

FEATURES

CALLING PLANS

- Unlimited free, planet-wide extension-to-extension dialing
- 700 Free Nationwide Minute Plan
- Unlimited Nationwide Plan

EASE OF USE

- 3-way conferencing for all extensions
- Call Park/Pickup
- Call Transfer (Blind & Supervised)
- Click to Dial
- Dial-by-Name Directory
- Find me-Follow me/Call Blast
- Integrated Unified Communications
- Paging Groups
- Presence Monitoring
- Ring/Call Groups
- Shared Appearances
- Speed Dial
- Web-Based Admin Portal
- Web-Based User Portal
- Web-Based Attendant Console

ENHANCED FEATURES

CALL CENTER

- Auto Call Distribution Queues
- Agent Login/Logout
- Barge/Listen/Whisper
- ACD Mailbox

AUTO-ATTENDANTS

- Custom Schedules

CONFERENCING

- Audio Conferencing
- Web Conferencing

CALL MANAGEMENT

- Call Reporting
- Corporate Directory
- Custom Greetings
- Custom Hold Music
- Custom Messages
- Custom Queue Hold Music
- Custom Queue Hold Message
- Call Queue Analytics
- Individual Call Logs

OFFICE EFFICIENCY

- Softphone
- Mobile App
- Voice Mail
- Intercom

- Electronic Fax/E-Fax
- Toll-Free Number

ITS - Integrated Telemanagement Services, Inc

4100 Guardian Street, Suite #110

Simi Valley CA 93063

(805) 520-7020 or toll free (800) 876-4487

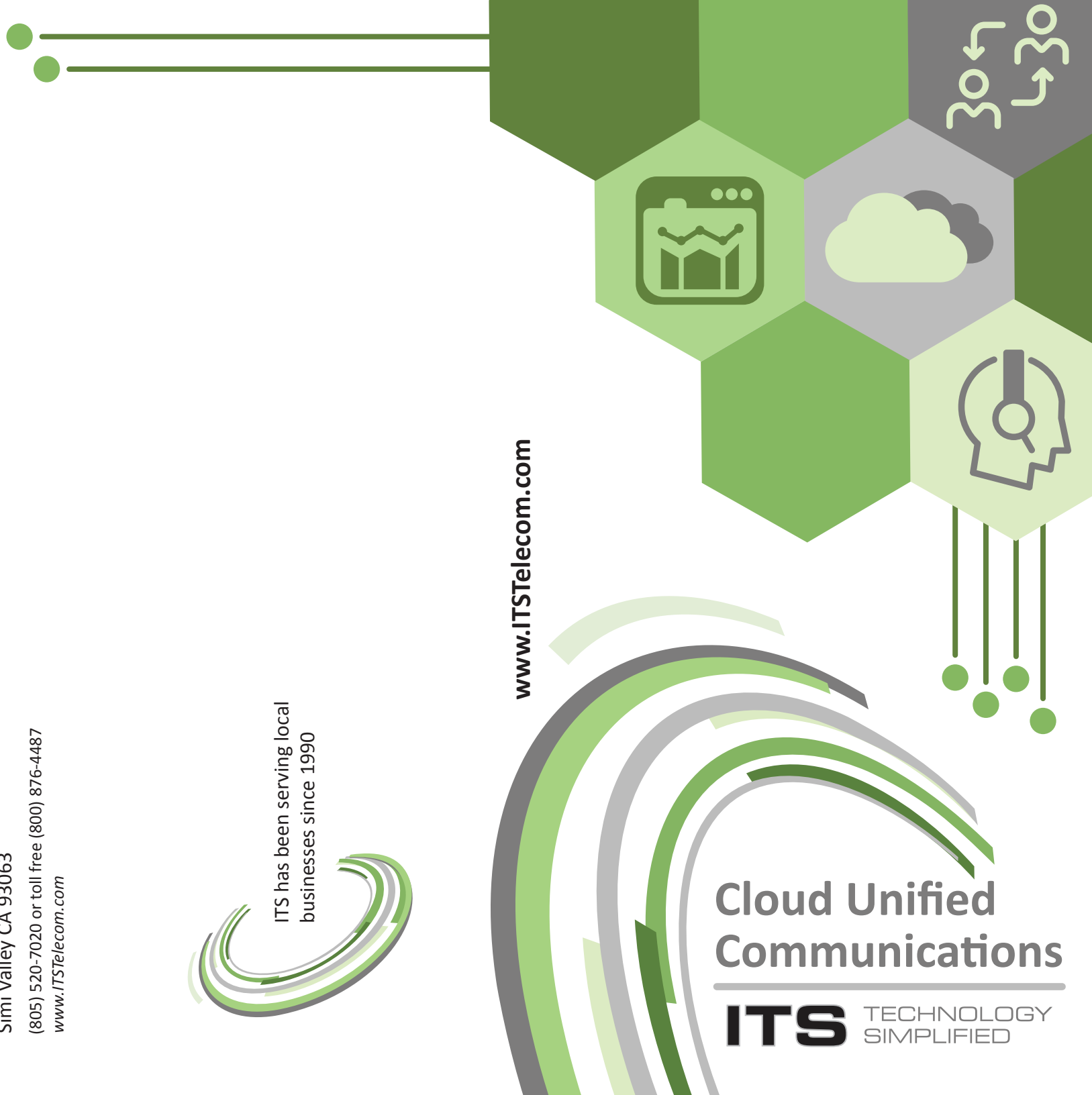
www.ITSTelecom.com

ITS has been serving local
businesses since 1990

www.ITSTelecom.com

Cloud Unified Communications

ITS

 TECHNOLOGY
SIMPLIFIED



ITS CLOUD UC CALL CENTER

The ITS Cloud UC Call Center features Call Queues with Queue-based and Skills-based routing, multiple queue assignment, queue callback, and location in queue announcements. Monitor call outcomes with disposition codes, call recording, and voicemail transcriptions.



REAL-TIME & HISTORICAL REPORTING ON THE USER DASHBOARD

Configurable Call Monitoring

Listen

With call monitoring, managers can listen in on live calls without the agent or caller knowing. This is great for making sure that newly hired agents are up-to-speed and for keeping an eye on the performance of an entire team.

Whisper

Whisper or Coach allows managers to whisper or coach on a live call by speaking with the agent without the caller knowing. It is extremely helpful for training new agents and for assisting agents on challenging calls.

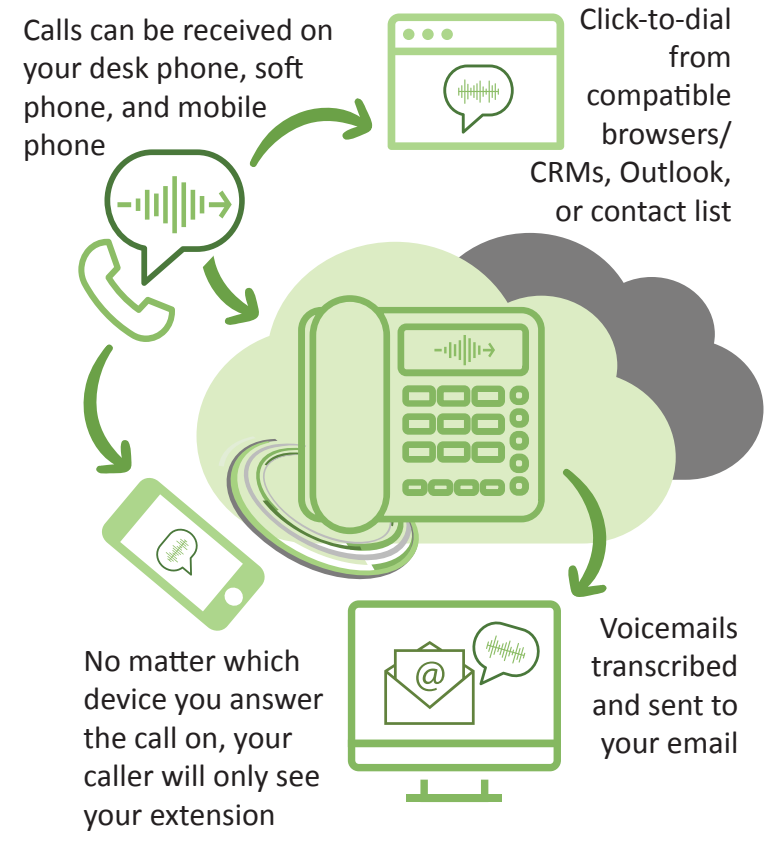
Barge

Barge allows managers to drop in on live calls to speak with both the agent and the caller. This is helpful to optimize agent training or when callers ask that their call be escalated to a manager.



AUTO-ATTENDANT WITH MULTIPLE ENTRY POINTS

Stay Connected with Unified Communications

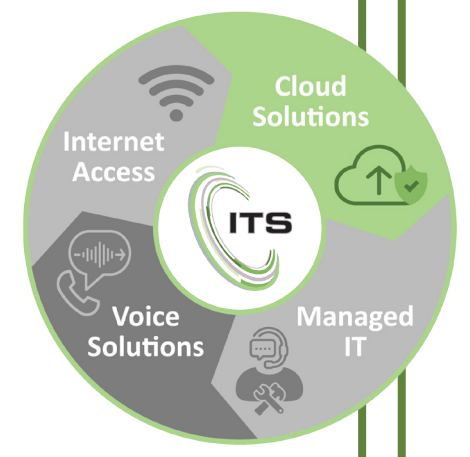


Never miss a call with *Find Me, Follow Me* set to ring all of your devices in tandem or in sequence



Yealink SIP T48S
Color touch screen with HD Voice

Office Professional vs. Office Pro Premium



Our Office Professional offering meets the needs of your office while the Office Professional Premium package elevates your company's communications, giving your business a competitive edge.



- ACD Queues
- Barge/Listen/Whisper
- ACD Mailbox

	OFFICE PROFESSIONAL	OFFICE PRO PREMIUM
All Basic Features	✓	✓
Auto-Attendants	2 (Day & Night)	Advanced
Presence Monitoring	✓	✓
Web-Based Admin Portal		✓
Web Conferencing		✓
Call Reporting		✓
Custom Queue Hold Music		✓
Custom Queue Hold Message		✓
Electronic Fax/E-Fax	Basic	Premium
Toll-Free Number	One	Three
Mobile App	Available	✓
Additional Voice Mail Box		✓
Phone Intercom	Five	Unlimited
Click-to-Dial	Available	✓