

## ConcurrentCall | affordable options for low-use phones

Many organizations maintain large numbers of phones that are used infrequently. For example, schools may have a phone in every classroom and physician offices may have a phone in every examination room, but calls are rarely made or received by those phones.

Our ConcurrentCall solution addresses this issue. You may have as many Common Area, Basic, or Desktop phones as you can support per concurrent call. The price per phone is therefore much lower than it would be if purchased as separate services.

### Benefits

ConcurrentCall includes one Advanced Auto-Attendant, which includes multiple layers of IVR messaging, as follows:

- Main greeting example: Welcome to XYZ. If you know the extension you wish to reach, enter it at any time. Or press 1 for sales, 2 for support, 3 for the company directory, or 0 for reception.
- First layer example: You have reached the sales department. Press 1 for equipment sales or press 2 for software sales.
- Second layer example: You have reached equipment sales. We're not available right now, but if you'll leave your name, phone number and a message, we'll return your call within 24 business hours.

### Phone Line Options

- **Common Area** is for break rooms and reception areas. For extension-to-extension dialing only.
- **Basic** is for conference rooms, visitors, and some staff. Includes out-bound calling.
- **Desktop** is for most staff and includes voicemail and CommPortal. CommPortal enables call management, click to dial, and other time-savers.

Find out how ConcurrentCall 25 can lower your organization's overall phone costs.