

Digium Switchvox Cloud

Full-Featured Unified Communications In The Cloud



This White Paper is brought to you by your friends at The Fulcrum Group, Inc.



Full-Featured Unified Communications In The Cloud With *Digium Switchvox Cloud*



If you're like most business owners or managers (or really, most anybody), you use at least a cell phone, a landline phone, fax and email to communicate with clients, partners and employees. Likely, you use instant messaging, texting and web conferencing as well. Unified Communications (UC) solutions exist to incorporate all the different types of communication we use regularly, into one efficient system.

A solution which pulls together all of the communication tools that you're already using (plus some new ones you may want to add), UC provides you with a consistent interface and experience.

Unified Communications from Switchvox allow you to:

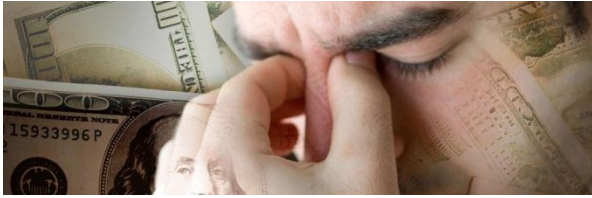
- Receive calls from your customers that will ring simultaneously on your cell phone
- And the reverse – have your mobile calls route through your company system – all with the help of the Switchvox Mobile app
- Scheduled and Ad/hoc call recording
- Unlimited local and long distance calling
- Click-to-Call from Outlook
- Drag and Drop to transfer calls using the Switchvox Switchboard

Digium Switchvox is offered as either on-premise or Cloud deployment. For small businesses with fewer than 20 phones, Digium Switchvox Cloud is usually the right choice, with lower upfront costs and predictable monthly expenses. Switchvox Cloud gives small business owners the peace of mind to know that their phone system is always up and running.

Switchvox Cloud offers businesses the following benefits:

- Flexible Contract Terms – month to month or multi-year contract terms, you pick what works best for you.
- Full Featured Unified Communications – Voicemail to Email, Outlook integration, receptionist console, call center, call recording, mobility, and other advanced features are included at no extra charge.
- Receive New Features Automatically – As new Digium Switchvox features come available, you'll receive them at no extra charge.
- Advanced Call Center functionality – including reporting and supervisory functions, like *Monitor, Whisper, Barge* and *Record agent's calls*.
- Full featured Conference Bridge for reliable phone conferencing.





For many growing business, reliability, flexibility and a strong ROI are top requirements for any business expenditures.

Our Digium Partnership

At The Fulcrum Group, we have been a leading Digium partner since 2007, and utilize the Digium Switchvox UC system in our own business environment. We make rigorous use of the Call Center for our Help Desk and use the Conference Bridge daily for our various sales and engineering team huddles.

For more info on how your choice of phone system can impact your competitive advantage [take a look at this write up](#). System and Service Features are detailed for you in this [data sheet](#).

Please feel free to reach out to us at info@fulcrumgroup.net to find out more about how Digium's Switchvox products can put the power of your phone system to work more efficiently for you and help your business thrive for the long-term.

