



## Much More than just phone calls, This is Unified Communications

In today's hi-tech business world, nothing is more important than the ability to communicate. Every phone call counts. An advanced business communication system increases employee productivity, it can also build trust in your brand. To have the edge over the competition, successful businesses must adapt to a constantly evolving environment by employing the latest technology available with cutting edge features custom tailored to fit your specific business needs. Reduce costs, empower your workforce, and impress your clients with an IP-Connected Phone system.

For decades, businesses had to rely on traditional analog phone systems using dated copper telco lines. These systems were cumbersome, lacked features, and were extremely expensive to implement. Additionally, making repairs or changes on these systems required highly specialized technicians that were hard to find and in such high demand that often times a business could go for days or sometimes weeks before a repair or change could be made. As with almost everything in our modern lives, the internet has had a profound impact. After some time, the internet had influenced phone system technology and Voice Over Internet Protocol or “VoIP” was introduced. With this new VoIP Technology, anyone within your company with administrator access has the power to make adds, moves or changes at any time. Rather than punching secret codes into a phone on the system; an administrator can log into the system and make changes through an easy to use graphical user interface.

With Freevoice, we will train your administrators to manage the phone system. Training can be scheduled at any time and is always free of charge. With your phone system stored in a secured data center, you will never need to worry about internet or power outages. With geographical redundancy your phone system is never at risk. In the event of a natural disaster, your phone system can be moved instantly from one side of the country to the other with little or no downtime. Even a small business can make the biggest impression through the use of Vanity Toll Free numbers, and unlimited local phone numbers in any area code, state, or country. With VoIP you will never have a busy signal, and there is never a limit to how many extensions you can have on one system. Your system can be as simple or as complex as you need it to be, and is flexible enough to grow in tandem with your business. Changes can be made on the fly without any downtime. With new features released constantly, you can be sure your business will always have the latest in business communication technology at your command.

Any business owner will tell you that keeping your costs down is key to running a successful business. Freevoice is currently the only VoIP Telecommunications provider that gives you the power to control your costs with more choices, flexible rates, and bulk discounts. With Freevoice – You decide how much you want to spend on your monthly telecom budget. All with No contracts, Simple monthly terms, and free number portability. More than Just a Phone system. This is Unified Communication, all your business communication working together in symphony.

In today's ever-changing business climate, you need a phone system that can keep up with the demand. According to a 2017 Gallup Survey, an increasing number of Working Americans are taking jobs that offer work from home opportunities. The study found that in 2016, 43% of the 15,000 Americans surveyed reported that they spent some of their time working from home. There is a notable upward trend from previous years that highlights more and more Americans looking to work from home. In addition, U.S. Employers have reported that their employees that do work from home are much more productive.

With more salespeople traveling abroad, employees working from home, multiple remote offices, and foreign non-U.S. based employees, there has never been a greater need for internet based telephony. A Freevoice Cloud Phone System can easily accommodate the needs of everyone with no additional fees or hardware. Anywhere you have a reliable internet connection, employees can work just as if you were in the office. Business owners and office managers can take advantage of the same features by remotely monitoring phone calls and keeping track of productivity through a full suite of advanced real-time reporting tools. An intuitive user interface enables your employees to send and receive text messages, files, and collaborate through real time screen sharing.



With a standard internet connection, employees can utilize the phone system from anywhere in the world with a desktop pc, tablet, or smartphone. Employee extensions can be configured to play announcements, receive voicemails, or ring through to a variety of destinations. Destinations can be one person or a whole team. A modern IP-based phone system can take advantage of the latest technology such as SMS to allow workers to send and receive text messages through the user portal, and also send and receive text messages back and forth to customers.



A full featured user portal accelerates employee productivity and facilitates collaboration by empowering your workforce with the ability to send files and screen share across the system. Each user on the system can set their own personalized greetings, call routing, usage conditions, and display their current status. In addition to these high-tech features, a modern phone system must not lose sight of the traditional features like faxing, voicemail, and conference calling

A VoIP Telephone System enhances these features and makes them even better than ever by delivering inbound FAX and voicemail messages directly to any email address. While features like transfer, conference, hold, and outbound FAX can all be done with a simple mouse click.



New computer based telephony allows for endless possibilities of custom programming, features and integrations. A properly configured IP-based telephone system can seamlessly integrate and work cohesively with Customer Relationship Management software to increase efficiency with your salesforce.

Research has shown that utilizing a phone system with an integrated phone system increases productivity and profitability by 30% - 50% versus customers without such integrated technologies. Using webhooks to your CRM, Freevoice opens the matching customer record in your CRM when the call rings your agents phone. “Hello Bob” provides a much better customer experience than “Hello, May I have your account name”. This can also protect against double quote situations where a contact calls in to speak with multiple people looking for different results. Also, Freevoice supports the click to call feature. Rather than dialing the number, your agents mouse click the phone icon next to a contact number to place a call.

Alternatively, you can use our Google Chrome Plugin for click to call or text on any phone number displayed on a web page. In advanced CRM integrations, every phone call is documented on the contacts page and the recorded phone uploaded to the CRM. Websites and landing pages can also be integrated into the phone system. An example would be when a person submits their Information on your landing page. It instantly connects your agent to the ringing phone of your lead. This can reduce the submission to call time down to one second or less.

Third party lead generation companies can also post real time data into your phone system to generate phone calls for your agents to the prospect. When competing with several companies for leads, this is the crucial method you need to employ to ensure you are the first to make contact.

With our Call Center product, an agent who is member of an ACD call Queue can be prompted to log the outcome of each call by selecting a disposition such as “Sale not qualified” or “do not call”. This data can be posted to your CRM to better manage leads. Call center agents also get a field to take notes on the call that can be uploaded to the CRM and displayed in reports that can be downloaded later.

Freevoice can also link your CRM to our automated dialer platform. This is used for things like appointment reminders, collection calls, political surveys, Website authentication, and other situations where a computer calls the lead and plays a message promoting a digit response to report or transfer the call to your live agent.

New features such as Ringless voicemail can also play a critical role in automation. Your CRM can automatically Post Leads and recordings to be left on mobile phones without ringing or bothering the contact. This makes it much more convenient for the recipient to hear your message when it's convenient for them and gives them a link to call back at their preferred time.

# Why Choose Freevoice?

## Our Support

Live U.S. based 24 hour support for all of our customers (not just the big companies) Large or small, every customer gets the same level of attention. Our helpful and courteous support staff is completely dedicated to your success. From installation and training to 3rd party integrations and Cutovers, We are here to help you every step of the way. Even if you decide to cancel your Freevoice services and move your numbers to another provider, we will assist you through the transition. When others companies brush you off and leave you on hold, we keep working hard to ensure your services function beyond your expectations.

## Affordability

We are currently the only company to offer both Metered and Unlimited pricing plans. You are free to choose the pricing structure that is right for you, and we can change that at any time. We also offer volume pricing on our phone services, and wholesale SIP trunking for those of you who have a phone system and just need the phone service. High Definition Call Quality, and 99.9% percent uptime guarantee that ensures your business is always reachable with crystal clear communications.

## Flexibility

All businesses ebb and flow. No one understands this better than Freevoice. Our phone systems are designed with that in mind. User can be added or removed from your system easily and without additional costs. You can also have an many phone numbers or extensions as you need, and your customers will never get a busy signal.



## Easy Setups

No Large Upfront Investments

No Expensive or redundant hardware to buy or maintain

No contracts or early termination fees

Month to month pricing, cancel at any time

99.9% percent uptime guarantee

Try Freevoice “Risk Free” for 30 days

Give us a call to get started Today!

