

Time to upgrade your call center...



...with no strings attached.

Introducing VirtualTone Call Center – a robust, dynamic customizable phone system that allows web-based administration for all of your call center needs. Gone are the antiquated days of multiple reporting from multiple locations with laborious data collection. VirtualTone provides real-time and historical reporting for all locations, with customized integration into your current CSM software, and much more. Everything you could possibly need to stay connected to the call volume of your business is right here:

- Call Queues
- Agent Logins
- Agent Pauses/DND
- Agent Tracking
- Agent Web Interface
- Agent Sidebars
- Supervisor Web Interface
- Call Recording
- Call Recording Tracking
- Live Reporting
- Historical Reports
- Queue priorities
- Custom On-Hold
- Channel Spy
- Web/voice Conferences
- Conference Scheduling
- Voicemail
- Voicemail to email
- Voicemail Web Interface
- Locate/Follow Me
- IVR (Digital Menu Prompting)
- Time Conditions
- API Management
- Paging
- Intercom
- Call Routing
- Microsoft Outlook Integration
- Quality Assurance monitoring
- Web Hosting
- Email Spam/Virus Filtering
- Custom Development Integration

Learn more today. Call 888.755.6864

Web: vtone.sklservices.com

Email: sales@sklservices.com



VIRTUALTONE

MANAGED VOIP PBX HOSTED SOLUTIONS

Introducing Enterprise – your new portable Internet phone system...



Polycom hardware available

Your VirtualTone Enterprise phone service is completely portable – use it anywhere you have Internet access. Use your existing phone number with your own SIP- or IAX-compatible phone, or purchase our affordable ready-to-use Polycom phones.* There are no user-based fees like other network-based Internet phone services. Connect remote offices and teams into a seamless organization, and add new extensions and phones at any time – with no long distance charges among users – regardless of their location.

Once all phones are in place, the web-based admin page is completely user-friendly, with free live remote training and support available.

Enterprise is the only VirtualTone phone system you will ever need.

Regardless of the size of your staff, your VirtualTone Enterprise phone system comes with the following standard features:

- Voice Mail via Email
- Call Forwarding
- Call Waiting
- Call Holding
- Call Conferencing
- Call Recording
- Call Center
- Ring Queues
- Call Transfer
- Auto Attendant
- Hold Music
- Follow Me
- Do Not Disturb
- Call Park
- Caller ID
- Redial
- Speed Dial
- Easy web-based admin
- 23 lines/trunks (expandable to 200)
- Up to 200 users/extensions
- 1 DID (Direct-In-Dialing) phone number – get a new one or keep your own
- Toll-free number included**
- Additional Conference Rooms Available
- And much more!

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