



Business Telephone Systems ***Unified Cloud Communications***



A Fully Managed Voice Service: Kinetech provides a complete Business Telephone System and service for a fixed monthly cost- eliminating the overhead associated with equipment ownership.

- **All-Inclusive-** includes equipment, local/long distance calling, install, training, porting
- **Fully Managed-** maintenance, support, configuration changes, and updates are included
- **Guaranteed,** with a Written SLA, 99.999% uptime guarantee, 200% credit for downtime
- **Lifetime Equipment Warranty,** 30 day money back guarantee
- **Zero Up-Front Cost,** as well as Purchase and Lease Options
- **Investment Protection** with included feature updates, eliminating obsolescence
- **Worry Free Professional Installation and Support-** Your staff is not needed to program

We Revolutionize the Way Your Business Communicates: Enable your employees to stay in touch with customers and clients any time of day, wherever they are, across multiple locations and remote offices, using any device.

- **Communicate from Any Device:** Remote Desk Phone, Laptop, IOS/ Android SmartPhone
- **One Number Access:** Efficiently routes business number calls to all of your devices
- **Multi-Location Support** Seamlessly connect offices with one number extension dialing
- **Work from Anywhere:** On the Road, Home Office, Remote Office, Starbucks, Airport
- **Remote Message Delivery:** Voicemail-to-Email, Fax-to-EMAIL, SMS Text Messaging

Business Continuity, Quality and Reliability: Be prepared ahead of time with a technology partner that has your back. Protect your business against technology service interruptions caused by man-made or natural disasters.

- **Around the Clock Monitoring with Email Alerts**
- **End-to-End Quality of Service**
- **Local Survivability**
- **9 Redundant U.S. Data Centers**
- **Automatic Call Failover Routing**
- **Automatic Circuit Failover to (optional) Alternate Circuits**
- **100% Uptime since 2011 to over 1,000,000 users**

Safety

- **Emergency 911 and Mass Notification** of a 911 or other event via text and email
- **Location Based 911-** Room and Floor
- **Multi-Zone Paging and Intercom**

World Class Customer Support: This is where we really excel- We pride ourselves in the experience and expertise we bring to the table. Supporting our customers is our first and last thought every day for our local service and support team.

- **Telephone Systems are Our Only Focus,** with over 30 Years of Experience
- **We are a Local Company,** with a Dedicated Installation and Support Team
- **Next Day Parts Replacement,** with Available Onsite Spare Equipment
- **Strong Reputation,** with a 99% customer retention rate

Unified Communications Features

- **PBX and Key System Configurations** with Line Appearances, Paging, Intercom
- **Voicemail to EMail** and Fax to EMail
- **High Quality, Easy to Use Polycom Phones,** with On-Screen Prompting
- **Web Based User Portals-** Simple to use from anywhere
- **Automated Attendant, Ring Groups** and Automated Call Handling
- **Customized Calendar Based Workflows and** After Hours On-Call Routing

Enhanced Features

- **Unlimited Local/ Long Distance Calling**
- **Electronic Fax:** Send and receive faxes from your computer and email.
- **Call Recording-** Inbound and outbound calls can be recorded for future review.
- **Call Reporting-** Detailed scheduled reports for inbound and outbound calls.
- **HIPAA and PCI Compliance:** We can help make sure that your clients are protected.

Mobility

- **Integrated Mobile SmartPhones**
- **Softphones for Desktops and Laptops**
- **Rugged Cordless Phones**



Collaboration

- **Workspaces and Channels**
- **Video Conferencing** for team meetings, presentations and webinars
- **File Transfer and Sharing**
- **SMS Text Messaging:** Send/ Receive SMS/ MMS Text Messages on your business number
- **IM/Chat, Microsoft Teams Integration**

Omnichannel CX Contact Center

- **Web Based Agent Login, Local and Remote Agents**
- **Skills-Based Call Routing, Post-Call Surveys**
- **CRM Integration, Screen Pop, Click to Dial**
- **Supervisory Tools- Whisper, Barge-in, Monitoring, Alerts**
- **Omnichannel- WEB Chat, Social Apps, What's App, Telegram**
- **Call Reporting, Call Recording, AI Enabled- Chatbots, Virtual Assistants**
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