Cloud IP PBX

First Communications®
Technology Solutions

www.tri-tel.com

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Unified Communications to Grow Your Business

- Cloud IP PBX provides features of a premise based PBX without the capital expense

- Web Portals– End users can manage their own accounts

- My PBX Go App– Never miss a call when you are on the go

- Scalable— State-of-the-art platform that can grow as your company grows

- Polycom or Yealink phone options

![Cloud concept image]

Call Center

Transform your customer service through our Call Center Solution that is quick to deploy and simple to use. Access powerful Agent and Supervisor capabilities to deliver great customer service with features like skills based routing, real time monitoring or pull in remote agents to support call volumes. Enjoy the benefits of centralized management to put critical information at your fingertips to make vital decisions about queueing, overflow treatment and call routing.

Call Recording

Call Recording is an extremely valuable tool to have in your service offering. Large call centers and enterprises have been recording calls for decades. Now more and more small and medium-sized businesses are realizing that Call Recording is affordable and valuable, no matter how large of a contact center you operate or how many seats you have providing customer support.
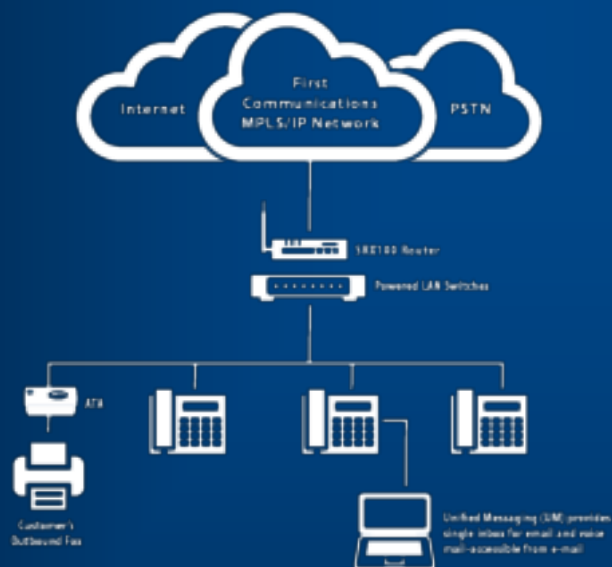
Benefits

Scalable
- Cost Effective
- Pay-as-you-grow solution

Mobile
- Work when and wherever you go.
- Meet business needs at the office, home, a customer site, or while traveling

Manage User
- Web portal allows easy changes to calling features.
- Enable admins to make simple moves, adds, and changes

Affordable
- Eliminate up-front capital expenditures

Business Continuity
- Protect yourself in the cloud.
- Reliable, resilient & redundant

Features

- Voicemail to Email
- Hunt Groups
- Auto Attendant
- Simultaneous Ring

- Sequential Ring
- Call Forwarding
- Busy Lamp Field
- Call Pull

- Shared Call Appearance
- Conference Calling
- Dial by Name Directory
- Mobile and Desktop Apps