



# BUSINESS TELECOMS



IMPROVE YOUR  
BUSINESS COMMUNICATIONS

# Testimonials



*Oscar de la Renta*

We at Oscar De La Renta are very pleased with the attention that the The Commsguys have provided to us, and the level of information and follow up that the attention has produced as of this moment!



Delivering a great service to customers is our number one priority, and the right telecommunications are fundamental to this. The Comms Guys have been able to consistently offer us a selection of highly suitable options and support throughout working with them and I would recommend their services to anyone.

**PANACEA**  
SOFTWARE

I'm absolutely amazed with your service. We have just changed our answering service and requested the number be changed and it took minutes for you to change and respond to me. Honestly if it was our last provider it would have been 24-48 hours even if I called to request it. A big thanks to everyone at The Comms Guys!

## Why choose The Comms Guys?

Our easy to manage phone system enables you to provide clients with a high-end service without the high-end cost. Empower your staff to efficiently manage client requests, coordinate with internal employees and deliver accurate information across departments. Meanwhile, give clients the 5-star experience with multiple call routing features and seamless integration with CRM systems. Even better, most of these premium features come as standard – no costly add-ons or separate system to manage. Save on costs and system management, optimize staff communication, and increase your company's revenue potential.



- Video Conferencing
- Auto-Attendant
- Call Queues
- Bespoke Voiceovers
- Personalized Hold Music
- CRM Integrations
- Plus a whole lot more!

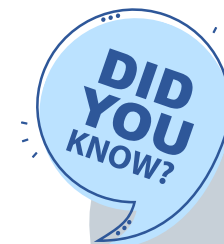


**Continuous investment** and improvements in our products.

**New features** added quarterly so your organization is always on the forefront of capabilities.



Our clients see an average cost saving of **40%** when they upgrade to our services.



There are currently over 20,000 users connected to our hosted VoIP systems globally!





# System Features

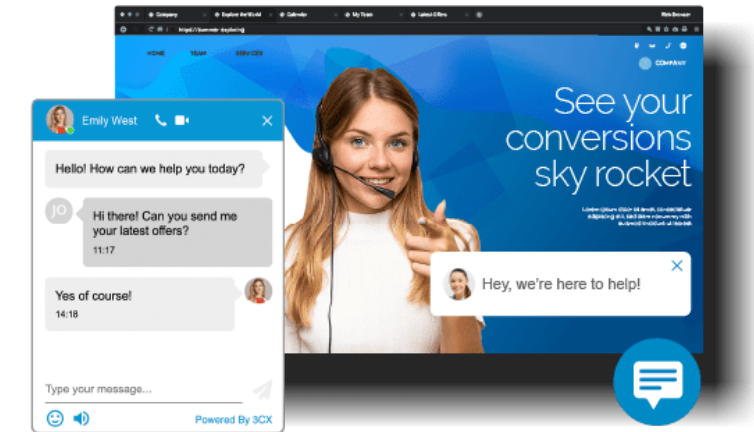
With our VoIP solutions your team can view, manage and respond to callers from either a physical phone, or desktop and mobile app. Website live chat, SMS and Facebook Messenger can also be integrated with your phone system. This gives your clients even more ways to speak to your team!

- Import/Export Extensions via CSV
- Call Routing by DID & CID (DDI)
- Extensive Codec Support
- Receive Voice Mail via Email
- Calling Line Identification Presentation (CLIP)
- Call Transfers (Blind & Attended)
- Intercom / Paging
- Call Parking / Pickup
- Real Time System Status
- Voicemail Transcription
- Call Queueing
- Call Recording Transcription and Search
- Apps: Web Client, iOS, Android, Windows, Mac
- Directory (Company & Private Phonebook)
- Web Conference Dial-In
- Sync with Office 365 (Azure AD)
- Real Time Statistics & Monitoring
- Barge In / Listen In / Whisper
- Call Flow Designer
- Call Recording restrictions (Start/Stop)
- Skill-based Routing
- Wallboard
- Customise IP Phone Logo
- Inbuilt Failover



## Live Chat: Maximize Website Conversions

- Convert visitors into leads & sales
- Elevate chats to calls or video
- Enhance customer experience
- One easy interface for all



## Work from anywhere, any time!

- Easily transfer calls and chat with colleagues.
- Answer Facebook and website chats.
- Change your status and see your team's availability.
- Start a video call from your smartphone.

## Integrate Systems for Enhanced Functionality

- Facebook Messenger
- Website live chat & SMS
- CRM, ERP and PMS
- Contact Centre solutions



# Polycom Office Handsets

Sleek design and Poly pro-grade audio. That's what makes the Poly the genius choice for any growing business. The VVX series has been a staple for any organization for the past 10+ years.

- Make more efficient and productive calls with the unparalleled voice clarity of Polycom HD Voice
- Improve productivity for office staff and cubicle workers via a larger, color display with intuitive design and easy to use line appearances
- Reduce deployment and maintenance costs—the Polycom Zero Touch Provisioning and web based configuration tool makes the VVX 401 and 411 simple to deploy, easy to administer, upgrade, and maintain



# Polycom Conference Phone

The Polycom SoundStation IP5000 provides a cost-effective, HD sound quality solution for both small conference rooms and executive offices. The IP5000 features Polycom HD Voice technology, broad SIP interoperability, and a modern design that fits into any office environment.

- Polycom Acoustic Clarity technology
- 3 sensitive microphones, with 360° coverage
- 7ft microphone pickup for conference rooms
- Advanced IP feature support
- Robust interoperability
- White LED backlight with custom intensity control
- 5-way navigation Menu
- On-hook/Off-hook, redial, mute, volume up/down





# Fanvil XU Office Handsets

The ideal IP phone with an elegant appearance. The Fanvil XU series provides users direct access to instructions with the intuitive design of one or multiple high-resolution displays and newly increased line keys, offering greater flexibility and productivity, to exceed the demands of your business. The Fanvil XU series delivers an immersive HD audio experience.

- Screen sizes vary from 2.4" to 7"
- Programmable keys on all devices
- USB Ports available on all devices (except X3U)
- Supported PoE on all devices
- Optional External Power Supply
- Indicator Lights
- Call hold, Redial, Call Transfer, Hotline, Voice Mail etc.



# Wired & Wireless Headsets

## Wired

The Fanvil HT201 is an over-the-head style headset which is made for receptionists or call centre staff. Coupled with noise cancellation technology and wideband audio, it delivers clearer conversations and offers a more professional customer experience on every call.



## Wireless

The Poly SAVI 8245 OFFICE is a Convertible DECT Headset that offers connectivity to PC/Softphones via USB, Mobile phones via Bluetooth and Desk phones via RJ-11 telephone Cable. This device offers unlimited talk time. It comes with an additional headset battery that charges on the side of the base station. Talk time of a fully charged battery is 7 hours.



# Professional Voiceover

Give your business that extra luxury feel with branded and bespoke professional voiceovers. Greet your callers with a friendly, recognisable voice and music that represents your brand in the best possible light. Our artists will give life to your script, and are able to deliver in any language you require.

## Professional Voiceover

## Personalize your brand message

Voice tone, language and terminology all come together to form a personalized brand that fits your business. Our experts will guide you to the perfect script and recording so you are always 100% happy, 100% of the time.

- ★ Greeting Message
- ★ Auto-Attendant
- ★ Voicemail
- ★ On-Hold Message
- ★ Voice Prompts
- ★ Call Queue Message

Our voice overs are produced & mastered in our professional state-of-the-art recording studios and are optimized for exceptionally smooth playback over any phone system. Put simply, we offer the best in telephone voice prompt recording.

“

**Thank you  
for calling...**

*We're connecting  
you now...*

**Press 1 to be  
connected to  
reception...**

*Why not check  
out these great  
deals...*

”





# Connectivity

## Fiber makes everything, more everything...

From fiber to MPLS to Coax – the running of our operation depends on the very services we provide you to run yours. Trust us. If it works well for our business, it'll work great for yours.

Some of our partners:

**Gold Partner:** **NATURAL  
WIRELESS**

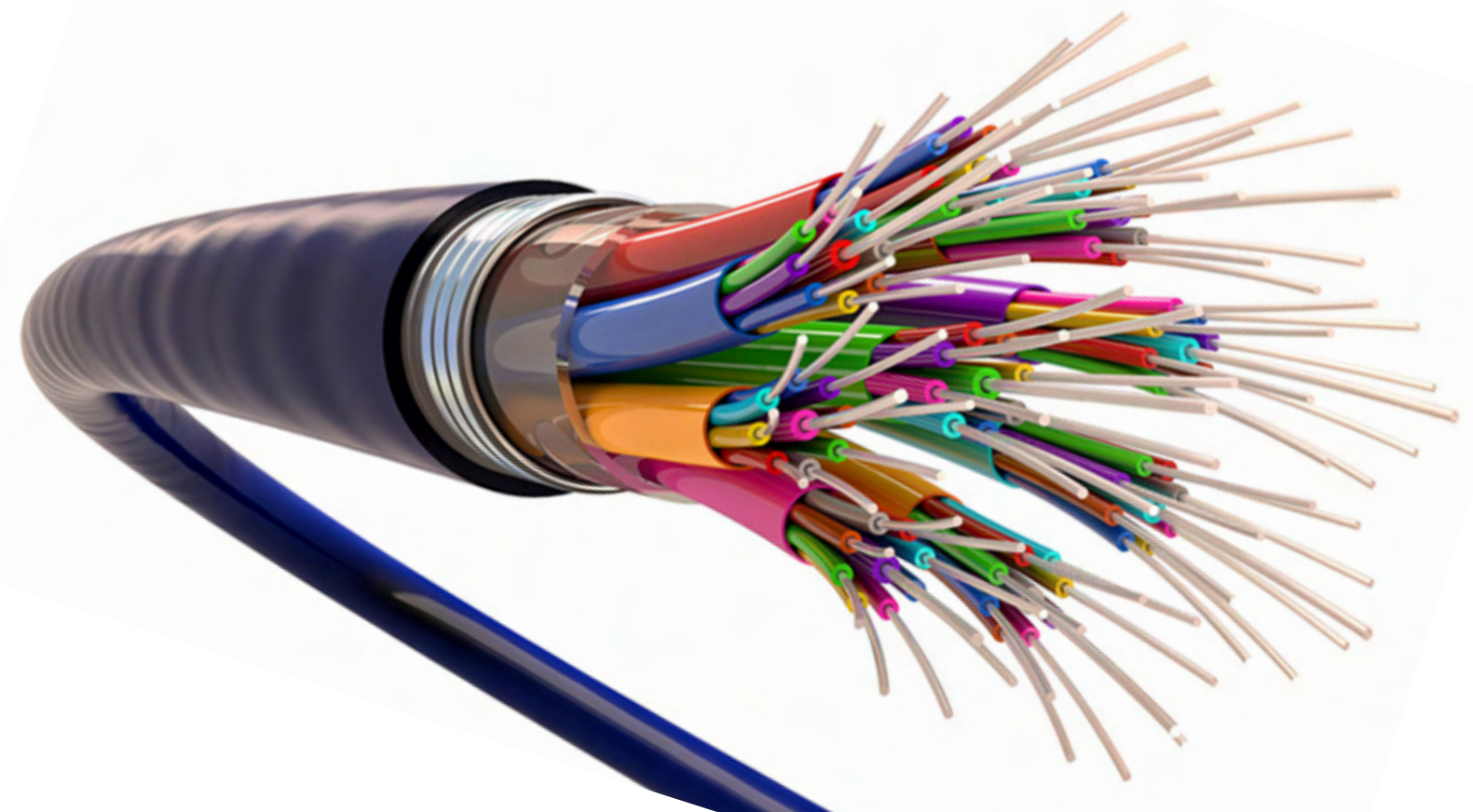


To support a great VoIP service, you need a great internet service. We work with all major internet providers to deliver a seamless, end-to-end solution for all our clients. We pride ourselves on providing exceptional solutions fast, and work hard to ensure our clients always end up with their ideal setup in the shortest timeframe.

## Fiber for business

## Everything about us is fast...

From our customer service to our support, to our engineers to our reps, everyone at The Comms Guys has the same goal: To be good people who do even better work...



# Universal WiFi

The Comms Guys partner with UniFi to deliver high-performance WiFi solutions to our clients. With a thoughtfully designed product family, our access points and networking equipment will fit into any modern office looking to reap the rewards of high tech WiFi solutions

## Log in to your WiFi once, across all your locations!

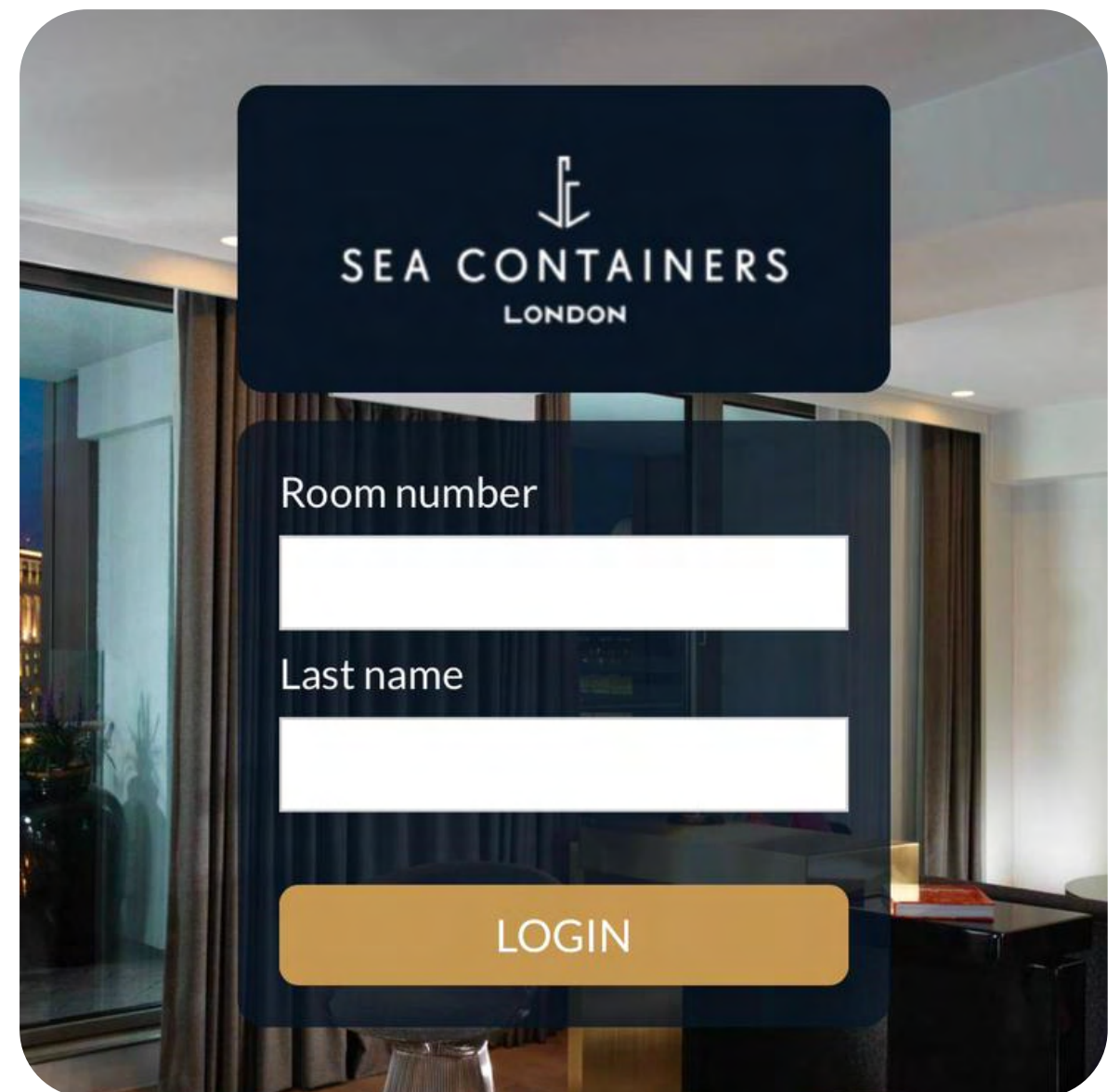
No matter how large or small your business is, with our intelligent WiFi solutions, your team and visitors only need to login once.

Each person logged into the system is recorded in a user database. This can be searched and accessed to show the connection history and details of users that have authenticated, showing when each user logged in and out.



## Visitors can access your WiFi however you want them to...

Gathering visitor data is a key element in any marketing playbook. Your visitors can connect to your WiFi by registering with a number of customizable details such as email and social media. You can also increase revenue by offering speed-tier purchase options to your guests.





# Cellular Service

Some of our partners:



Whether you're an Apple Aficionado or Samsung Super Fan, maybe a Huawei Hero or a Google God, we've got you covered. We partner with all major cellular networks in the US and provide as much or as little data as your team needs. Globe trotter? No worries. Our data plans allow you to use your cell phone anywhere in the world, so you can keep living your best life.

## Power your business with the best networks in the USA!

The team at The Comms Guys are here to support your business with mobile plans that empower you to work from anywhere in the world. With 5G being rapidly deployed across the US, your team can work faster than ever.

### No Switch Stress

## We've made switching easy...

We've made the switching experience seamless by delivering a consistent and predictable migration process that doesn't disrupt your business.

When your implementation is complete, your seamless customer care experience continues with our award-winning team of experts — Real people dedicated to your business.



# Energy Savings

Our expert energy team at The Comms Guys are here to help you pay less for your business gas and electricity. We compare over 25 suppliers and handle the switch over process, giving you a seamless transition.

## Business Energy

### The Comms Guys as a Supplier

In addition to providing communications solutions, The Comms Guys is a trusted retail supplier of electricity and natural gas.



## Our Process

Securing the best strategy for your electric or natural gas service is an important reason to work with us, but not the only one. Working with The Comms Guys, you are assured of a process that is transparent, rigorous and focused on your success.



### Cost Analysis

We identify hidden fees, surcharges, taxes and line item fees that can turn a low-rate offer into unexpectedly high costs over time.



### Supplier Review

We carefully match proven energy suppliers with your needs for billing, flexibility, geography and other factors.



### Contract Negotiation

We perform all due diligence to meet your corporate needs, resolving contract uncertainties and potential risks before you sign.



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