Unified communications is the new trend in business to simplify and integrate all forms of communications. It goes beyond the PBX and enables a business to communicate using a mixture of phone, instant messaging(chat), voicemail, and customer relationship management.

With a communication system your business can program calls and messaging to be manipulated in almost any way that that your needs and desires dictate. For example, phone calls and messaging can be managed, transferred and distributed around the office or several offices, remote or mobile location (around the world) as you wish. You can have a more professional feel by having an Interactive voice system that handles calls and talks to clients. Your office phones, cell phones and home phones around the world can become one comprehensive communication network, so you can be reached at anytime depending on your choice. You can record calls, screen calls, hold conferences and much more.

This game changing technology that Large corporations use to **keep costs down and efficiency up** is now becoming affordable to small businesses.

Talk to a Cinethesys consultant to find out more ways to use a Unified Communication System. *The pricing and ease will surprise you!*

The following is a very condensed feature list:

Capacity Features

- Phone-PBX/Instant Messaging/Voicemail/Recording/Fax-to-email/Customer Relationship Management.

- Multiple simultaneous phone calls on a single phone number, or up to 300 phone numbers.

- Multiple phone numbers for multiple businesses on the same system, with customized behavior.

- Virtually unlimited individualized voicemail and IM(chat) and e-mail storage

- Up to 300 extensions.

- Complete web based management, operator panel and detailed monitoring/record keeping.

Call features

Automated Attendant
Blacklists
Blind Transfer
Call Detail Records
Call Forward
Call Monitoring
Call Parking
Call Queuing
Call Recording
Call Routing (DID & ANI)
Call Snooping
Call Transfer
Call Waiting
Caller ID
Caller ID Blocking
Caller ID on Call Waiting
Calling Cards
Conference Bridging
Dial by Name
Direct Inward System Access
Do Not Disturb
ENUM
Interactive Directory Listing
Interactive Voice Response (IVR)
Local and Remote Call Agents
Music On Hold

Overhead Paging
Remote Call Pickup
Remote Office Support
Roaming Extensions
Route by Caller ID
Supervised Transfer
Talk Detection
Text-to-Speech
Three-way Calling
Time and Date
Transcoding
Trunking
VoIP Gateways
Voicemail:
- Visual Indicator for Message Waiting
- Stutter Dialtone for Message Waiting
- Voicemail to email
- Web Voicemail Interface
Computer-Telephony Integration
Graphical Call Manager
Outbound Call Spooling
Zero latency
Voice-over IP
Virtual Fax

Allows for integration of physically separate installations

All these wonderful effects are achieved by leveraging the power of the Internet to provide you with unparalleled flexibility in communications. We bring everything together in a smooth symphony that gives your business the communication edge it needs.