

HOSTED PBX FOR LAW FIRMS

Smart Choice knows how essential a clear and consistent communications system can be to the success of your law firm. With a significant volume of inbound and outbound calls, you need to be certain that your voice and data systems are reliable in order to operate effectively.

We offer the convenience of a flexible phone system allowing on-demand conferencing among offices, and remote access capabilities so you can communicate with clients at any given time on multiple devices. With our enhanced list of Smart Call Features, you can be sure that your specific needs will be met, so you can focus on what matters most: your business.

FEATURES

- **Smart Hosted Network**

Our advanced and reliable Smart Hosted Voice and Data Network provides clear and consistent communications enabling you to run your business effectively.

- **Conference Bridges**

Create branded, customizable call centers to organize a conference call at any time with a large number of participants using a dial-in number and PIN code.

- **eFax**

Send and receive faxes directly to email as an attachment, saving you time and paper.

- **Voicemail to Email**

Have voicemails delivered to your inbox so all of your messages are in one place.

- **Remote Accessibility**

Sophisticated features that work from any phone, anywhere - not just the office - allowing your employees full mobility and unprecedented flexibility

- **Disaster Recovery**

Never lose service during an outage or natural disaster.

- **U.S. Based Support**

Our support center is on call 24x7x365 so your clients will always receive help when they need it, any time of the day.

SMART FEATURES

Individual Direct in Dial Numbers: Bypass an auto attendant or receptionist and reach a user directly with their own, personal phone number.

Inbound and Outbound Caller ID: Call details appear on the phone when a call is placed or received.

Call Waiting/Transfer/Forwarding: Transfer calls, receive calls while currently on the line, and set phone to ring to another device.

Three-Way Conference Calling: Conference in two other people, for a total of three parties on the line.

Directory Dialing: Program corporate and personal directories.

Custom On Hold Music: Let callers hear user-created music on hold.

Missed Call Notification: Receive email notifications any time a phone call is missed.

Shared Call Line Appearance: Let Reception/Administrators identify what number/extension the caller is calling for.

SmartRing (Find Me/Follow Me): Phones ring in a predetermined sequence or simultaneously until user or voicemail picks up.

Selective Inbound Call Block: Block a specific number from calling your company.

Speed Dial: Set up personal speed dials from each phone.

System Operation Times: Turn your system operation times on and off.

Fax to Email: Send and receive faxes directly to email as an attachment.

Web Receptionist: View current phone users, voicemails, and transfer calls via a web client.

PIN Codes: Create enterprise-wide PIN codes to make outgoing calls.

Call Park: Put a call on hold on one telephone and continue the conversation from any other telephone from any location in the world.

Intercom: Two-way audio communication via intercom.

Disaster Recovery: Guaranteed method to ensure you never lose service during an outage or natural disaster.

Busy Light Fields: Recognize whether an extension is in use or not. The extension will light up and allow an Admin or Executive user to monitor and answer that extension.

Softphone: A softphone application that installs on your desktop, iPad and/or cell phone, and mirrors your business phone.

Web Admin/User Portal: Administer your phone or system through an online portal.

Paging: Communicate one-way announcements to other parties.

Advanced Paging: Communicate announcements to other parties via external IP speakers.

Call Recording: Record and store phone calls.

Outlook Integration: Make calls directly from Outlook.

Call Reporting Logs: Review call activity in real time, as well as in a CSV file.

Unlimited Virtual Extensions: Create unlimited extensions with the ability to customize each extension differently.

Call Queues: Place multiple calls in a queue to be answered by the next available operator.

Advanced Call Queue Analytics: Record and report call queue data for every employee logged in while tracking daily traffic and wait in-between calls.

Web Receptionist: View current phone users and voicemails, and transfer calls via a web client.

Customized APIs: Create and design custom interfaces geared specifically to your company's preferences.

Bulk SMS: Send private and secure communication to employees and customers via Omni WEB Portal.

Unlimited Auto Attendants: Pre-recorded responses allow callers to press a key and be routed to the associated destination.

Conference Bridge Center: Create a branded, customizable call center to organize a conference call at any time with a large number of participants using a dial-in number and PIN code.

Alternate Line Softphone: Have up to 5 registered softphones included with each seat.

Outbound eFax: Send faxes from your desktop or mobile device email.

Desktop Video Conferencing: Connect to video-conferencing bridges and participate in video conferences from your desk phone.

Smart Chat ++: The all-in-one team collaboration platform for secure audio, video, file/screen sharing and more.