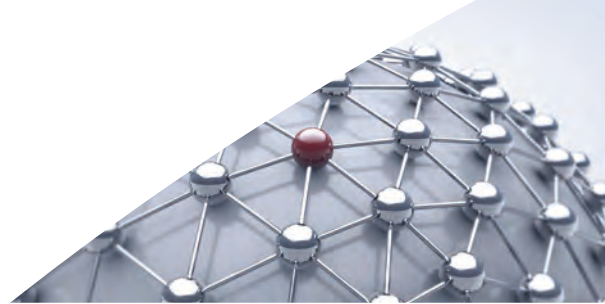




Hello Phoenix



Professional Messaging Solutions

Personal Touch
Covers Your Needs 24/7
Customized to Your Business
Connecting Customers to You



www.hellophoenix.net



Hello Phoenix
Superior Solutions



Communication technology has come a long way. When used appropriately, it introduces efficiencies that benefit both the business and their customers. Hello Phoenix offers solutions that leverage the latest in messaging automation without losing the personal touch. Our “call management” services are easy to use, require no onsite equipment, available 24/7, and offer many flexible features that can be customized specifically for your business.

Perception Matters

Customers want confidence that the company they choose is stable, progressive and positioned to meet their needs. Each time a customer contacts your business they come away with a distinct impression. Is yours working for you or against you?

Our call management solutions offer a big company impression for your business. You will increase new and existing business by **establishing a strong brand image** on every call. Our service adds the professional impact that makes your business sound like a top 100 company:

- Project a professional corporate image
- Respond quicker to customer requests
- Communicate general information or directions such as:
 - Business hours
 - After hour instructions
 - Emergency procedures
 - New product/service details
 - Web address
- Your customers know they can rely on you when they are given the option of personally speaking to you anywhere... anytime!

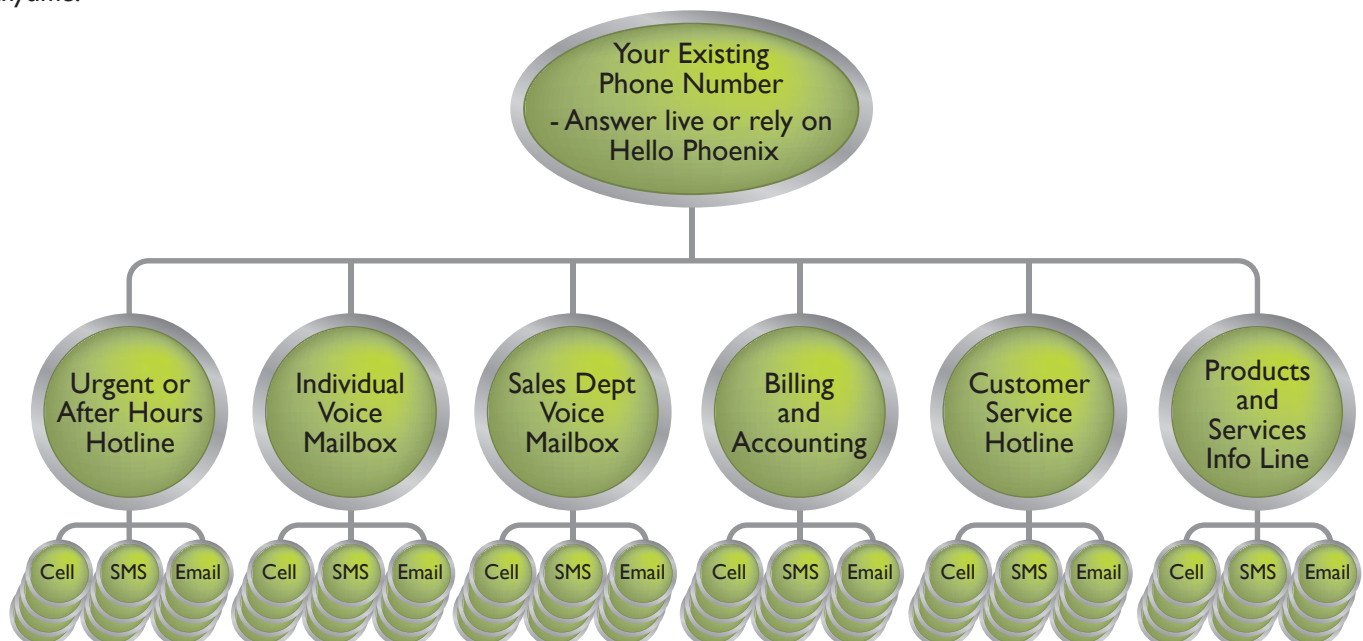
Expectations are Critical

Research shows that consumers are less patient today than ever before. When other options are just an online click away, it is **important for your business to be reachable.**

Our call management features ensure that customers or prospective customers get the answers when they need them:

- Redirect calls after hours or during times when office support is unavailable
- Receive voice messages and faxes as an email
- Forward calls from the office to wherever you are in a prioritized sequence
- Distribute incoming calls to find the next available live contact
- Be immediately notified of voice messages via multiple email addresses, wireless phones or pagers

With Hello Phoenix call management services, you will never be “disconnected” from your customers and you can prioritize your response to meet their expectations. All calls and messages are customized to be handled how you want and where you want.





Never Miss a Call

and feature-rich services will assure you **never miss an opportunity**. It's so much more than just voicemail; each call, message, or fax will be addressed as you want, when you want and where you want.

Don't trust your business to off-the-shelf voicemail and dead-end messaging. For a reasonable one-time set up fee, you can choose from a variety of features to custom design a call management service for your business and make sure you are connecting to your customers.



Voice Mailbox

Easy to set up and offers secure and remote access. Other unique features include:

Custom Greetings – Record your own personal greeting or select from 9 pre-recorded greetings

Large Message Capacity – Each mailbox will store up to 50 one minute messages

Easy Message Browsing – Replay, save, delete, rewind, or advance messages with single touch-tone key

Company Directory – Caller can search for the extension of the desired party using alpha keys on a touch tone phone



Unified Messaging

Assure your messages go where you are. Unique routing options allow you to receive voicemail and faxes at your computer or web enabled cell phone:

Voicemail/Email Delivery – Listen to voice messages over your computer speakers

Fax/Email Delivery – All faxes are delivered via email saving paper and offering more privacy and easier distribution

Pager Notification – Alerts your pager when a voice mail or fax is present



Cascading Message Notification

Message alerts hunt for the recipient based on a pre-determined priority of devices and locations

(Example: pager – cellular phone – email – second office phone – home phone)



Music On Hold

Play music or a customized marketing message if your customer is placed on hold

In today's competitive environment, you can't afford to miss a call. Our unique call routing protocol



Automated Attendant

Hello Phoenix is there for you when the office phone is unmanned offering callers 24 hour access for emergencies and after hour calls. All calls handled efficiently and professionally.

Urgent Messaging – Aggressively notifies responsible personnel for urgent and emergency calls

Department Routing – Allow customers to choose a department by using a touch-tone number

Appointment Request/Cancellation – Callers are offered the opportunity to request or cancel an appointment

Question & Answer Mailbox – Systematically filter recurring questions by offering a special Q & A mailbox

Time Sensitive Greetings – Automatically changes greeting based on the time of day



Internal Call Manager

Features that help improve internal communications and efficiencies.

Group Messaging – Messages can be sent to pre-assigned groups of voice mailboxes eliminating the need to call each person separately

Voice Mailbox Grouping – Outside callers can leave a single message and have it sent to multiple Voice Mailboxes

Automated Message Forwarding – Messages left in one mail box can be automatically forwarded to another user

Future Delivery – Place messages in a pending distribution status to be delivered at a future date

Return Receipt Requested – Sender receives confirmation when message is heard



Disaster Recovery

Should your local phones fail, Hello Phoenix will automatically respond to calls and capture voice messages until your system redirects to alternative phone.



Outbound Call Distribution

Maintain contact with existing customers by pre-recorded announcements. Confirm appointments, announce promotions, or emergency alerts.



Telephone Answering Service (TAS)

With 24 hour live answering services, Hello Phoenix can easily integrate internal or external live support services into the flow of the call.



Audio Guided Tours

Allow caller to select property listings or products and services to find out more information.

All Hello Phoenix services are supported 24 Hours 365 days a year.

Solutions

for Every Business

Whether your goal is to improve efficiencies, save costs, increase sales or improve customer service, Hello Phoenix integrated call automation will benefit virtually all types and sizes of businesses.

Keeping Businesses Connected for Over 13 Years

Medical Offices	Chiropractors	Legal Firms	Real Estate & Property Management
Veterinarian Clinics	Architects	Crisis Response	Assisted Living & Nursing Homes
Insurance Agencies	Churches	Contractors	Apartment Leasing Offices
Home Based Business	Tanning Salons	Counseling Services	Computer Network Services
Investment Brokers	Printing Shops	Accounting Firms	Non-Profit Organizations
Advertising Agencies	Engineering Firms	Janitorial	Golf Courses & Country Clubs
Consulting Firms	Travel Agencies	HVAC Companies	Plumbing Services
Podiatrists	Electricians	Dentists	Mortuaries
Recruiting Agencies	Towing Services	Small Businesses	Refrigeration Companies
Sports Teams			

Contact Us Today For A Free Call Management Assessment

If you would like a free analysis to determine how Hello Phoenix can help you get more from your business, call us today at 480-444-4100.

We guarantee we will get your call!



Hello Phoenix

Tel: 480-444-4100
Fax: 480-444-4102
4340 East Indian School Rd
Suite 21
Phoenix, AZ 85018

