

SMART RECEPTIONIST

Smart Choice ensures your callers receive the proper attention and support when they need it the most. **Smart Receptionist** is your virtual phone answering and routing service that allows your customers to receive live help whenever they need it, 24x7x365. With Smart Receptionist, give your callers the comfort of speaking with a live agent who will work to find their intended recipient based on your predetermined specifications and protocols.

BENEFITS

Cloud-based Ticketing solution with an easy to use interface

Every email, chat, or call that comes in can be converted into a ticket providing great visibility and central control in dealing with IT issues to ensure that businesses suffer no downtime

24/7/365 Live Answer

SCC's professional and courteous agents answer your calls immediately at any time—24x7x365. Our Call Center, located in the Midwest U.S., offers the fastest pick-up times in the industry.

Relay to Customer via Email, Phone, SMS

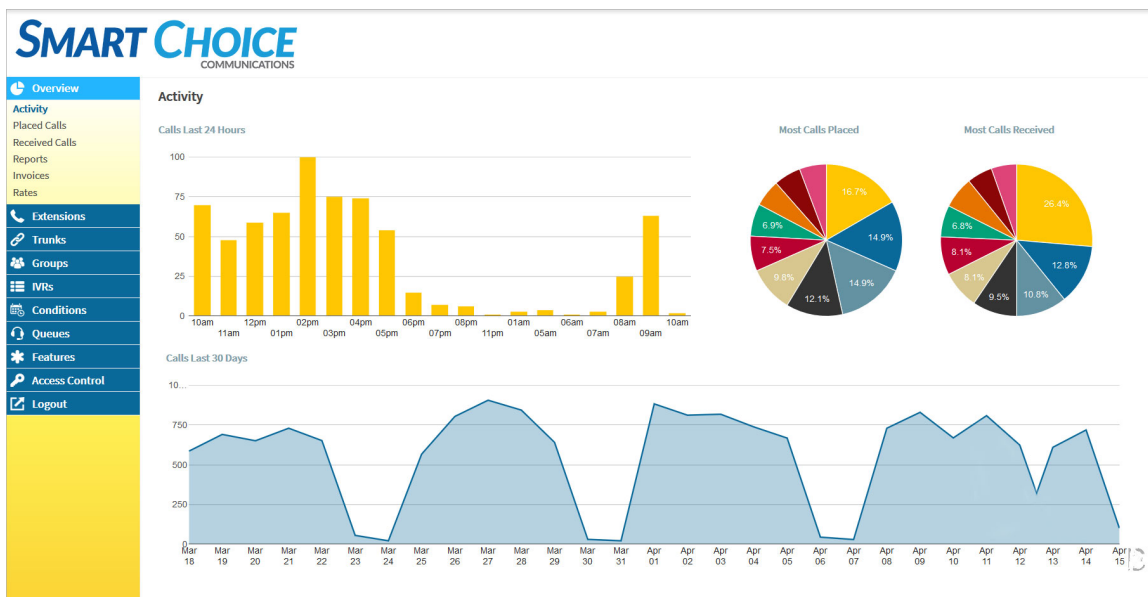
Our agents route your calls accordingly and proceed to contact the designated recipient via Phone, Email and/or SMS Text Messaging.

Inbound Call Recording/On-The-Fly Recording

Manage and playback inbound call recordings from all callers. You never have to worry about inaccurate messages being relayed.

Call Queue Analytics

View and filter detailed statistics of call activity (extensions, peak times, etc.) and agent performance (top talkers, call times, etc.) directly within your Omni Portal.



• Customizable Call Queue Greeting

We completely customize and white label call greetings specifically to your company, so your customers can always feel at ease when they call.

• Call Escalation

Manage your call escalation time frame (ex. 1,5,15 minute intervals) to seek the next available resource for your customers to contact to receive the help they need.

• Manage Calls Via Omni Portal

View call data, playback voice recordings and manage settings conveniently and seamlessly directly within your Omni Portal.

The screenshot shows the 'Manage Extensions' page in the SMART CHOICE interface. It includes a sidebar with navigation options like Overview, Extensions, Trunks, Groups, IVRs, Conditions, Queues, Features, Access Control, and Logout. The main content area displays a table of extension details with columns for Edit, Extension, Name, DID, E-Mail, Organization, Status, and a Panel icon. The table lists various extensions across different locations like Honolulu, New York, Seattle, Phoenix, Buenos Aires, Moscow, Monterrey, Stockholm, Cayman Islands, Panama, Paris, London, Hong Kong, Cape Town, San Juan, Springfield, Sydney, and Hawaii.

Edit	Extension	Name	DID	E-Mail	Organization	Status	Stats	Panel
	001	Hawaii Recept - 5227	none associated	hi.recep@smartchoiceus.com	Honolulu, Hawaii	S		
	02	CR HQ - 5252	none associated	ny.conference@smartchoiceus.com	New York, USA			
	03	New York Recept - 5260	none associated	ny.receptionist@smartchoiceus.com	New York, USA	S		
	04	Seattle Sales Rep - 4587	none associated	wa.sales@smartchoiceus.com	Seattle, Washington	S		
	109	Phoenix Sales Rep - 4240	none associated	az.sales@smartchoiceus.com	Phoenix, Arizona	S		
	112	Buenos Aires Sales Rep...	none associated	ba.sales@smartchoiceus.com	Buenos Aires, Argentina	S		
	200	Moscow PMS	none associated	ru.projectmanager@smartchoiceus.com	Moscow, Russia	S		
	201	Monterrey Brand Amb...	none associated	mx.bambassador@smartchoiceus.com	Monterrey, Mexico			
	202	Stockholm Sales Rep	none associated	se.sales@smartchoiceus.com	Stockholm, Sweden			
	203	Cayman Accountant...	none associated	cl.accountant@smartchoiceus.com	Cayman Islands	S		
	204	Panama Sales Manager	none associated	pan.manager@smartchoiceus.com	Panama City, Panama			
	205	Paris Executive - 8545	none associated	fr.executive@smartchoiceus.com	Paris, France			
	206	London Business Dev...	none associated	uk.bdeveloper@smartchoiceus.com	London, UK			
	207	Hong Kong Foreign Rel...	none associated	hk.relations@smartchoiceus.com	Hong Kong, China			
	208	Cape Town Call Center	none associated	za.ccdirector@smartchoiceus.com	Cape Town, South Africa			
	210	NY Marketing Dr...	none associated	ny.director@smartchoiceus.com	New York, USA			
	211	San Juan CEO	none associated	ceo@smartchoiceus.com	San Juan, Puerto Rico			
	212	Springfield CTO	none associated	cto@smartchoiceus.com	Springfield, Missouri			
	213	Sydney CFO	none associated	cfo@smartchoiceus.com	Sydney, Australia	I		
	214	Hawaii Director	none associated	hi.direc@smartchoiceus.com	Honolulu, Hawaii			
	215	Hawaii Sales Rep	none associated	hi.sales@smartchoiceus.com	Honolulu, Hawaii	S		
	216	Seattle Director	none associated	wa.direc@smartchoiceus.com	Seattle, Washington	S		
	217	Hawaii Recept - 5227	none associated	hi.recep@smartchoiceus.com	Honolulu, Hawaii			
	218	Conference Room HQ	none associated	ny.conference@smartchoiceus.com	New York, USA			
	219	New York Recept - 5260	none associated	ny.receptionist@smartchoiceus.com	New York, USA			
	220	Hawaii Recept - 5227	none associated	hi.recep@smartchoiceus.com	Honolulu, Hawaii			

Other Features Include:

- Your own nationwide 800 number
- Voicemail and IVR services
- Custom features and design
- Emergency response protocols
- Advanced call screenings
- Agent whisper, spy & barge
- Ticketing help desk software
- Trouble shooting 24/7 support