



# Unified Managed Cloud Telecommunications Simple, Affordable, Secure

SOCOM's Managed unified communications offers you the best of breed in service, business continuity, security & simplicity.

Most businesses today don't want to or have the time to manage their communication platform; they simply desire better service, security, affordability and simplicity. SOCOM offers an alternative where all you need is an internet connection and we take care of the rest. Our pride resides in our ***customer service, integrability, affordability, customizability, security, and riches in features in all of our products and services.***

With competitive pricing at a savings of up to 70% off traditional telephone bills, the choice is simple. We offer a wide range of calling plans for all types of entities: businesses large and small, government and residential. SOCOM can ***guarantee the lowest rates,*** with a simple review of your current usage.

Does your business have international locations? Our service plans include unlimited calling in the US and Canada plus over 20 other countries. With SOCOM, ***experience zero toll charges calling intercontinentally*** from one office to another, with the option of secure encrypted communications.



## SOCOM'S PBX MANAGEMENT FOR YOU

**[#] Dial Plan:** We help you define how you want your PBX communications to behave, provide consulting and share recommended best practices, and apply your Dial Plan for you. This includes but is not limited to: configuring of your phones, extensions, directories, virtual receptionist, dial menus, call groups and ring strategies. Want to be hands off? In fact, we will manage every aspect of your platform for you.

**[#] Voiceovers:** Want them professionally done? Our voiceover talent list is long and diverse; you choose a voice, our studio will record and apply your initial voiceovers for you.

## SOCOM'S PBX STANDARD FEATURES

- [#] Client Web Portal:** Pay your bill, view call records and more.
- [#] Local Number Porting:** Migrate your business numbers over.
- [#] Caller ID:** Know exactly who's calling. CNAM database lookups too.
- [#] Connect Offices:** Eliminate interoffices toll charges, even globally.
- [#] Call Forwarding:** Wherever you are, you can receive calls on any phone.
- [#] Call Transfer:** Get your caller to the person they need to talk to.
- [#] Place Calls On Hold:** Play background music and/or ads or information.
- [#] Virtual Receptionist:** Create custom greetings, dial menus and route calls.
- [#] Call Groups:** Ring phones in departments using five different strategies.
- [#] Multiple Device Calling:** Send calls to multiple devices with ring strategy.
- [#] Call Parking:** Let's you pick up a call on any phone extension in the office.
- [#] Dial by Name Directory:** Help customers locate whom they know by name.
- [#] Eavesdrop or Whisper:** Listen to a conversation for management and training.



## AND MORE STANDARD FEATURES

- [#] **On Hold Music:** Play music while your parties wait.
- [#] **Company Directory:** Extensions, departments and names.
- [#] **Party Calling:** Join calls and have a meeting with remote parties.
- [#] **VoiceMail to Email:** Receive playable voicemails embeded in emails.
- [#] **Call Metrics:** Analyze extension traffic, call times, routes and more.
- [#] **Paging:** Use extensions to page instantly, on phones and more.
- [#] **Multi-lingual Communications:** Cater to more languages and customers.
- [#] **Call Block:** Selectively block calls based on Caller ID using your phone.

*Don't see a feature your looking for on the standard list? Just ask your representative; if we don't have it, we just might build it.*

## ENHANCED FEATURES FOR A SMALL FEE

- [#] **Call Broadcast Messaging:** Call a defined list and play a recorded message.
- [#] **Call Queue:** Place callers in a wait queue for the next available associate.
- [#] **Call Recording:** Record and archive calls for training or other purposes.
- [#] **Conference Calling:** Host meetings with PIN code entry and annoucements.
- [#] **Conference Center:** More conference capabilities and management.
- [#] **Hot Desking:** Lets you take over a different office phone as your own.
- [#] **Device Paging:** Warehouse loudspeaker, intercom and overhead paging.
- [#] **Translations:** Convert SMS messages to speech and speech SMS.
- [#] **Fax Server:** Never miss a fax! Receive and send faxes using email.
- [#] **Video Conferencing:** Experience intimacy and security with video meetings.
- [#] **Custom Voice Applications:** Designed specifically to enhance your business.
- [#] **Softphones:** Traveling? Turn your mobile device into your desk phone.



## AND MORE ENHANCED FEATURES

[#] **800 #'s:** Let your clients call you on your dime.

[#] **Direct Inward Dial #'s:** commonly called DIDs, get more numbers.

[#] **Virtual Numbers:** Virtual local and international numbers: give your business a local presence when anywhere and/or use them to track advertising and marketing campaign metrics. Using SOCOM'S hosted CRM Solutions? Automatically track your campaign metrics in your CRM based on Virtual Number Caller IDs with SOCOM's CRM & PBX integration module.

[#] **Custom On-Hold Messages:** Professional voice overs for great marketing.

[#] **Security Features:** Non-standard security features for more peace of mind. Have a need for strong end-to-end encrypted communications? SOCOM specializes in Data Security, having staff with decades of Data Security and Internet Intrusion Prevention Systems.

[#] **Voicemail to Text:** When a voicemail is left in your mailbox, have our system translate it to text and send it to your cell phone via SMS! SOCOM'S PBX is integrated with Google's Cloud Speech Recognition, one of the most accurate audio transcribing engines available today.

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Just ask your representative; if we don't have it, we can build  
it just for you.*