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Providing Office Voice Services For Remote Users & Virtual Offices

What to do with your home office employees? You want them integrated into your office workflow, procedures and policies but enforcing this is a logistical nightmare. Also the added expense of equipment for Internet connectivity using firewalls, data switch, VOIP phones can add up quickly. Usually any corporation integrating voice to there home office employees encounter many issues but here are the main three that effect deploying voice services at remote locations. The purpose of home office users is to decrease brick and mortor expenses to a corporation while employee productivty is not affected.

Issues

- 1.) How does the remote user connect to our office. The logical answer would be VOIP using the internet. This seems so easy but wait there are a few configuration and security limitations that have to be addressed. If you are using the SIP protocol there are a few limitations to this service. Network Address Translation(NAT), the process of changing a private address to a public address, causes some issues when trying to secure access back in the corporate network. If the user gets a dynamic address that changes each time they connect to the Internet then it is impossible to open a secured connection through your corporate firewall. This forces companies to purchase static IP addresses for their home office users and costs much more for this home office user.
- 2.) Service providers are losing business from customers switching to SIP and the telecom companies that provide Internet and traditional voice services are blocking VOIP services like SIP on their consumer Internet services they provide to home users. This forces companies to purchase commercial accounts for that home office user and doubles and triples the cost for that connection.
- 3.) Corporations and companies want to control access to its customer base while extending customer reachability. Limiting and monitoring the inbound and outbound communication is vital to preserving customer accounts and eliminating the poaching of customers from exiting employees.

These are just some of the issues with voice communication services to home office employees. So what can you do to eliminate these issue and even quit the equipment roller coster of remote office equipment loss do to a exiting employee. The next page gives some easy but powerful solutions.



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Solutions for Remote Users & Home Offices

The following strategies defined below provide increased functionality and profitability for every business environment today. These capabilities will increase your workforce voice coverage while keeping your clients communicating through the channels of business you control. Full monitoring and management of your client relationships is the employer's responsibility. Implement these solutions and your workplace environment maintains the control you need for relationship consistency while guaranteeing more long-term client control.

Solutions

Unlimited Inbound Destinations

Your voice system should have the ability to destination route to any endpoint. Does not matter if that endpoint is an internal extension, ring/hunt group or any external number. Example: call center agents can be in same building, same city or even different country does not matter. External customers will never know you are routing a call to an agent's cell phone. This ability decreases brick and mortar expenses while increasing your candidate pool. Even unlimited calling provided cell phones to your employees can dramatically decrease business expenses while dramatically increasing call coverage.

Outbound Call Masking

When your remote employees need to call an external number you can provide them an office number. They dial the designated office number and get a prompt to enter a unique PIN and once accepted they get a new dialtone. Employee then enters destination number and all outbound calling provides the corporation's main caller ID. Customers never know the employee's cell phone number and the client is always communicating through the controlled channel you want them to operate in. Even class of service dialing can be applied to control what local, long distance and international numbers allowed to be dialed.

Call Recording, Call Detail Records and Call Management

You want to still gather the business intelligence even for your remote employees and home offices. Your system needs the ability to gather, track and provide reporting information on individual, group and marketing information. The ability to generate reports on employee productivity, advertised number activity and listen to all calls that are inbound and outbound directions has to be an essential function your voice system must provide. This business analytics are mission critical to identify the profitability of your corporation.

If your system does not have these capabilities please contact us to grow your voice capabilities. We have provided these capabilities to other corporations and within months productivity increases while expenses decrease.