



Comtel VoIP - *Evolving voice communications*



On-target, secure, robust, enterprise-grade cloud communications for your business.

Hosted Telecommunication System Overview

Submitted by:

Comtel

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Business Telephone Systems

Unified Messaging

Contact Center Applications

Reporting

Infrastructure Data, Cabling

Carrier Services

SIP Trunks

Networking

Coverage across the U.S.



enabling **Connectivity**

www.comtel.us

Comtel VoIP - Cloud Communications at work for you

Connecting your business to the voice technology services you need

Comtel VoIP is an advanced, secure cloud based system that delivers a host of capabilities in a simple, yet robust fashion. Operating from our enterprise-grade fully redundant datacenter, Comtel's services are monitored 24x7. Among our key advantages over other products are multiple carriers, dual electrical grids, redundant servers, and complete remote access for moves, changes, diagnostics.

A Hosted VoIP solution is put into service quickly and easily. At Comtel, we offer a fully managed solution. All you need is a reliable data circuit (i.e. Broadband or dedicated connection - Comtel will advise optimal size/speed). Our server/software technology provides the highest quality voice available in the market today, without capacity limitations often found in other products. Comtel vLink is cost effective, highly reliable, and consistent with our record of service.

COMTEL VOIP - WHAT TO EXPECT

- One Simple Monthly Bill
- Redundant Systems
- Full Complement of Standard Features
- FREE Software Moves and Changes
- Elimination or Reduction in Monthly Voice Lines
- Fully Managed Platform
- Lower Out of Pocket Expense
- Managed Service Around the Clock
- FREE Training & Field Service
- Low Cost Extended Warranty on Equipment

CONTACT CENTER SOLUTIONS

Comtel VoIP provides a robust set of capabilities for small groups of a few users, to contact centers with hundreds of users, multiple sites, teleworkers, and other sophisticated requirements. From simple queuing to reporting tools, we provide a full set of capabilities. Features include:

Time of day routing
Remote agent
IVR answering
Queue Announcements
Supervisor Control
Agent Tools.



ADMINISTRATIVE MANAGEMENT SERVICES

Comtel VoIP makes it simple for you! Our easy to learn administrative management tools are available to you around the clock to make changes, reprogram, set announcements, re-route calls, add features, etc. You are free at any time to access your system and manage your resources. Many customers also take advantage of our direct, complimentary moves, adds, changes. It's up to you! Call us - and we'll handle it, or do it yourself. Comtel VoIP keeps it simple!





Common Hosted VoIP Features

Designed to match your specific needs

Calling Features: Forwarding, conferencing, caller ID, do not disturb, direct calling, user presence indication, networking, call logs, call waiting, transfer, hold, speed dial, redial, and many more.

Messaging: All mailbox users have simple access to voice mail recordings from inside the office or from outside location.

Mobility: Comtel VoIP provides the ability to “find me-follow me” - never miss calls when you’re traveling as your mobile phone is tied to your system number.

Auto Attendant: Set up specific answering for lines or line groups, and change them as needed.

Teleworker: Set up a phone at a remote office location, or for a home worker.

- ◆ Blacklist Numbers
- ◆ Blind Transfer
- ◆ Call Detail Reports
- ◆ Call Monitoring
- ◆ Call Park
- ◆ Distinctive Ringing
- ◆ DSS/BLF
- ◆ Directory
- ◆ IVR Routing
- ◆ Hot-desking
- ◆ Flex Numbering
- ◆ User Programming
- ◆ Analog Device Options
- ◆ Page Interface

SIP TRUNKING

Comtel VoIP is your source for SIP Trunks. SIP is an excellent option for phone service. Whether you have T1 access today, or are looking to replace POTs lines, SIP Trunking with Comtel can save money, and provide improved survivability with our Secure Failover Service (SFS). If your phone lines and phone system are fully dependent on each other, and you need a means to survive important phone calls, then our SIP Trunking with Secure Failover Service (SFS) is the answer. SIP Trunk packages are available via direct network plug in, or with network gateway devices (depending on current system).

DESKTOP OPTIONS



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*Serving Buffalo and
 WNY since 1990*



STRETCH YOUR VOICE COMMUNICATIONS
 TO NEW LENGTHS WITH THESE OPTIONS:

Softphone Access: A software client that loads on your PC and provides Outlook integration, logs, caller ID, Chat, and many more features.



Conference Bridge: Comtel VoIP provides low cost per minute access for audio conferences.



Contact Center Reports: GUI access is complemented with Windows based reporting tools.

Unified Messaging: Get your voice mail messages directly in your email. Play from your desk phone, your PC, or from a smart device.

Call Recording: Enterprise level option that enables automatic recording, search and playback of calls.

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Comtel has delivered telecommunications solutions to WNY business organizations for over two decades. The hallmark of a Comtel deployment is our attention to important details. From the initial discovery process to review of implementation parameters to the installation of your system, and continuing with our experienced field and remote support staff you are in good hands with Comtel..

