



A SHIFT TO CLOUD COMMUNICATIONS

Business communication is evolving. The use of landlines is rapidly declining as companies continue to move to the cloud. This allows them to meet the needs of more workers working remotely, communicating through multiple types of devices, and using video calls for internal and external collaboration.

SmartVoice from NCBP is a scalable, efficient and stable cloud-based phone solution.



WE CAN:

- Select the best suited IP device based on your needs
- Provide the installation and support.
- Ensure your system is updated, programed & available
- No need for end of life issues
- Reduce your maintenance or support agreements
- Consolidate your vendors and carriers
- Simplify your telephony solution



VISIT US AT NCBPINC.COM



TOP CLOUD COMMUNICATIONS FEATURES & ADVANTAGES

Auto Attendant

An auto attendant answers incoming calls to your contact center. With this feature, you don't need a real-life receptionist to man your phone line. Instead, you can automatically greet your customers. This pre-recorded message can:

- Tell them an estimated wait time
- Ask for the department they need to speak to
- Relay key information, such as opening hours

HD Voice Quality

Business VoIP providers offer HD voice quality. Your connection can be twice the sound quality as traditional cellular calls. That means you'll sound like you're in the same room as your caller—even if you're on opposite sides of the world.

Unified Communications

A Unified Communications package includes other communication tools alongside your phone system.

- Conference calls
- Voice calls
- Voicemail
- Fax
- Email

Voicemail to Email

Your phone system records any voicemail messages that your incoming callers leave. Then, you'll receive an audio file of the voicemail directly to your inbox. This feature allows your sales team to spend their time more effectively.