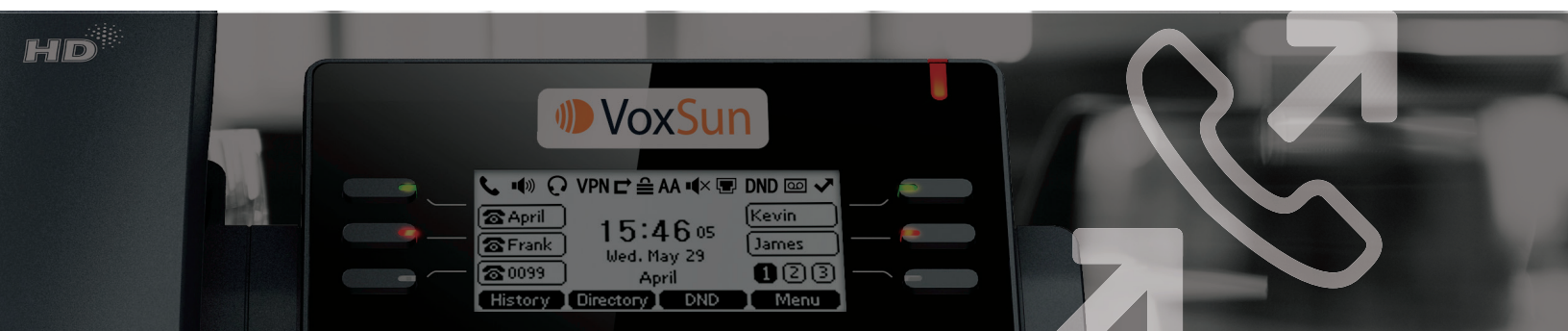# HOSTED CLOUD-BASED PHONE SOLUTION

VoxSun Telecom Office

VoxSun Telecom Office is designed specifically for companies and for mobile professionals. When choosing the VoxSun Office service, you will have a hosted phone system in the cloud with all the options of the most expensive systems. Indeed, VoxSun Office allows you to have a system with an automated receptionist, extensions in several locations in addition to the advanced calling and faxing features similar to the costly phone systems used by the largest corporations. Numbers for all US and Canadian cities as well as numbers available in more than 60 countries. Exclusive features such as: voice recognition system, call recording, conferencing, digital fax in the cloud, voice mail with e-mail delivery, automated receptionist customization, personalized on hold music and CRM integration are all included in your phone system in the VoxSun cloud. The setup is simple and quick from your VoxSun portal. VoxSun offers flexible and affordable payment plans. Our plans are evolutionary and unlimited in order to satisfy you.

Here's an overview of the available features:

Our clients

Century 21

via capitale

RE/MAX

metro

LANAUDIÈRE économique

C.A.V.

THE LUNG ASSOCIATION™ Quebec

QRHF QUEBEC RESPIRATORY HEALTH FOUNDATION

SADC Achigan-Montcalm

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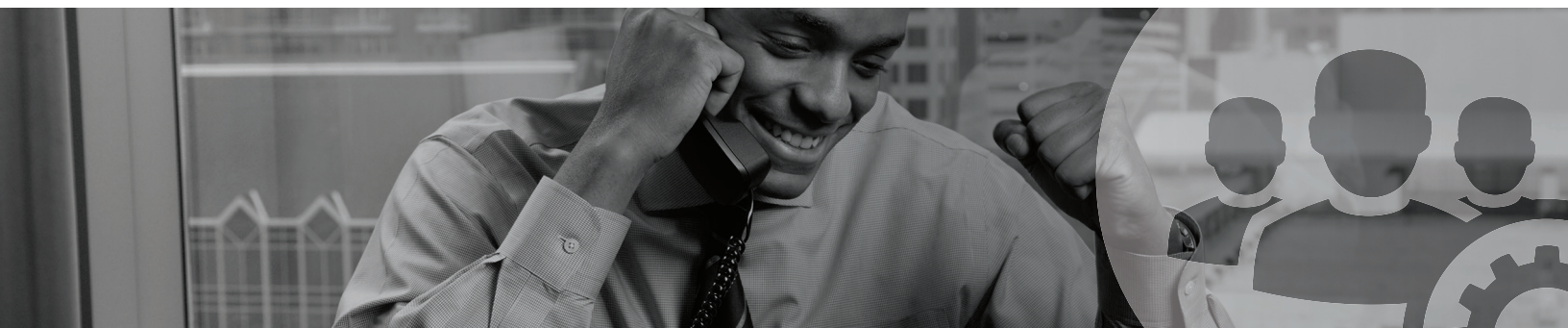
FEATURES

ACTIVVOICE™

1. We designed the Activoice technology

- VoxSun uses QoS technology to prioritise voice packets on your Internet connection.

  This means that, by using QoS, your voice communications remain crystal-clear and reliable even if you're using the Internet for downloading and uploading data.

- VoxSun uses the best quality lines and uses an automated system for statistical analysis of voice quality.

  With this system, we're able to find and resolve quality situations quickly and maintain superior voice quality than other providers.

- VoxSun uses different codecs and specific parameters depending on the speed and quality of your Internet connection to ensure the best quality and stability of voice conversations.

  We're able to adapt well to different kinds of Internet connections, no matter where you are.

- VoxSun's cloud platform is interconnected with the highest number of Internet and phone providers to ensure the shortest path from your phones to the telephone international network.

  We're working hard to avoid any of the uncertainties of the Internet to provide a reliable service.

2. Unlimited calls

VoxSun allows you to make unlimited calls at all times and everywhere*. Don't worry about exceeding your minutes or your long-distance calls anymore.

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FEATURES

3. No contract

VoxSun guarantees a quality service. Which is why, one of our signatures is to offer you a service without contract, because we know that the best way to keep you as a customer is to provide a remarkable service. So we commit to serve you to your total satisfaction.

4. Phone instalment plans

We know that the equipment purchase can be a major investment especially when starting a business and that even if our prices are the best on the market. That is why we have launched an equipment instalment plan offer to allow you to not spend money when connecting to your VoxSun service.

5. Voice Mail

The voice mail dedicated to VoxSun receives the messages left by your callers. Messages can be taken remotely and you can send them to your e-mail.

6. Call Transfer

Nobody likes to miss calls! With the call transfer system, you can transfer your calls to another extension or another cell-phone. You will then be reachable even outside your office.

7. Apps & VoxSun Phone

You can make and receive calls with the iPhone, Android, and BlackBerry apps as well as on the VoxSun virtual phone for Windows PCs. You can easily call on the go. Your calls are unlimited and without roaming fees.

8. Conversation Recording

VoxSun offers two recording options: the first one being the manual recording; the user has to click on the « record » button. The second one is the automatic recording: whereas the recording is automated.

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FEATURES

9. Call Forwarding (FollowMe)

Don't miss a call again no matter where you are. In fact, when a caller tries to reach you, all your office, cell and house will ring at the same time. Programming is done according to your needs so that you never miss a call.

10. Interactive Voice Response (IVR)

The IVR feature allows you to create advanced scenarios to manage calls by developing several features based on actions and options.

11. Call screening

Call screening and forwarding are very interesting functions for businesses like banks or insurance companies wishing to use the VoxSun call center function. It is possible to screen and forward calls according to their destination or elsewhere. Therefore, customer service quality can be improved.

12. Rules for incoming calls

This function can protect your private life, automate tasks and improve productivity. You configure features and options such as transfering to a specific number or soliciting by screening calls depending on the caller ID or time of call.

13. Local agents

Call centers have become essential for most companies. With a combination of queues and IVR, you redirect incoming calls to the right department. Local agents directly enter the queue and start taking calls.

14. Remote agents

The option of remote agents allows to connect any public phone network, such as a cellular phone for example. Once the phone gets into the queue, after being identified, they can receive calls as local agents.

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15. Moderator

Control your call center by consulting detailed reports and by listening to on-going conversations. The moderator can also whisper and speak to agents without being heard by the caller in line. This option is especially useful for agents in training.

16. Advanced report

The queue's advanced statistics report helps you optimize your human resources and your process. In fact, it allows the company to use performance indicators such as call report, answered and unanswered calls, call distribution report, agent reports, overall status, etc.

17. Conference

The conference option is very practical. It is possible to organize a single conference from ones phone keypad or to program a conference with defined participation rules such as the time or a special contact number.

18. Fax

Faxes are included in the VoxSun Office offer. You send and receive faxes on your traditional machine with the help of our adaptor but also from the VoxSun portal with the virtual fax tool. At last, you can use an innovative approach called the e-mail Fax to send faxes from your e-mail.

19. Attendance

This function allows you to manage the availability of your colleagues. Attendance is the first thing to check before calling or transferring a call.

20. Call limit per user

EBy setting up a user limit, it's possible to control the risk of losses when a non-authorized person uses the system.

21. Advanced call report

VoxSun Office includes a variety of report tools for the administrator and for management. The advanced call report is very convenient to follow the users' activities.

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22. Call encryption

Safety is a priority at VoxSun. We insure a total confidentiality with the encryption technology "secure RTP". Respecting your confidentiality is very important to us.

23. Voice recognition and text-to-speech

Use the voice recognition and text-to-speech features for your phone system. Your callers will experiment the VoxSun evolutionary voice control system. VoxSun also puts an end to the old handbook directories. You just say the caller's name and your call will be properly directed. Test it and you'll see… It works!

24. Keep your existing number

We are aware that your phone number is important. In fact, you probably have had it for a long time and wish to keep it. No worries, VoxSun takes care of the portability of your number and that without causing any interruption. You won't miss any calls.

25. Phone numbers: local, international, fax and vanity numbers

VoxSun is aware of the global economy you are facing. Which is why we offer you numbers in all regions of the world. From America to Europe to Asia. These phone numbers will be directly connected to your VoxSun phone system. In addition, VoxSun offers you special numbers with a name, initials or any available words on 1-8XX numbers.

26. Minutes for toll-free numbers

VoxSun understands your need to control your budget, which is why we offer you affordable packages for incoming minutes for calls to your toll-free number and 1-8XX numbers.

FEATURES

27. All call management options

VoxSun offers you all the Star Phone Services for free, such as:

- Three-Way calling
- Call Transfer
- Call Waiting
- Voicemail
- Voicemail to e-mail, etc.

28. Access to a detailed call log and statistics

VoxSun also allows you to consult advanced statistics from your phone system. You can then consult your CDR in real time. So it's possible to follow certain users' calls from last month for example.

29. Sharing lines with all your offices

VoxSun allows the sharing of lines from your system, despite the different locations that you might have with your VoxSun system. You could have a branch in NYC and another one in Toronto and you will still use the lines with unlimited calls, allowing you to save substantially.

30. Use without geographical limitation

VoxSun allows the use of a phone system from anywhere in the world. You can have a branch in NYC and another one in Paris and you will use the same lines with unlimited calls allowing you to have a substantial saving.

31. Add lines and extensions anytime

The VoxSun system is very flexible and allows you to progress along with your growth. Therefore, you can add lines and devices on demand with an instant activation.

32. CRM Integration

VoxSun knows that it's essential to have a working CRM (Customer Relationship Management) for your development, which is why the VoxSun phone system is integrated with the CRM leaders in the market.

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