

Take your business to the next level by improving communications

Lower Prices, Higher Value

We know what you need to succeed: increased productivity at a lower cost. Choose only the phone services you require – we'll tailor them to a perfect fit for your business.

Easy to Use and Manage

Talk about convenience! Manage your organization and your personal communications instantly – from any landline, cell phone or web access point.

Flexible, Adaptable

Grow on the go. Your IP phone system is easy to expand, move or change – instantly. Adding new features or locations is a breeze.

Always ON

NEVER miss a call. Even in an on site disaster, your hosted services never stop working. Neither does your business.



amexclusive

79-63 77th Avenue

Glendale, NY 11385

P: 800-349-3763

www.amexclusive.com

An IP phone system can help you resolve daily business issues. A M Exclusive will tailor a solution to manage your call flows so you can increase employee productivity and decrease costs.

GROUP FEATURES

AUTO ATTENDANT

Although most companies prefer to have a live person answering calls during business hours, Auto Attendant can manage inbound calls after hours, so that customers who know whom they wish to speak to can get to the right party, or at least to the right voice mailbox, rather than to a general one. Auto Attendant can also be programmed to perform this role if the live person is temporarily unavailable.

MY RECEPTION

If your business employs a receptionist to answer the phones, you'll be delighted with the boost in his or her productivity thanks to the My Reception interface. This feature allows receptionists to point-and-click their way to dramatically improved efficiency, instantly informing them regarding the phone status of every employee – for the benefit of inbound callers, who typically detest being put "on hold." With the My Reception interface, smarter inbound-call distribution is just a click away.

CALL CENTERS

Queue callers who are "on hold," while playing informative comfort messages at predefined intervals. This feature supports multiple calling patterns and provides real-time statistics. A key advantage of the Call Center function is that it can span physical locations thus providing an instant layer of redundancy if a broadband circuit were to fail. Because it monitors calls, the Call Center function can also be used to support your quality control targets.

HOLIDAY SCHEDULES

If your business observes national or other holidays, you can preload the dates; the system will treat all calls during those days the same way that after-hour calls are managed via Auto Attendant. No reconfigurations, no hassles – just enjoy the time off!

TIME SCHEDULES

The Time Schedule function is invaluable for setting up different call treatments based on time of day; it can also be customized for individual use. It lets the user define as many schedules as he or she needs.

GROUP FEATURES CONT'D

INSTANT GROUP CALL

In a matter of seconds you'll be able to reach a pre-defined list of contacts for a conference call.

CALL PICK-UP GROUPS

Lets each member of a group "pick up" or answer any other group member's phone from his or her own telephone

Additional Group Features Include the Following:

- Music on Hold - can be tailored to your needs
- Series Completion – "follow me" from one phone to another
- Call Park – allows a caller to wait until their party is free for the call

These and more group-level features can help your organization define and implement call-flow patterns and functions that are exactly right for you and the customers and clients who call.

USER FEATURES

Outlook Integration

Have the ability to dial contacts directly from your Outlook. You also have the option to receive voicemail message as e-mail attachments (instead of having to dial into your physical phone). This makes it extremely convenient to retrieve voicemails from wherever you are, as well as to share voicemails with colleagues (simply forward the e-mail!).

Remote Office, Call Manager

This handy feature makes any telephone number at which you're receiving calls appear as your desk phone number. This function is especially useful for your company's telecommuters or employees working at home. When Remote Office is activated, the call will look as if the user is at his or her company desk. The Call Manager function performs the same role for employees placing outbound calls. Additionally, the Call Manager will charge long-distance costs to the appropriate work extension.

Simultaneous Ring

Great for mobile employees like sales personnel, Simultaneous Ring is typically used with cell phones. Any time the employee's desk phone rings, so will the associated cell phone. No need to give your prospect a separate cell phone number. You control where you receive calls. Send all of your voice mails to a single box, and receive a text-message notification whenever a party has left you a new voice mail message.

Selective Call Acceptance, Selective Call Rejection

These are powerful tools for specific situations, when you only want to receive (or reject) calls from certain numbers or parties. The applications are endless: key customers, your family, specific co-workers, any other critical-call situation.

Push to Talk

Employees activating this feature enjoy hands-free intercom-like communications using IP-based speakerphones.

Additional User Features include speed dial, caller ID, call waiting, call forwarding and more!

