



# Tek Team Xtreme

*Advanced Technology for Small to Medium Businesses*

Phone: (408) 425-2714 Fax: (801) 858-2492 Email: info@tekteamxtreme.com

## Virtual PBX / Hosted PBX

### Success in business is a numbers game.

- When you have a revenue bull's-eye on your back, competitors to beat, and customers to satisfy, Virtual PBX is a powerful weapon.
- When prospects call, you are always available right away – and you know that the first solution the prospect hears usually gets the deal.
- When the boss demands an update, Virtual PBS lets the entire team on the line in seconds – no matter where they are – they are always in the loop and the boss gets his employees answer ASAP.
- You can screen your calls and make sure important ones are always answered, and even transfer a customer from their cell phone to anyone else in the company.
- And you are so much more efficient managing their voice mail and e-mail that you have more time to do what matters...

### Advantage

Only Virtual PBX / Hosted PBX:

- Gives you a **total communications solution** in one service with complete flexibility to seamlessly blend plain old telephone service, Voice over Internet (VoIP) and Wireless service.
- Puts **Enterprise grade communications**, including call center features, in an easy to use service that any size business can afford.
- **Scales from SOHO to Enterprise** without limitations – and even lets Enterprises and campuses blend on-site VoIP equipment with a complete hosted solution.
- **Completely frees you and your staff** from programming, hardware issues, technology lock-in or obsolescence without upgrade fees or migration hassles.
- Rolls out **new features virtually every week** as part of its continuous upgrade program.
- **Offers flat-rate value pricing.** So there's no shock when your bill arrives. By contrast, that seemingly cheap \$29/month a 7.9 a minute plan you might find somewhere else will cost a typical 3 person business over \$200 a month - more than double what you'd pay with Virtual PBX.
- Delivers **years of proven reliability serving hundreds of businesses** including some of the most demanding and recognized names in the world.

### Features of Virtual PBX / Hosted PBX

- Find-me means sales people **never miss** a call



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- Virtual department means prospects **get a sales person right away** when they need one
- “Push” conference **gets the whole team talking instantly** wherever they are
- **Call transfer from anywhere** lets sales staff offload calls to pre and post sales while still making customers feel great.

## Detailed Feature

### **Hosted PBX**

Hosted PBX including keypad controlled forwarding and conferencing from any wired or wireless phone so dispersed employees are as accessible as if they're under one roof.

### **Interactive Voice Response (IVR)**

User controlled, GUI driven multi-level interactive voice response (IVR) so any size business can get the productivity and image benefits of Enterprise grade call routing.

### **Unified Messaging**

Web-based unified messaging boxes to manage voice mail, e-mail and faxes from one easy interface so employees productivity skyrockets

### **One corporate number**

Single main number for access to all employees, departments and for fax receipt so prospects and customers only ever need to remember one number

### **Find-me/follow-me**

Find-me/follow-me with blast/sequential calling so your entire staff are always as connected as when they're in the office.

### **Message Notifications**

Automated message notification via e-mail or SMS so you instantly know who's left messages. You can also append message content to notifications so your voice mails and faxes come to you.

### **Custom Messages**

Custom hold and call transfer messages so callers hear what you want them to.

### **Virtual Departments**

Virtual departments with call distribution so sales, service and other calls are handled more efficiently than ever



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## **Multi-Tiered Messaging**

Multi-tiered messaging for user, department, and company so nobody ever misses or loses an important message

## **Announcements**

Caller/callee announcing to ensure calls are always answered intelligently

## **Company Directory**

Externally publishable directory with click to call, e-mail or IM means that prospects can get in touch with any employee anywhere without revealing sensitive information like home phone numbers.

## **Call Screening**

Call screening to control whom you want to talk to.

## **Address Book**

Individual and Enterprise address book with multiple formatting templates and import/export so there's one repository for all important information

## **Push Conferencing**

Virtual PBX / Hosted PBX exclusive "push" conferencing to instantly connect any number of employees and other participants without prearranged times or conference bridges.

## **Automated Screen Pops**

Automated screen pops for instant help-desk capability so customers are always handled professionally.

## **Instant Messaging**

Private instant messaging so everyone's in touch without annoying outside interruptions.

## **Message Broadcast**

List management with audio message distribution to create outbound notification campaigns so you can broadcast important information in seconds

## **Virtual Conferencing**

Dedicated, secure virtual conference rooms for each department, so employees can conference collaborate easily and safely.

## **Click to Dial**

Click to dial to return calls with one click.