YeaVoice))
Business VoIP Solutions

Hosted PBX/Phone System

Moving to our hosted PBX can instantly save you money, increase employee productivity, and improve customer service. With our hosted PBX, you get the most advanced features available and you are guaranteed that you never have to worry about technology obsolescence or paying for upgrades in the future.

All The Basic Features You Expect

- Local, long distance, and international calling
- Keep Your Existing Telephone Numbers
- Automated Attendant
- Customised Music-On-Hold
- Extensions or DIDs on a per-user basis
- Employee Directory
- VoiceMail
- Message Waiting Lights
- Do Not Disturb
- Ring Groups
- Conferencing

Advanced and Powerful Features To Drive Your Business

- Call Routing to Mobile Phone
- Voicemail-to-Email
- Voicemail Transcription
- Call Recording
- Call Center Functionality
- User Dashboard and SoftPhone Support
- Operator Console
- Mobile Application that makes any mobile device a true PBX Extension
- FAX Support from traditional fax machines, desktops, or mobile phones
- Business SMS

Flexible and Scalable

You pay only for the capacity that you need. As your business grows, you can quickly and easily add additional trunks, users, and extensions. If your business is seasonal, you can reduce capacity just as easily during the off-season.

Save Money

Save 50% or more on your monthly phone bill and up to 90% in deployment costs compared to traditional phone systems.

Reliable

Our Hosted PBX/Phone Service is delivered using a geographically redundant infrastructure. We currently have nodes in industry-leading colocation facilities in New York, Las Vegas, and Dallas. Our seamless failover using active-active application servers, combined with our network architecture, guarantees the highest uptime levels possible.

Personalized Customer Service and No Headaches

Your phone system is the life-blood of your business. We understand that outsourcing this important function can be scary. But we are local business people, just like you. We know that our best asset is the relationship that our people will have with you. No runaround, no giant call center to call when you need help.

We Set It Up For You

No Do-It-Yourself Setup. We work with you, step-by-step, to make sure that your new phone system is properly set-up on the first try. If needed, we can send someone to do the complete installation and setup for you.

Easy To Manage

You can make many changes to the phone system through our online portal. Don't want to make them yourself, no problem. Call us, tell us what you want, and we will do it for you.

Straight Forward Billing

No surprises and an easy to understand monthly invoice. Have questions, call us. It's that simple.

Unified Communications As A Service

For many SMBs, a basic hosted phone system gives them every communications function they need. However, for Enterprises, Large Businesses, Multi-Site Companies, or any organization with many work-from-home employees, away-from-desk employees, or road warriors, a true Unified Communications (UC) system is needed to meet their demands.

UC brings together voice communications, chat, presence, mobility, collaboration, desktop sharing, faxing, voice mail, and business SMS into a single platform and integrated suite of applications.

Our geo-redundant and active-active architecture gives you the +99.99% uptime you demand.

Features and Benefits

MULTI-LOCATION OPTIMIZED
With UCaaS, you can deploy a feature-rich, consistent, globally accessible unified communications service throughout your enterprise, connecting employees and customers seamlessly.

MULTIPLE END-POINT OPTIONS
The system can be configured to use existing SIP phones, mobile devices, softphones, or even landlines. Many endpoints can be automatically provisioned, making set-up quick and easy.

MULTI-RING FOR TEAMS OR DEVICES
Calls can be delivered to multiple devices, ringing all of them at once or in sequence. Users can be organized into groups so that an inbound call can ring every person in the group.

OPERATOR CONSOLE/PRESENCE BUILT-IN
Calls can be routed from the console to any user. The operator can tell if that person is on the phone, available, in Do Not Disturb mode or in a custom presence state before routing the call. Calls can also be parked and retrieved from any extension on the system.

FULL MOBILE DEVICE SUPPORT
With dedicated Apple and Android mobile apps, you and your employees have full mobility. This is not just forwarding a call to a mobile device, but an application that turns the device into a fully functioning extension of the system. Make or receive calls, faxes and SMS messages, set-up conference calls, or turn on/off call recording. Every feature of the UC system is available from the mobile application.

Contact Center as a Service

Contact Center as a Service (CCaaS) is an all-in-one virtual contact center suite. It is a proven platform that has been deployed in highly reliable contact center services with as many as 900 Agents.

Our CCaaS includes ACD with Call Queuing, self-service via Interactive Voice Response (IVR), predictive outbound dialing, recording, administrative tools, and extensive integration capabilities.

OUTBOUND CAMPAIGN FEATURES

- Pridictive dialing based on agent availability.
- Do Not Call List Support.

INBOUND CAMPAIGN FEATURES

- Enterprise-level features such as unlimited queues, multiple intelligent routing algorithms, customer call-back and agent transfer.
- Flexible and intelligent routing and handling of calls, ranging from simple skills-based routing to complex interactive routing algorithms.

AGENT DEPLOYMENT OPTIONS

- Agents can be on-site or work from home.
- Soft clients, IP phones and traditional phones are all supported.

SUPERVISORY MODES

- Silent listen, whisper and barge-in modes can be configured on any agent.
- Powerful management capabilities and automated email reports.

LIVE MONITORING

- Real-time monitoring of agents and queues with both ad hoc and scheduled reporting.
- Set up sophisticated SLA/KPI monitoring with real-time notifications.

BUSINESS ANALYTICS BUILT-IN

- Over 100 customizable SLA/KPI performance metrics.
- Monitor and tune your enterprise in real-time to maximize productivity.

CUSTOMIZABLE

- Create complex IVR and auto attendant applications with time-of-day and day-of-week scheduling that can also interface to your CRM.
- All Voice Prompts and OnHold Messages are customizable. They can be imported from professional recordings or recorded directly from the system console.

GRAPHICAL REPORTS

- Powerful graphical reports show trends and anomalies instantly.
- Perform period-over-period comparisons as well as compare metrics between users.

ENHANCED CALL RECORDING & VOICEMAIL

Call recordings and voicemails are stored in the cloud. They are easy to access and you never run out of storage. Recording of voicemail messages can be sent via email or can be transcribed and sent to you as text.

CONFERENCING, WEB CONFERENCING, AND COLLABORATION

Conferencing and screen sharing are both integrated into the system. Screen sharing can be started in a broadcast-only mode for product demonstrations or in a fully interactive mode for a collaborative work session.

REGULATORY COMPLIANCE

In our litigious world, regulatory compliance is an important component in protecting yourself as a small business owner. Our system features a 911 Emergency Calling Solution to protect you and your employees. It is also CALEA (lawful intercept) compliant in the event law enforcement needs access to the system. The system is also HIPAA Compliant so it can be used in any medical office or any location where patient data must be protected.

DEVICE MANAGEMENT AND PROVISIONING

Adding new endpoints to a system can often be a major headache. Our system supports most major SIP phones and for many of them, we have an automated provisioning system in place. If you order your phone from us, in many cases all you need to do is plug the phone into your LAN, it will automatically login to our provisioning service, and in just moments it will be ready to use.

Virtual Fax

While other Hosted PBX and VoIP companies have long abandoned delivering a reliable FAX service, we understand that FAX is still an integral part of many businesses. For any business in which Compliance, Regulatory, and Privacy are important, FAX is still the method of choice for delivering documents.

Using our Fax Analog Telephone Adapter (ATA) solution, you never need to worry about the technical issues that make it so difficult to complete a FAX transaction over other VoIP services.

Our proprietary solution is not affected by jitter, packet loss, or other issues that make other Internet FAX solutions unreliable. All faxes are encrypted. The solution is HIPAA and SOX compliant!

Features

Outbound Faxing

- Send from any analog fax machines.
- Send from the PBX web portal.
- Send from our mobile app.
- Senders can be notified by via email as soon as a fax has been successfully.
- Integrations
  - Email via Outlook, Gmail, Yahoo!, Hotmail or any other email program.
  - Send email directly from Microsoft Outlook and Office365
  - Send from Google Chrome Browser Extension

Inbound Faxing:

- Receive via analog fax machine.
- View and download faxes from the PBX web portal.
- Receive faxes in an email.

Other Features:

- Email Confirmations for In Process and Successful faxes.
- Automatic resubmission of unsuccessfull transmisions (busy signal, no answer. Up to 10 attempts per transmission.
- Support for Multiple Document Format when sending from applications.
  - .html
  - .doc
  - .jpg
  - .tiff
  - .pdf
  - .docx
  - .png
  - .txt

Benefits

- Provides a HIPPAA/SOX Compliant faxing solution.
- Sends faxes using a single fax number from anywhere.
- Centralized Storage of Faxes, no more lost pages.
- Cloud Software for easy upgrade.
- Integrated Portal when used with our Hosted PBX Solution.

Business SMS

Text messaging (SMS and MMS) is the most used data service in the world. Usage is not limited by age, economics or geographic location. Adults over 55+ are sent and receive 16+ text messages a day. Texting is as much a part of the consumer market as it is integral to social and personal communications.

In the future, not having the ability to communicate with your customers and prospects using Business SMS will be the equivalent of not having company email or a company website today.

In just minutes, and with no investment in any new equipment or changing providers, we can SMS Enable your business number.

Features

- Send and receive messages to and from extensions or 10-digit local or long- distance numbers.

- Message colleagues, clients, and departments with a business identity—even from personal devices.

- Reply to an incoming message from a mobile app, desktop app, or by email.

- Text seamlessly across devices, including smartphones, tablets, and computers.

- Collaborate more effectively by communicating in a single text thread.

- Send and receive images, videos, and files.

Benefits

Inbound messages are no longer stuck on someone's personal mobile device.Respond from the SMS Console as easily as responding to an email.

Automatically respond to common questions with consistent answers, driven by the power of Artificial Intelligence (AI) controlled bots.

Send outgoing message from your Main Business number, reinforcing your brand and number customers and prospects.

Broadcast messages to multiple numbers at once

INTERACTIVE REAL-TIME CONFERENCING AND COLLABORATION
WEB & VOICE CONFERENCING SOLUTIONS

A FEATURE-RICH SOLUTION WITH AN EASY TO LEARN INTUITIVE USER INTERFACE

WEB CONFERENCING DELIVERED WITH THE SAME RELIABILITY YOU'VE COME TO

1. Web Presentations
2. Audio Conferencing
3. Multi-Presenter Seminars
4. Multi User Video
5. Remote Desktop Supporting
6. White Boarding
7. Desktop Sharing
8. Branded Landing Pages

FLEXIBLE WEB CONFERENCING

Delivering online presentations, conducting audio and video conferencing or simply using desktop screen share for IT support is simplified with our Web Conferencing platform. Instantly conduct meetings and add participants on the fly, all on your personal branded landing page without any messy plugins or downloads. Impress your clients and offer better business solutions with our Web Conferencing technologies.

QUICK BY THE CLICK

Being agile in business is being better. With our Web Conferencing solutions schedule meetings via the calendar in just seconds and click the tools you need to communicate effectively. Private IM chat to select participants, use the annotation pen to focus attention on the subject and send files instantly to participants with just a click!

EASY SETUP

We have integrated the audio conferencing infrastructure of our voice control platform into our web and video platform to provide users multiple access points across PSTN, mobile and VoIP carrier networks. Dial in from home phones, smartphones, computers, iPads virtually any device on any OS.

Our Solution is a comprehensive turnkey hosted webinar service. It supports web presentation, live multi-user video and audio conferencing, and remote desktop support capabilities. Web Conferencing can be is compatible with our family of hosted services. It is more extensible and user friendly than webinar solutions from providers like GoToMeeting®, Adobe®, and Webex®.

WEB CONFERENCING IS ALSO IDEAL FOR YOUR IT TEAM ALLOWING:

REMOTE SUPPORT ACCESS
FASTER PROBLEM RESOLUTION
ACCESS TO AND FROM ANY WIN / IOS DEVICE

FLEXIBLE WEB CONFERENCING SOLUTIONS FOR YOUR BUSINESS

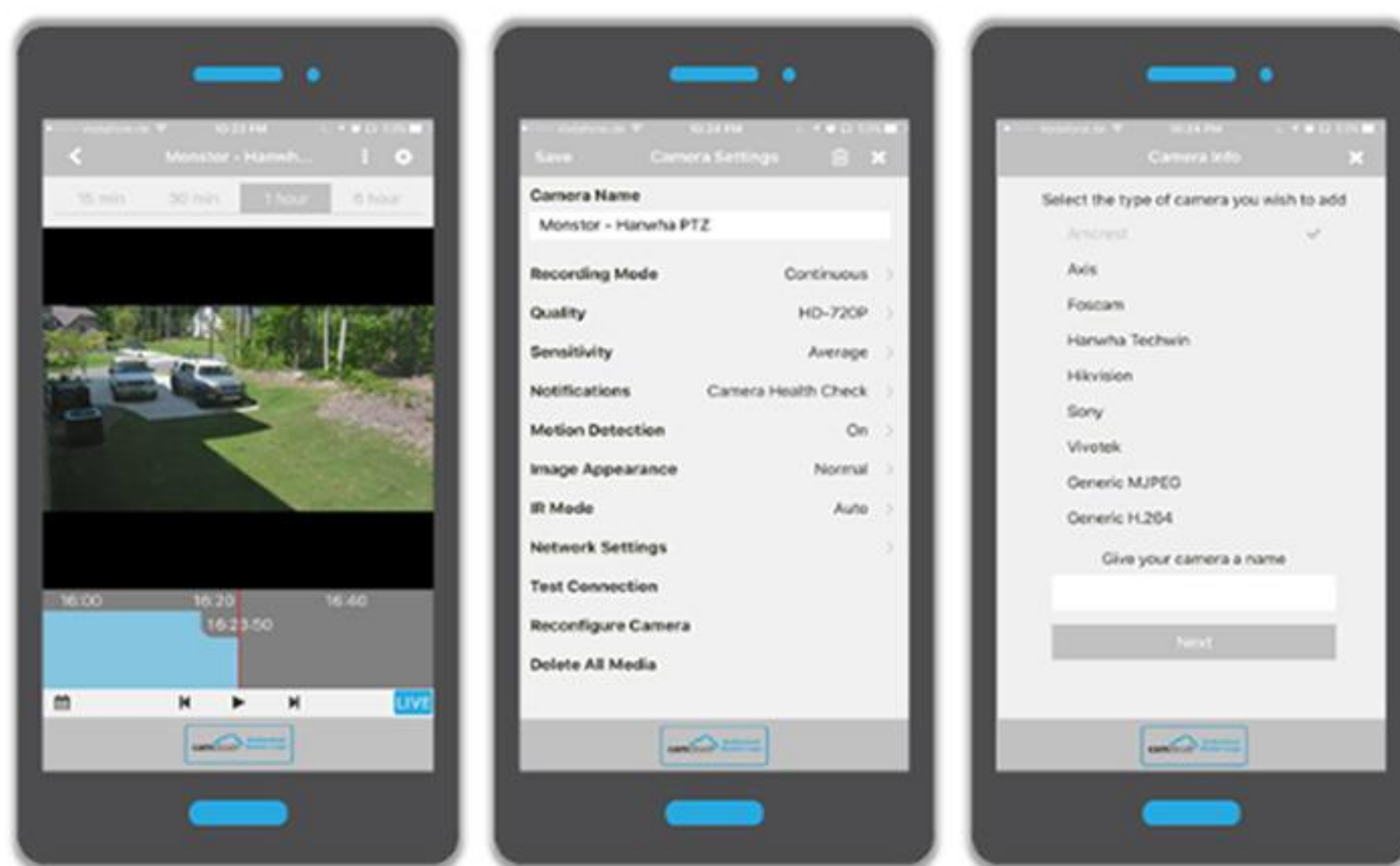| BENEFITS	FEATURES
Easy and Fast	• Quick and easy set up of instant meetings or calendar scheduling in under 5 minutes. • Easy instructions and help tools available.
Comprehensive	• Joint Document & Desktop Sharing • Multi-Presenter seminars - Ability to hand o responsibilities within a webinar. • Video Conferencing - Multiple presenters' webcams can be viewed during meeting. • Remote Support and Access - Support PC's and Mac's remotely. • Webinar Session Recording. • Instantly enter a secure meeting with easy to use web tool. • Service is and OS agnostic - Quickly works on all desk tops and laptops.
Versatile	• Creates a customizable instructional meeting request email with weblink URL. • Generates meeting minder. • Manages invitations and registrants.
Customizable	• Add logos, graphics, and headers to emails and the sign up page. • Edit informational text. • Add elds for your sign up page and put them in any order on the page.

YeaVoice))
Business VoIP Solutions

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![YeaVoice - Business VoIP Solutions]

Video Surveillance as a Service

Live Video & Playback

Edit Camera Settings

Add Camera via Mobile

As a small business owner, you are ultimately responsible for everything that happens at your place of business. However, you can't supervise every aspect and location of your business 24 hours a day. This is why it's time for you to invest in a video surveillance system. Whether you need to live-view operations or record-and-store video for security, compliance or training purposes, you can now do so for less than one dollar per day per camera.

With our Video Surveillance as Service offer, you can now get all the advantages of a sophisticated system with none of the expected costs or complexity.

Adding cameras to the system, giving others the ability to access the feeds from cameras, and accessing stored videos just takes a few clicks from your desktop or mobile device.

Protect Your Customers
Protect Your Employees
Protect Your Resources
Protect Your Assets
Protect Your Property
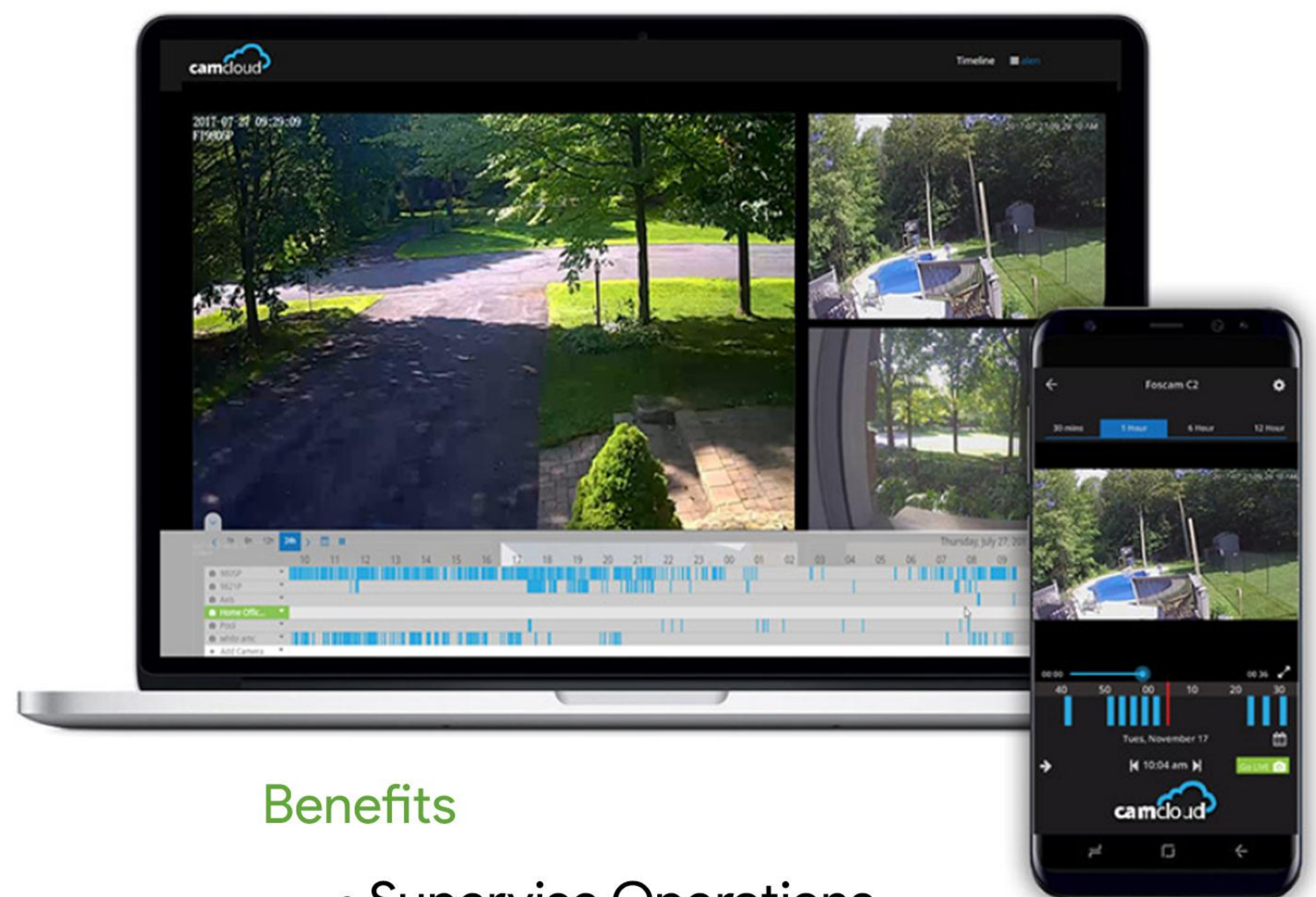Protect Your Reputation
Protect Yourself

Features

- All Video Is Stored In The Cloud
- No Network Knowledge Need To Set-Up Cameras
  - Automatic Software, Firmware and Network Maintenance
- Manage an Unlimited Number of Cameras At Unlimited Sights.
- Record Continuously, On Motion, or at Specific Times
- Customized Notifications
- Unlimited Users and Guests
- Low Bandwidth Usage (between 125kbs-256kbs depending on video quality)
- Tilt, Pan, Zoom, and 360° Cameras Available
- Open Device Support

Benefits

- Supervise Operations
- Reduce Theft
- Resolve Disputes
- Maintain Operation Standards
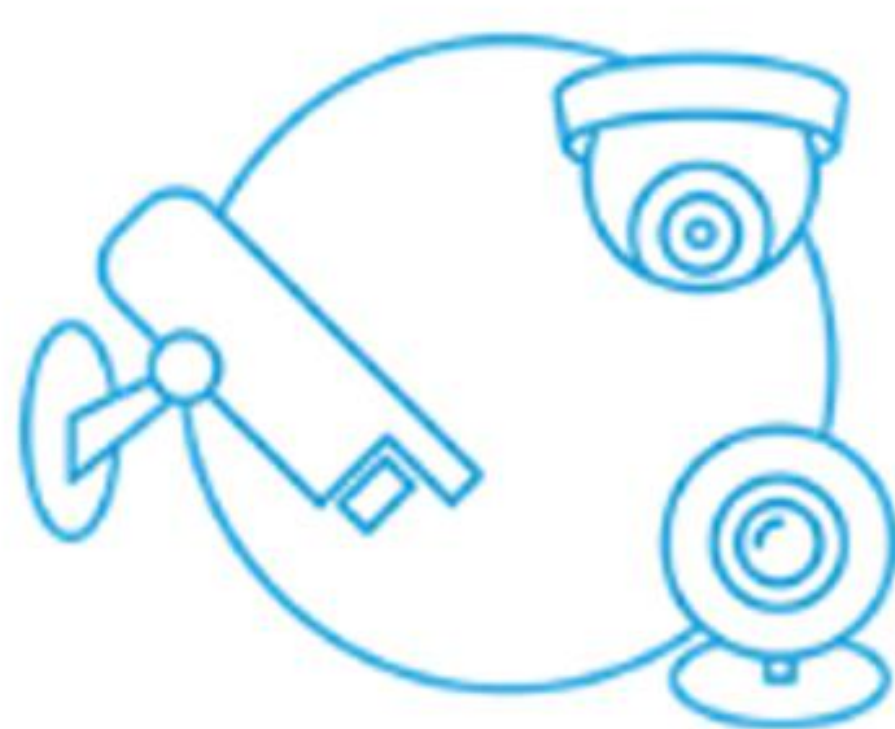- Improve Safety
- Control Access

Specifications and Features

Cloud Storage

Surveillance videos stored safely and securely for up to 90 Days. Access and manage videos from your mobile device or from your browser.

Open Device Support

Integrate nearly any camera you want with the system, or choose from our extensive list of natively supported cameras. Natively supported cameras include Samsung, Amcrese, Asix, Hikvision, and VIVOTEK.

Plug and Play Camera Setup

Connecting a natively supported camera to your service is done automatically. Add the camera to your network, then scan for the camera from your mobile app, and install with just a touch. All software, firmware, and network setting are automatically updated and configured.

Multi Site

There is no limit to the number of sites, cameras, or users that can be managed from a single installation.

Easily grant employees or guests access to any camera or any group of cameras.

Camera Health Check Alerts

Get notified if our servers cannot connect to any of your cameras. Add custom notifications when motion is detected.

The system will let you know when you need to take action.

Video Surveillance as a Service

Specifications and Features

Edge Storage

ntegrate local storage options, such as camera installed SD cards or a Network Attached Storage Device (NAS).

This may be necessary for regulatory compliance or simply as a backup if a site loses internet connectivity.

Bandwidth Usage

Between 125 kbps and 256 kbps second depending on video quality.

Technology Partners