



FEATURES

888.878.1445

AmazonCommunications.net



The Complete Cloud PBX Phone System - Amazon Communications offers a fully managed, feature rich, scalable cloud VoIP PBX phone system for business.

Outbound Calling Features

- Never get a busy signal! Unlimited Lines!
- Unlimited Calling to most of North America including the US, Hawaii, Alaska & Canada.
- Set Caller IDs for each phone separately.
- Free eFax Service to send and receive faxes from your smartphone or desktop computer.
- Free SMS / Text Message Service Sending and receive SMS messages from your Amazon

Communications Account.

- Set a different Caller ID when forwarding calls (great for insurance companies, Doctors who send calls to a contact center after-hours).
- Amazon Communications Remote-Dial[®] service offers the flexibility of making calls from your smartphone without sharing your private mobile phone number. Just dial a code on your smartphone and Amazon Communications patented system will connect you to any United States based phone number using your mobile carrier's network. You will get the same great call quality you expect from your mobile phone service without sacrificing the privacy you deserve when using a personal device for business.

Inbound Call Management

- Unlimited incoming lines, your customers will never hear a busy signal!
- Queues with customizable maximum wait times and failover, free positional announcements, estimated hold times, opt-out to voicemail, free hold music.
- Auto Attendant / IVR - Allow your customers to enter an extension or choose a department from a custom menu of options.
- On - Hold Music or Customize the On - Hold message to promote your business's products/services to the individuals on-hold.
- Call Tagging - Know what number your customer dialed before you answer the phone.
- Free Daily Email Reports including call tallies per phone number or per extension.
- Tenant Support - Give separate menus, greetings and voicemail boxes for every number. Great for customers running multiple businesses from the same office.
- On-Demand Custom Call Routing - Send calls to one set of menus, queues, IVRs or voicemail boxes during the day and a different set at night.
- Included professional hold music (or choose your own!).
- Free SMS / Text Message Service Sending and receive SMS messages from your Amazon Communications account.

Call Transfer Features

- Announce or Blind Transfer Calls.
- Transfer calls between phones.
- Transfer calls to a home phone or cell phones.



- Transfer calls to other Amazon Communications phones spread across diverse geographical areas; as well as in other Countries.

Standard Call Features

- Call Forwarding with Caller ID override.
- Caller ID.
- Call Waiting.
- 3 Way Calling.
- Conference Calling.
- Do Not Disturb.
- Free E911 Service.
- End-to-end 256 bit Advanced Encryption Standard (AES) call audio encryption (upon request).

Voicemail Features

- Unlimited Voicemail on each phone.
- Check your voicemail from any smartphone.
- Check voicemail from any web browser.
- Email Notification of Voicemail including caller's Caller ID and voicemail length.

Call Center Related Features

- Phones can be installed in any geographic location with a properly configured internet connection.
- Automatic Call Recording.
- On-Demand Call Recording.
- Live agent monitoring.
- Live queue monitoring.
- Ability to add or remove agents from queues using any web browser.
- Agents can add or remove themselves from any queue using any phone.
- Floor managers can monitor, whisper or barge on agents from desk phones or roam their call center with a cordless phone.
- Floor Managers can monitor calls remotely.
- Call Tagging - Know what number your customer dialed before the agent answers the phone.
- Record an audio file once and play it back on-demand. Great for sales pitches or leaving the same voicemail message on every call.
- Free Integration support for Agile CRM with X-Lite or Bria softphones.

Caller ID Services

- Per Extension Caller ID Number.
- Zone based Caller ID Services - Display a local phone number on all outbound calls, anywhere in the United States.



Easy Installation & Support

- Fully managed phone system with unlimited email, chat or phone support.
- Amazon Communications equipment is Plug & Play. All you need is a compatible internet connection.
- All Amazon Communications customers are entitled to unlimited free email and phone support.
- All Amazon Communications customers are entitled to unlimited free phone system customization.

Custom Order International Phone Numbers

- Argentina, Argentina, Australia, Argentina, Austria
- Bahrain, Belarus, Belgium, Bolivia,
- Bosnia Herzegovina, Brazil, Bulgaria
- Canada, Chile, China, Colombia,
- Costa Rica, Croatia, Cyprus, Czech Republic
- Denmark, Dominican Republic
- Ecuador, Estonia, El Salvador
- Finland, France
- Georgia, Germany, Greece, Guatemala
- Hong Kong, Hungary
- Iceland, India, Indonesia, Ireland, Israel, Italy
- Japan
- Kazakhstan, Kenya
- Latvia, Lithuania, Luxembourg
- Malaysia, Malta, Mexico, Monaco, Montenegro
- Netherlands, New Zealand, Norway
- Panama, Peru, Poland, Portugal, Puerto Rico
- Romania, Russian Federation
- Serbia, Singapore, Slovakia, Slovenia
- South Africa, South Korea, Spain, Sweden, Switzerland
- Taiwan, Thailand, Turkey
- Ukraine, United Arab Emirates, United Kingdom, Uruguay
- Venezuela