

# Hosted Voice

## Communicate More Effectively with nexVortex Hosted Voice

Your business can now take advantage of an affordable, fully featured hosted voice solution that is easy to manage and easy to deploy. nexVortex Hosted Voice provides a comprehensive suite of enterprise-grade features that helps your business communicate more efficiently, professionally, and conveniently. In addition, our hosted voice service comes with the option of a cloud-based call center application, known as cloudQ, which provides a graphical real-time display of call operations for both call center agents as well as their supervisors.

### Popular Features

- › Hold, park, transfer
- › Voicemail to email
- › Call forwarding
- › Find me, follow me
- › Auto attendant
- › Call recording

In addition to these popular features, nexVortex Hosted Voice has advanced features such as:

- › Visual call flow editor for interactive auto attendant creation using a graphical toolset
- › Time of day and day of week inbound call routing schedules
- › Integrated mobile phone routing
- › Centralized phone provisioning for simplified management and phone configuration

### Service Plan Flexibility

nexVortex provides you with the flexibility to choose a service plan that best fits your business. When building a custom seat plan, you will need to decide on the number of seats, a service plan to cover your monthly call volume needs, and the phones you will use with your solution.

#### How many seats do you need?

Decide on the number of seats you need for your business. nexVortex seats can be used at a single location or multiple locations.



#### What type of seat do you prefer?

Choices include low priced custom seats or unlimited minute seats. When choosing custom seats, you have a variety of calling plans from which to choose. Custom seat plans start as low as \$13 per seat per month.



#### Need phones?

nexVortex provides phone rental options as well as the potential to provision service on the existing phones you already own.



### Benefits:

- › Use Your Existing Internet Connection
- › Expert Provisioning & Support
- › Fully-featured Solution
- › No Maintenance Charges
- › Flexible Service Plans
- › Web-based Administration
- › Phone Rental Option





# cloudQ<sup>SM</sup> Contact Center

cloudQ is a powerful inbound contact center solution designed to meet the needs of small to mid-sized businesses. cloudQ is easy to set up, easy to manage, and is loaded with advanced features.

cloudQ can be ordered and added to our hosted voice service as an option. It is the perfect solution for a business in need of call center functionality without requiring the purchase of a separate platform.

## Simple, Easy to Use

- Intuitive, easy to use interface for Agents and Supervisors
- Spend more time focusing on the customer and less time managing the system
- Agents are immediately productive with minimal training

## Advanced Features

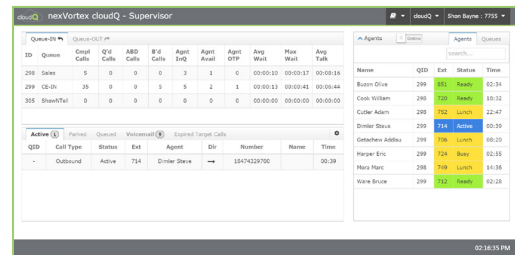
- Full call control
- Call recording
- Queue voicemail
- Peer-to-peer agent status
- Advanced reporting
- Real-time monitoring

## Cloud Delivery

- Web-based, fully hosted solution with no equipment to maintain
- Always up to date
- Zero plugins with no on-going maintenance or upgrade fees

## Comprehensive Reporting

- Dynamic graphic and numeric reports with real-time queue and agent data
- Report Builder with customized historical reports detailing all aspects of the center
- Reports can arrive via electronic mail on a schedule you choose



## Scalable and Flexible

- Complete flexibility and control
- Agents can be locally assigned a phone extension, or remotely grab an open desk's extension
- Scalable – great for seasonal business

## Features:

- › Skills Based Routing
- › Real-Time Monitoring
- › Comprehensive Reporting
- › Call Recording
- › Remote Agents
- › Scalable and Flexible
- › Simple, Easy to Use
- › Supervisory Monitoring and Coaching

