



VoiceMaxx CE

An All-in-one Business Communications Platform

Tomorrow's unified communications business platform is here today, with performance, features and resiliency you can count on.

VoiceMaxx CE offers all the benefits of a complete unified communications solution along with the savings, ease of deployment and management, and rapid scalability of the cloud.

VoiceMaxx CE includes:

- Business phone line/DID
- Long distance
- Voicemail and unified messaging
- IM/presence with softphone
- One to one video
- Call recording
- Faxing
- Multiple/mobile device support
- Powerful reporting and dashboard



Take and make calls, chat with colleagues, and manage messages from your Apple or Android devices.

Collaborate more freely with mobility features

Whether you're in the office or on the go, you'll always have access to the collaboration tools, colleagues and information you need. You can take and make calls from your desk phone, computer softphone, and mobile phone, giving you the freedom you need to work the way you want – with a single number for all devices.

An enterprise phone system with call center functionality built-in

VoiceMaxx CE also has sophisticated call flow management for basic contact center requirements. Administrators can set call flow rules with Action Groups, use Auto Attendant to route callers to other call flows, or implement Geo groups to direct calls by destination and caller ID – all in real-time via our online portal, MaxxPoint.

If you have more complex customer care requirements, we have you covered. We offer a variety of contact center solutions that span blended agent and multichannel requirements with features like dynamic scripting, predictive dialing, and call recording.

Edit Holiday ✕

Name:

Date:

All day?

Holiday recurs each year?

Action Group Defaults
 Action Group Holidays
 Action Groups with no holidays should:

Worldwide Action
 Call Flow Type: Call Flow Object: Link:

Set call routing destinations for recurring events like holidays, set up Auto Attendants, implement caller ID override and more.

Integrations with the business tools you use daily

VoiceMaxx CE lends powerful integration capabilities to the productivity, CRM, and storage solutions you already use. Supported integrations span Microsoft Office and Skype for Business applications, Salesforce, Google, InterCall, Webex, Dropbox, and more.

Customizable reports and dashboards

You'll always have the analytics you need in our convenient online portal. With customizable dashboards and easy-to-download and reports, you'll have access to details on things like calls, recording, and faxing.

No rip and replace required

Intrado has hybrid deployment options that allow you to move to a full cloud solution at your own pace. Hybrid options allow you to leverage your existing infrastructure to gain the full value of your legacy on-premises equipment investment.

We're always here when you need us

If you need assistance outside normal business hours, will your service provider be there for you? Live phone support 24 hours a day, 7 days a week, 365 days a year comes standard with Intrado, delivered by our team of Cisco-certified engineers. Intrado has been providing hosted VoIP since 2000, so you know you're dealing with experts.

Leading Cisco technology combined with Intrado expertise

VoiceMaxx CE has the added benefit of incorporating Cisco-based technology. VoiceMaxx CE includes Cisco Hosted Collaboration Solution (HCS), a cloud service that builds upon the Cisco's tried and true on-premises Call Manager offering, making it an ideal service for companies switching from a premises-based service or for those with Cisco infrastructure already in place.

A secure and powerful network backs it all

VoiceMaxx CE is hosted in our secure, geo redundant datacenters. Because we own and manage our own network, you can rest assured that we have business continuity and disaster recovery you can rely on. Many customers choose to move to our hosted MPLS network solution, Maxxis, for added dependability, increased bandwidth/traffic utilization control and reporting, 24/7/365 network monitoring and wide geographic coverage. It's a one-vendor approach that simplifies billing and support, while providing superior overall service.

WHAT DO OUR CUSTOMERS SAY?

"We didn't want to build a huge infrastructure of our own; we want to leverage other peoples' infrastructure. We have no time to do the mundane or the administrative."

- Joe Lacik, CIO, Morrison Supply

"Comparing the features, the functionality, the security, as well as the direction and the alignment of our companies, West was the obvious choice."

- Chip Goodman, VP of IT, Berkeley Research Group

"We have a 24/7/365 support team that proactively monitors our system. From an IT perspective, that's invaluable." - Lee Moseley, IT Manager, EnSafe

