14 Benefits of the Altigen VOIP System

1. Speaker phone
The Altigen 710 IP phone we selected comes with full-duplex speaker. We will also have the Polycom IP conference phone for the conference room. We can record speaker phone calls using the Altiview software.
2. Conference services
Conference bridge is built-in in this Altigen system. We can host our own tele-conference room where people call in and join the conversation
3. Recordings to wav files
Recording phone conversation is a push of a button on the phone (as long as all parties on the call consent). Sound file are e-mailed automatically as attachment after the call ends.
4. Low-cost long distance
Low cost long distant and international calls are ready through VOIP providers.
5. Distinct Identifier ("DID") phone numbers
Each staff member has his/her own distinct phone number. This gives callers the option of bypassing the switchboard. Having separate DIDs also facilitates transferring/tracking calls from the reception station.
6. CRM integration. The phone system allows "call center" features sot that receptionist can see who is calling, greet the caller personally, and easily transfer the call to the right case manager.
7. Caller ID
Each user can see who is calling and elect not to answer. Users can use our CRM software to call directly from any TAPI enabled application by clicking at the phone number.
8. Virtual phones (work phone at home or in a hotel)
Soft phone and remote location phone setup are included in this package. A laptop can connect to a headset to create a softphone. Users can work from a home office or office in a remote location without callers knowing.
9. Headset integration without extra hardware
10. Expandability without new PBX cabinet
11. Shared line – pick up ringing line from anywhere

12. Virtual receptionist from any laptop with an internet connection
13. Call logs emailed or readily available on the web for in-coming and out-going calls. We can now confirm that all calls and faxes coming to the office are handled correctly.
14. Remote programming. We can easily redirect calls while staff members work from remote locations.
15. Convenient fax send/receive options through the phone system.