Auto Attendant	Telesystem's Auto Attendant provides a professional first impression for your callers. It is a flexible, powerful, front office tool that automatically answers incoming calls with a customized greeting and menu messages to direct the caller to the right person or department.
Hosted Call Center	Call Center applications are an essential solution for many businesses from sophisticated call centers to small operations. With minimal upfront capital costs and the ability to pay for service "on-demand," Call Center delivers a comprehensive set of features that supports all work environments.
Hosted Receptionist Console	Hosted Receptionist Console is for receptionists or telephone attendants who manage and screen inbound calls for enterprises. The software is designed to follow the natural work 'flow' of a call from the top to the bottom of the screen.
Conferencing	Make group calls simple by providing all your intended parties a toll free number and participant code that can be used to connect with your call.
Unified Communications Max UC	Maintain the call capability and powerful features of your office phone on your mobile phone or computer through easy-to-use applications. These applications include enhancements of chat and presence. Increase your level of connectedness with optional Meeting room and SMS (text messaging) capabilities that can easily be accessed through the application.
Call Recording	Call Recording is easily identified as an essential management tool for any business with a customer contact staff. Reviewing calls offers valuable insights into both contact team and customer dynamics.
Voicemail	Telesystem's Voicemail services employ a carrier-class voicemail platform which provides easy to use portal, phone, and email notifications of new messages.
E-Fax	Telesystems efax services allow you to receive fax transmissions to email, without the need of heavy fax equipment. Outbound efaxing may also be added at an additional cost to further improve the efficiency of your workforce- simply attach the document to an email message and send the message to the desired fax recipient!
CRM Integration	Link your current CRM with your Telesystem Hosted VoIP phone system to increase the efficiency of your workforce.
Toll Free	Allow your clients and customers to reach you easily with the Telesystem toll free service. Managed toll free services make it simple to reroute toll free numbers and run associated call log reports via an online portal.
Omni Channel Call Center	The Telesystem Omni Channel call center solution offers a more robust communication portfolio that includes voice, email, and chat queuing as well as advanced CRM integration. Enhanced reporting and diagnostics are available for call center supervisors as well as the ability to monitor, whisper, and barge into live agent communications.
Local Inbound	Local Inbound numbers are ideal for businesses with geographically diverse branch offices. It offers customers a local number to call so they can reach you no matter where the call is being fielded and gives your business a local presence.
Long Distance	Telesystem offers a full array of switched and dedicated voice and long-haul data solutions. We can build a long distance plan to fit your communication needs. We also offer inbound and outbound calling, web and audio conferencing, and point-to-point long haul data circuits.

Some of these services may incur an additional charge.

11.18.20