

FusionWorks

Improve the way your employees communicate, in and out of the office



FUSIONWORKS GIVES YOUR BUSINESS A COMPETITIVE EDGE. GET LOW START-UP COSTS, AFFORDABLE LONG DISTANCE, AND FEATURES THAT SUPPORT MOBILITY AND STREAMLINE COMMUNICATION.

Business-Class Features and Reliability

Lower Startup Costs and Monthly Savings.

No PBX equipment to buy or lease. No maintenance contracts or fees for changes.

Bring your own broadband or bundle with ours.

FusionWorks can be purchased as a stand-alone solution (customers provide broadband), or as a fully integrated Voice and Broadband solution.

Superior Voice Quality.

Ditch the boring desk phone. Select from HD Voice and multi-media phones for executive or basic use. HD voice has exceptional call quality.

Reliability.

FusionWorks delivers clear, dependable voice communications with 99.999% voice network availability, the best in the industry.

Over 50 Calling Features.

Communicate and collaborate with ease. Enjoy over 50 hosted VoIP features including auto attendant and visual voicemail with transcription. (See reverse.)

Why FusionWorks

Flexible Installation Options

With our self-install option you can be up and running in about a week. Or, opt for a fully managed installation with an onsite technician.

Money-Back Guarantee

Get started, risk-free, with our 30-day money-back guarantee.

Free Training

For a smooth transition, get free, customizable user and administrator training. Help your employees get the most out of FusionWorks.

No Minimums

Unlike other providers, we don't place user or seat minimums on our 24/7 customer care availability or satisfaction guarantee.

WORK SMARTER WITH 50+ CALLING FEATURES

User Features

- **Admin Portal.** Administrators have control of all users across office locations. No need to keep telephony specialists on staff. Admins can port phone numbers from your previous provider; order new services and phones; access calling records; chat with support; manage support tickets; and pay your bill.
- **Audio Conferencing.** Host audio conferences using simple desktop and mobile clients. Each user gets a conference code and leader PIN number for on-demand audio conferencing 24/7. Record conferences and share the recordings later.
- **Find Me/Follow Me.** Allows users to define how incoming calls are routed or forwarded to individuals or groups of inbound callers, ensuring that you receive important calls whether you're at your desk, on the road, or anywhere else.
- **FusionWorks Anywhere.** Get one-number calling from any device. Your calls appear to originate from your VoIP number and all of your calls are routed through your Hosted Voice interface. Make or take calls using your desk or conference room phone, computer softphone, or smartphone. Move a call from one device to another without disconnecting.
- **Visual Voicemail.** Receive fax messages and voicemails in your inbox. Voicemails are delivered as audio files and transcribed as emails.
- **Voice Manager.** Place calls, listen to voicemail and manage call routing and other settings in a Web portal. Users can access Voice Manager using a personal computer, tablet, iPhone or Android device. Calls placed via Voice Manager use your VoIP phone number and your company's calling plan.

Optional Features & Seats

- **Call Recording.** Record all inbound and outbound calls for one or more employees. Improve call center management, customer service, and training. Comply with regulations and reduce potential liabilities. Admins can manage call recordings for users.
- **Auto Attendant.** Automated receptionist that provides a personalized message to callers with options for connecting to a called party or operator.
- **Call Center.** Simple and scalable call queuing to meet the needs of any business.
- **Hunt Groups.** Automatically distribute incoming calls to two or more extensions.
- **Receptionist Console.** Intuitive, browser-based app greatly streamlines live call handling.
- **CRM/Helpdesk Integration.** Add click-to-dial capabilities, automatic call logging, caller-info screen pops and advanced call analytics to your CRM and helpdesk applications.

The Fusion Connect Advantage

Single Source for the Cloud

Fusion Connect offers a full range of cloud communications, cloud connectivity and cloud computing solutions – available nationwide.

Superior Voice Quality

Our voice network achieves 99.999% availability, providing customers with the highest level of reliability in the industry.

Proven Expertise

We've been serving businesses with innovative communications services for over two decades.

Experienced Customer Support

Our expert, U.S.-based technical experts respond quickly and efficiently, 24/7/365.