

Telecommuters & Remote Phones

Telecommuting is easy if you don't have to tele~~phone~~commute!

Several problems limit the ability of remote staff members to fully participate in office communications. A Phone Essence system solves all the problems.

Telecommuting Challenges

No Call Transfer

Calls can't be transferred from the office to a remote phone or from a remote phone back to the office. Telling the caller to hang up and dial another number is not a solution.

Personal Numbers are Given Out

Staff members don't want their personal numbers given out.

Wrong Caller ID on Outbound Calls

Outbound calls from a remote phone will show that phone's Caller ID, and returned calls will go to someone's home or cell phone, not the office.

Lost Voice Mail

Returned calls may end up on a home or cell phone voice mail and will too often become 'lost' or delayed.

No Call Records

There will be no call records for calls to or from a remote phone. Management will have a hard time monitoring those calls.

Cell Phone Integration

You can't give out personal cell phone numbers, but you may want staff members to be available for important calls.

With our system you can transfer calls to a cell phone, and back again without giving out the phone number. Calls that are forwarded or transferred to a cell phone during closed hours can be screened so the staff member can select which calls to accept.

Phone Essence offers:

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

The Phone Essence Solutions

Seamless Call Transfer

Our phone systems use computers and Internet technology, so remote extensions really are part of the phone system, and all functions work exactly as they would at the office.

Correct Caller ID

All outbound calls, including calls from remote extensions, will have the same caller ID because all calls go through the phone system.

No Lost Voice Mail

All unanswered, or unaccepted, calls will go to the phone system voice mail. Calls forwarded to a home or cell phone will only be 'delivered' if they are affirmatively accepted.

Complete Call Records

Our detailed call records will include calls to and from remote extensions, again, because all calls go through the phone system instead of directly to a home or cell phone.

Conference Calls

Remote staff can participate in all office conference calls.

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.



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