

VoiceMaxx

FORGET EVERYTHING YOU THOUGHT YOU KNEW
ABOUT ENTERPRISE COMMUNICATIONS

The West logo consists of the word "west" in a lowercase, sans-serif font, enclosed within a white square border. A registered trademark symbol (®) is located to the right of the square. The background of the top right section of the page is a red-tinted image of a person holding a mobile phone.

Conventional thinking will not drive business growth. No ordinary PBX will deliver the accessibility, mobility and productivity tools that an enterprise needs to thrive. VoiceMaxx allows an enterprise to transform and shape their use of communications technology with a suite of cloud-based, on-demand services including full PBX functionality, advanced enterprise and personal call management tools, and leading edge Unified Communications features.

VoiceMaxx drives down the costs of voice communications while providing users with advanced feature packages designed to enhance accessibility, mobility and productivity along with sophisticated tools that give IT administrators an unrivaled degree of flexibility and control. VoiceMaxx services can be fully integrated with a client's existing IP or legacy TDM infrastructure where required, preserving existing investments and providing a seamless enterprise-wide solution.

BENEFITS

Increase flexibility and efficiency

With rapid deployment times, VoiceMaxx provides unlimited calling capacity, both inbound and outbound, on a converged network solution that efficiently utilizes bandwidth and scales to accommodate bursts in calling activity. By removing the capacity constraints typically associated with legacy PBX systems, VoiceMaxx eliminates the over-provisioning and over-buying of infrastructure and services and the on-demand nature of the service allows user counts and user types to be adjusted as necessary.

Enable mobility

Delivering a best-in-class customer experience requires that mobile employees are accessible at all times and locations. VoiceMaxx gives mobile users access to a powerful set of personal call management tools along with hoteling capabilities, personal conferencing and mobile client integration to ensure that mobile employees are constantly connected. You can even integrate with your Lync on-premises infrastructure to incorporate simultaneous ring and status updates.

Take control

And we mean total control. Manage inbound numbers and how they route, according to geography, time-of-day, holiday schedules or in the event of outages. Monitor calling activity across the enterprise in real-time - local & long distance, inbound & outbound, internally & externally - with a powerful report writer to deliver information in the way your business needs it. Customize billing to your needs with options that allow for flexibility in the way that invoices are presented across the enterprise.



GARTNER MAGIC QUADRANT

"West UC has the tools, processes, experience and infrastructure to consistently deliver a UCaaS solution."

Gartner 2015 Magic Quadrant for UCaaS

[LEARN MORE »](#)

Experience service excellence

With some of the highest customer retention and satisfaction rates in the industry we understand the responsibility we have to provide an outstanding customer experience. There is no one-size-fits-all solution. We work with our clients to solve their urgent problems and at the same time, show them how to use technology to transform their business. Our support teams are no ordinary help desk, they become an extension of a client's IT team, integrating our processes and knowledge into the way an enterprise works.

USER TYPES

With VoiceMaxx, each user is assigned a service aligned to their specific needs. User types are flexible, billed on a monthly basis and can be adjusted as business and user needs change.

PACKAGES	FEATURES
Premium Package For users with a need for a high level of accessibility, mobility and specialized features. Typical users include executive level management, sales and account executives.	Call Recording & Mobile Connect
Standard Plus Package For users requiring personalized functionality with added features for enhanced productivity, mobility and call management. Typical users include general interoffice staff requiring phone control tools for on-premise mobility.	DirecFax & Phone Control
Standard Package For general users requiring some personalized functionality, but who do not need the complete suite of services for daily business use. Typical users are standard in-office employees.	DID & Voicemail
Admin/Reception Package For administrative, reception and department assistants, the Admin/Reception package provides a high level of control of incoming calls.	DID, Voicemail, DirecFax, Console Assistant and Phone Control
Limited Use Package For a basic line necessary for point-to-point communications. Examples include areas such as lobbies and break rooms, and for contact center agents.	Single Virtual DID

VOICEMAXX AND LYNC/SKYPE FOR BUSINESS

The age of truly unified communications is more a reality than ever before. Today, you can intelligently link your enterprise voice solution with Microsoft Lync's instant messaging and presence status capabilities. The result is an increase in the efficiency of your communications, allowing your teams to make the most of their time, speed the flow of information, and encourage real-time interaction.

West Unified Communications Services integrates our VoiceMaxx hosted voice solution with your on-premises Lync Server using MaxxConnect SIP trunking to provide seamless functionality between platforms. With this integration, inbound calls to your VoiceMaxx phone will simultaneously ring your Lync client, and outbound calls made through Lync will show your VoiceMaxx caller ID.

