



CSE Hosted PBX

CSE Hosted PBX Service is a feature-rich, hosted and managed integrated voice and data business communications service that makes businesses more productive and saves money.

Hosted PBX Service is designed for the most demanding requirements:

- **Dynamic Organizations** - seasonal businesses, growing organizations, industries subject to significant mergers & acquisitions
- **Geographically Distributed Organizations** - organizations with multiple offices, headquarters/branch office scenarios, work-at-home/telecommuters
- **Mobile Workers** - field sales, customer service, road-warriors

Hosted PBX Service starts by giving each user their own Direct Inward Dial telephone number enabled with all the traditional phone features which you'd expect of a business communications tool. From there, we've added advanced capabilities to make you more productive:

- Unified Messaging
- Web Portal
- Find-Me/No Answer
- Meet-Me Conferencing
- Automated Attendant
- Informal Call Center
- Receptionist Console
- Soft Phone

Hosted PBX Service Means Business

Hosted PBX Service is good for the budget:

- Dramatically reduces telecom-related capital expenses
- Enables predictable communications expenses
- Eliminates the need for separate voice and data networks.

Hosted PBX Service puts you in control:

- Eliminates service order delays and costs by enabling self-managed instantaneous move/add/changes (MACs). Simply plug the phone into a different network port, use a step-by-step interactive voice response unit or use an intuitive web interface.
- End-users control their own features and services using traditional star codes, phone-based graphical user interfaces or their own web portal
- Reduces the number of telecom vendors that you need to manage and the number of bills that you need to reconcile each month.

Hosted PBX Service lets you focus on your business:

- Eliminates the need to manage a complex PBX or key system
- 7x24x365 professional network management



CSE Hosted PBX Service meets the needs of today's businesses with hosted, full-featured service.

Hosted PBX Service is flexible:

- Add additional users without new wiring or expensive chassis upgrades
- Move users between offices by simply moving their phone (and they can keep their numbers)
- Let people work from home or on-the-road with the same capabilities that they have while in the office

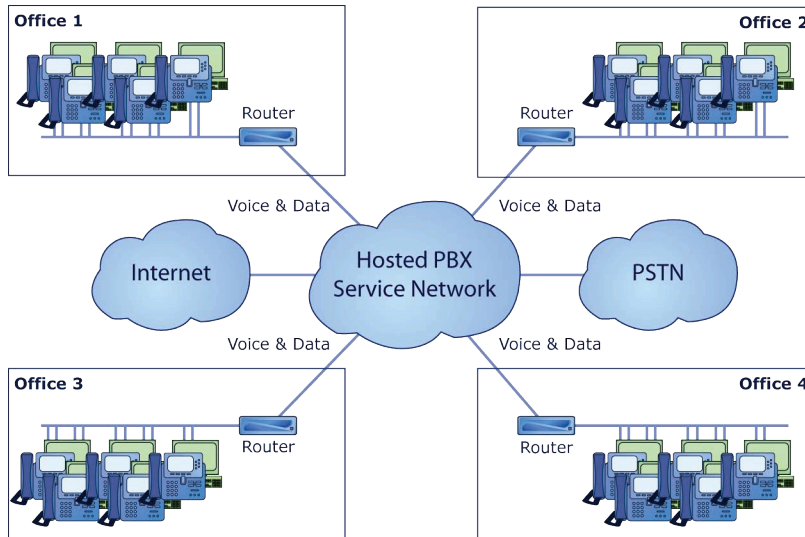
Hosted PBX Service reduces risk:

- No investment in a proprietary PBX or PBX phones
- No sunk capital in a PBX chassis that might be outgrown or never fully utilized
- Instantaneous disaster recovery automatically reroutes inbound calls in the event of a wire cut, power outage or catastrophe

Hosted PBX Service is powerful:

- Lets users easily configure custom day-of-week/time-of-day based call treatments
- Lets users handle inbound calls differently depending upon the caller (e.g., telemarketing calls route to voicemail while customer calls route to Find-Me).

How it Works



With Hosted PBX Service, all that your office needs is a broadband connection, a router, an ethernet switch and IP phones. The single integrated broadband connection provides all of the following:

- Secure voice and data Virtual Private Network (VPN) connectivity between your offices;
- An advanced virtual PBX which spans all of your offices;
- Reliable high-speed Internet access; and
- Traditional local and long distance network services.

Features

900/976 Blocking	Caller ID Block (Per Call)	Message Waiting Indicator
911/E911	Caller ID Block (Per Line)	MS Outlook/TAPI Integration
Abbreviated Dialing	Caller ID Block Release	Music-on-Hold
Anonymous Call Rejection	Call Waiting	Mute
Authorization Codes	Call Waiting/Caller ID	Non-DID Extensions
Automated Attendant	Call Waiting/Caller ID Manager	N-Way Conference
Automatic Call Distribution	Click-to-Dial	One-Touch Transfer
Automatic Disaster Recovery	Date/Time Display	On-Hook Dialing
Billing/Account Codes	Direct Inward Dialing	Priority Call List
Bridged Line Appearances	Directed Call Pickup	Privacy Guard
Call Forward/All Calls	Directory/Corporate	Receptionist Console
Call Forward/Busy	Directory/Personal	Remote Phone
Call Forward/No Answer	Distinctive Ringing	Screen Pops
Call Forward/Out of Service	Do Not Disturb	Selective Call Blocking
Call Forward/Do Not Disturb	Find Me/No Answer	Selective Call Forwarding
Call Duration Display	Forward to Voice Mail	Speed Dial
Call Intercept	Group Call Pickup	Time-of-Day Call Routing
Call Logs (In/Out/Missed)	Hold	Transfer
Call Park/Pickup	Hunt Groups	Urgent Call
Call Restrictions	Inbound Call Treatments	Virtual Ring
Call Return	Intercom	VoiceMail/Unified Messaging
Call Trace	Last Number Redial	Web Portal
Caller ID (Name & Number)	Meet-Me Conference	

Productivity Benefits

- Advanced features without the cost or technical complexity of premise-based solutions
- Capabilities that increase productivity, reduce costs, improve customer service and increase revenue
- Seamless work-at-home/telecommuter

Budgetary Benefits

- Capital avoidance
- Predictable monthly expenses
- Free inter-office calling
- Consolidation of voice and data networks
- Hosted services reduce space/power requirements

Management Benefits

- Managed services eliminate the need for on-site technical resources or maintenance contracts
- Instant and free moves/adds/changes (MACs)
- Single vendor/one-stop-shop eases vendor management and eliminates finger-pointing
- Multi-office/multi-service consolidated billing

Geographic Flexibility Benefits

- Abbreviated dialing between offices
- Retain numbers when moving between offices
- Distributed call centers and hunt groups
- Forward voicemails between offices
- Seamless work-at-home/telecommuter capabilities
- Road-warrior productivity features (e.g., Find-Me)

Reliability Benefits

- Expert network design and engineering
- 7X24x365 network monitoring and management
- Carrier-grade fault tolerant network
- Instantaneous automatic disaster recovery
- Off-site storage of critical provisioning and services configuration
- Automatic backup of critical provisioning and services configuration
- Cost-effective voice/data transport redundancy

Risk Benefits

- Elimination of proprietary equipment
- Regularly planned service feature enhancements
- Ability to dynamically "right-size"
- Advanced next-generation network technology without the investment

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