

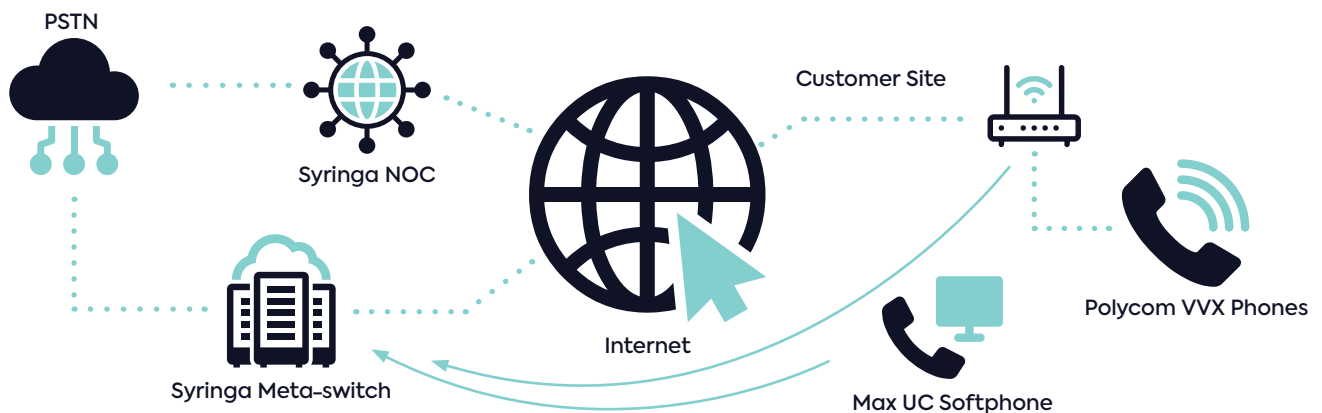
# Voice Services



## Features of Voice Services

- Unified Messaging with voicemail retrieval via email, phone, or the Web Portal.
- Superior voice quality and reliability by utilizing our low latency network.
- Simultaneously ring multiple devices or in a distinct order to reach you anywhere.
- Live U.S. based customer service from our 24/7/365 Network Operations Center.
- Single dial plan for the entire company even with a geographically diverse office.
- Web browser access to a feature-rich end user Web Portal and Admin Portal.
- Auto Attendant functionality available with Music on Hold managed from the Admin Portal.

## What's in Our Cloud?



## Cloud Voice Services

Syringa Networks Cloud Voice service is a hosted PBX solution that delivers a state-of-the-art phone system without the associated problems of hardware acquisition, CapEx financing, development and support. Our Cloud Voice service delivers Unified Communication (UC) feature that allows for our users to work, communicate and collaborate more effectively than ever before. Cloud Voice service is delivered to your business via Syringa Networks superior Nx100Gb regional network, which means you will experience an unmatched quality of service with crystal-clear quality.

# Voice Services



## Cloud Voice **Seat Types**

### Basic Seat

Includes the PBX Feature Set for utility applications such as a break room or lobby phone.

### Standard Seat

Includes the Basic Seat PBX Feature Set with the addition of standard voicemail and access to the End User Web Portal.

### Premium Seat

Includes all the PBX features plus the BCM advanced features: Unified Messaging, Simultaneous Ring, Call Rejection, Distinctive Ring Tones, Advanced Call Forwarding and Max UC License.

### Conference Seat

Includes all the PBX features of the Basic Seat, but configured for a conference room phone for group collaboration.

### Receptionist/Admin Seat

All the features of the Premium Seat, but the capability to add sidecars for monitoring additional lines in the office and access to the Admin Portal.

### Voicemail Seat

Used as a standalone voicemail box for after hour calls that are directed at the company in general and not at an individual.

## A Partner You Can **Trust**

Syringa Networks provides your business with more than a connection to the Internet - we are a trusted partner that works with you to develop a customized solution to meet the needs of your business. We provide your business with the added security of a 24/7 Network Operations Center.

## Additional **Features**



### Easy Auto Attendant

Standard Auto Attendant with a single menu, dial by extension or name and attendant scheduling for business hours and after hours.



### Premium Auto Attendant

All the features of Easy Attendant with an option for multiple schedules, different levels of menus and transfer to voicemail by number.



### Contact Center (ACD)

An Integrated Contact Center application for small businesses with Agents and Supervisors. Includes multiple call queues (up to 50 calls), web interface, active monitoring and reporting.

## CloudVoice **Equipment**



V VX-350



V VX-450



MAX UC  
Softphone



V VX-450 w/  
Sidecar



Trio 8500



Teams