



UNIFIED COMMUNICATIONS

Increase efficiency and reduce monthly overhead by enabling your workforce to utilize Unified Communications.

Unified Communications (UC) allows businesses to consolidate their telephone and data services into a single interface, enabling them to dramatically reduce their monthly telephone bill while simplifying management and improving efficiency. UC solutions for integrated voice, messaging, collaboration and presence capabilities through one user-friendly interface yield increased employee efficiency and productivity.

Voice

Reduce telephone tag and missed calls. Some of the features available with our hosted service not only offer reduced cost compared to an ordinary PBX system, but allow more effective call management by reducing the number of unanswered calls as well as freeing up employee time for more important revenue-generating tasks wherever they might be.

Find Me/Follow Me

Call forwarding, simultaneous ring and sequential ring allow employees to answer calls in the field when their office number is dialed.

Remote Office

Remote employees have access to all of their in-office features, including extension dialing, transfers, conference calls, Outlook integration, directories, and more. Their caller id will display in the same manner as if they were in the office, so the person on the other end of the call does not know otherwise.

Auto Attendant

This feature fields inbound calls and directs them to the intended destination through automated interaction with the caller. Once connected to the Auto Attendant, the caller is played a greeting that provides a menu of options to complete call routing.

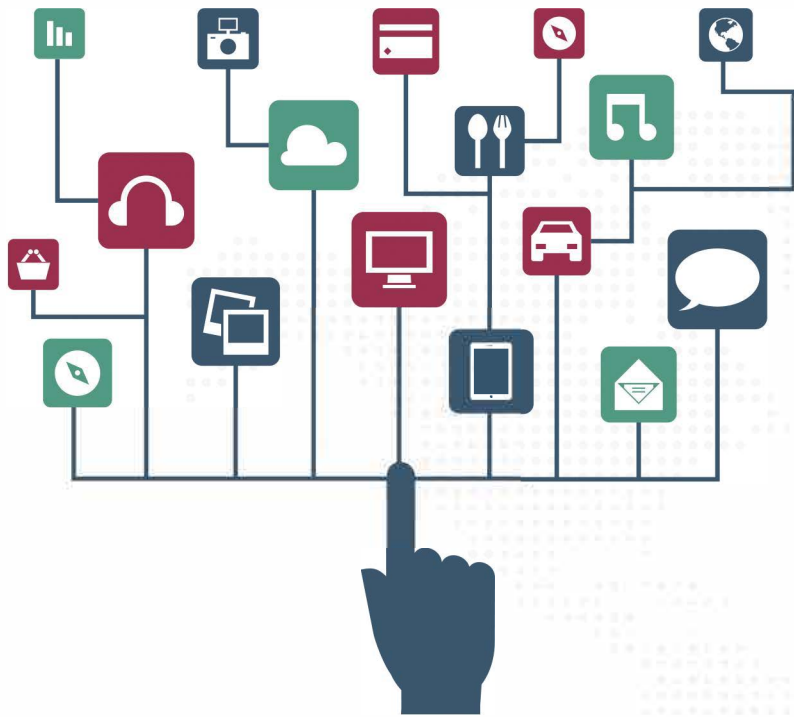
Hunt Group

Hunt group allows incoming calls to a central phone number to be distributed among the members of that group according to a hunting policy, such as simultaneous, circular, regular, weighted and uniform.

Call Control Toolbar

The Call Control Toolbar is a desktop communications management product for everyday users of Microsoft Outlook, Microsoft Internet Explorer, or Mozilla Firefox with our hosted PBX service. With the Call Control Toolbar, employees can manage their incoming and outgoing messages, maintain up-to-date connection information and configure controls on their calls and voicemail. Also, with the click of a mouse, a user can make calls from active web pages, their Outlook Directories and open emails.

***Increased efficiency reduces monthly overhead.
Enable your workforce; utilize Unified Communications.***



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Messaging

Direct all of your messages to one email inbox with the following services:

Voicemail

Along with standard voicemail functions, this service enables users to forward every incoming voicemail as an audio attachment to a designated email account.

IP Fax Solution

This service gives your business the ability to receive incoming faxes via email. Beyond convenience, this service ensures the privacy of your communications.

Collaboration

Employee collaboration is a key ingredient to a successful business. TeligentIP's services allow employees and disparate work groups to work effectively together, from anywhere:

Conferencing Bridge

This feature allows users to hold scheduled, recurring, non-reservation and ad-hoc conferences.

Instant Call Group

Instant Call Group allows a user to hold unscheduled conferences with a pre-designated group of members. Members are called using a single number and as the members answer, they are joined into a multi-way conference.



Presence

With the hosted solutions below, users can see an employee's current availability, allowing a user to conduct business uninterrupted and alert others once they have become free to communicate:

Attendant Console

This feature enables a user (for example, a receptionist) to monitor the calling status (off-hook, on-hook, do not disturb, etc.) of a configurable set of users in the user's business group. This service provides critical call detail and group member status for effective attendant call routing.

Receptionist Console

Receptionist Console is an intuitive attendant console that manages high volume call distribution for front-desk operators through remote control of their desk phone. In addition to integrated contact status and messaging, it has many other features that include call statistics and integration into enterprise-level repositories and services.