



## Simplifying **Business and Organizational Continuity**

*For over 20 years Ivrnet has helped thousands of organizations throughout Canada and the United States connect their internal teams and clients when they need it most.*

### 5 Simple Solutions

#### Unified Messaging Call Forwarding

- Direct phone numbers where you want, when you want

#### Call Masking

- Keep personal phone numbers private when dialing clients

#### 2-Way Text

- SMS enable your existing organization's phone number to enable your clients to reach you via text

#### Audio Conferencing

- Conduct conference calls anytime, anywhere, without specifying a date, time, duration or number of participants

#### Digital Fax

- Bring fax to your email

## Unified Messaging Call Forwarding

### *Features*

- Cloud-Based Call Forwarding
- Easy to use online platform with secure login and password
- Calls can be routed to a list of numbers where you can be reached or call forwarded to a call centre on a scheduled basis or on demand
- Voicemails and conversation recordings can be sent to you via email allowing you to save them for later use or forward to another recipient

## Call Masking

### *Features*

- Enable staff using personal phones or direct lines to mask their number with the Ivrrnet Unified Messaging (UM) number
- Simply call into your Ivrrnet UM number, follow the prompt and dial the number you want to connect to
- The party receiving the call will see the UM number and not the personal phone number
- If the party was to call the number back, it can be set up direct to a phone number of your choosing such as an office line, call centre, cell phone or to disconnect.

## 2-Way Text

### *Features*

- Text enable your existing toll-free phone number so clients can text you
- Inbound text messages will be delivered to an Inbox with a notification of a new message received to a specific email/mobile
- Login to an online portal, to manage your texts with easy 2-way text conversations
- Setup Keywords and advertise with auto-responses to your customers
- Setup a general auto response and update it at any time, so your clients know you are responding

## Audio Conferencing

### *Features*

- Self-managed, reservation-less, all digital, web-enabled audio conference service
- Uncompressed telephone channels to ensure no signal drop and no decrease in the audio spectrum
- One-Touch Call Recording and Playback allows the moderator to download their full conference immediately after a conference
- Features include the ability to control who is on the call, mute, place all on hold, disconnect and “Raise-a-Hand”
- Call participation from anywhere in Canada and the United States
- Secure cloud service ensuring that all calls are private and protected
- No contract minimums and no per-conference fee

## Digital Fax

### *Features*

- Inbound Fax
  - Receive incoming faxes via email
  - Fax is converted to a .pdf or .tif file
- Outbound Fax
  - Send faxes directly from your computer
    - Login to your browser and upload the documents to send, enter the destination fax number(s) and send fax