Advanced features can be added to any of our phone systems.
No hardware to buy, no service call, just a phone call to Phone Essence.

Call Detail Records

You will have instant access to a record of every call made today, yesterday, this month or last; or search to find only the records you want. Each record shows the number called from and to, Caller ID, extension, time and duration for every local, long distance, incoming and outgoing call.

Call Queues

Callers join a queue when call volume temporarily exceeds staff capabilities. Callers listen to music or a message and are dequeued to the next available staff member.

Custom Music-on-Hold

You may select the music or custom message that callers on hold will hear. You can play self help instructions, special sales announcements, or whatever you like.

Voice Mail — Web Page

All voice mail messages are listed, along with calling number, Caller ID, date-time and duration. Quickly peruse your messages, and click to play, skip or delete messages.

Voice Mail — Transcription

Voice mail messages can be automatically transcribed and delivered as text in an email or a text message. You can get your messages even when you "can't be interrupted."

Direct Inward Dial

An internal extension can be reached directly from the outside without going through the IVR or a receptionist.

Automated Answering Service

Our automated answering service can do everything a live answering service can do, just without the live person. It will collect information from the caller, send emails or text messages to your staff members, place calls to your staff members, inform them about the caller and connect them to the caller if they so chose.

Auto Attendant & Interactive Voice Response (IVR)

These powerful features form a completely configurable menu system for the caller. The caller may "Press 1 for Tech Support, Press 2 for Sales ...". Pressing '1' may go to another menu, place the caller in the tech support queue, ring all phones in the tech department, forward to a cell phone, or whatever you wish.

Full Conference Bridge

Our full conference bridge allows multiple internal and external callers to participate in a conference call. A range of options are available to control and monitor participants. This feature is normally found only on high end systems.

Call Manager

Call Manager presents a real-time picture of all calls. View the status of each incoming call, who is on the phone and with whom they are talking. If you recognize a call you should handle, a click of the mouse sends the call to your extension.

Custom Features

If you have special needs involving voice communications, you need to talk to us. Our phone systems use computers instead of inflexible hardware, so we can do anything that could possibly be done with a phone system.

The Phone Essence Advantage

The telecommunications industry is full of providers trying to differentiate themselves by claiming better value, service or solutions. But they are all actually selling the same product; expensive and inflexible hardware using yesterday's circuit based technology.

Phone Essence Business Phone Systems are truly different. We offer far more features for a lower price because our systems use computers, Internet technology and are 100% packet based. We bring the essence of the Internet Revolution to voice communications.

Phone Essence offers:

- Far more features
- Lower operating costs
- Small initial investment
- Future proof design

phone ESSENCE™

541-389-1299   25 NW Minnesota Bend OR