone on your mobile device - with the Telesystem Softphone.   |
| <b>Call Recording</b>              | Call Recording is easily identified as an essential management tool for any business with a customer contact staff. Reviewing calls offers valuable insights into both contact team and customer dynamics.   |
| <b>Voicemail</b>                   | Telesystem's Voicemail services employ a carrier-class voicemail platform, which provides integrated voice and fax messaging with email notification.  |
| <b>Fax Mail</b>                    | The Hosted Fax Mail service allows you to receive incoming fax transmissions, without the need of fax equipment.   |
| <b>Local Inbound</b>               | Local Inbound numbers are ideal for businesses with geographically diverse branch offices. It offers customers a local number to call so they can reach you no matter where the call is being fielded and gives your business a local presence.  |
| <b>Long Distance</b>               | Telesystem offers a full array of switched and dedicated voice and long-haul data solutions. We can build a long distance plan to fit your communication needs. We also offer inbound and outbound calling, web and audio conferencing, and point-to-point long haul data circuits.                      |