

Overview

optiTEL, the telecommunications division of Configure Inc. offers Enterprise Cloud hosted technologies and employs some of the most highly credentialed telecommunications engineers in the industry. Our highly skilled US Based Team specializes in driving efficiency and increased productivity into the organizations of our customers and partners. As your requirements change, we can grow with you. In fact, our solutions are a catalyst to support your requirements.

For organizations that are committed to on-premise Contact Centers but would prefer a trusted partner. We specialize in monitoring for ongoing changes that represent a support challenge for internal IT teams, optiTEL has flexible offerings to help reduce the support burden associated with these systems.

Should you need to expand your Network Operations capabilities to increase monitoring, management and response capabilities or explore the benefits of SD-WAN (Software Defined Networking) to add resiliency and ease of management to your existing wide area network, we are the reliable business partner who will be there to deliver for you.

Hosted Telephony Solutions

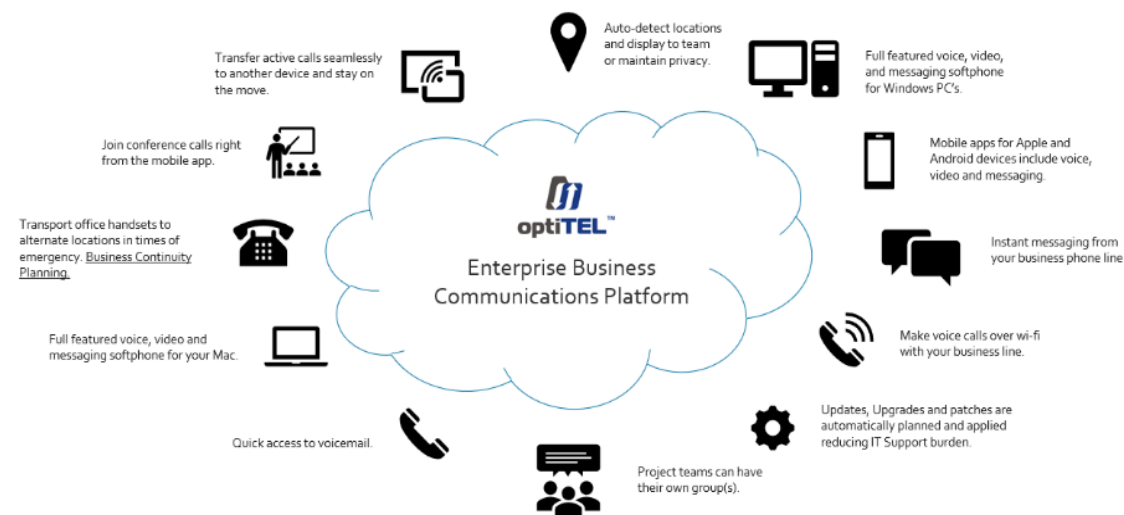
optiTEL Basic is a hosted telephony service that includes the following features:

Auto Attendant, One DID, Make/Receive Calls, Park and Page, Basic Call Logs, Call Forwarding, Call Transfer, Calling Line ID Delivery, Do Not Disturb, Intercept User, Last-Number Redial, Three-Way Calling, Selective Call Acceptance, Selective Call Rejection, Hot Desking, Mobile Twinning, Conference Bridge, Call Accounting, Eg11 and Notifications.

optiTEL UC (Unified Communications) builds upon the strength of the optiTEL Basic foundation and includes additional features such as:

Softphone for PC and Mac, Advanced Mobile Applications for iOS and Android devices, Video Calling, Instant Messaging and Presence, Outlook Plug-in (Voicemail to Email) and Skype Plug-in.

optiTEL Advanced builds on the optiTEL UC foundation and includes Advanced Call Accounting. Optional features are available such as: IVR and Tools, Cloud FOIP (Fax Over IP) Fax to PDF, Email/MFP to Fax, Office 365 connector, Call Recording and Contact Center.



FEATURES AND BENEFITS

optiTEL Efficiency:

- Reduced telecommunications costs.
- Ensure your team can work their way.
- Ability to redeploy budget dollars towards projects aligned with growth goals.
- Let you focus on your business.
- Reduced administrative burden on IT Staff or Service partner.

optiTEL Delivers:

- Plans to support your business and budget.
- Handsets that will satisfy your users.
- Unified Communications soft phones and mobile applications.
- Survey of your environment.
- Ease of migration.



Hosted Enterprise Business Communications.

GETTING STARTED:

Our Team of experts:

- Provide helpful tips.
- Help you plan and manage your migration.
- Get the most out of your system.
- Administer, manage and provide updates to your system.

Next Steps:

- Select your plan that is best for your business.
- Select your phones that will satisfy your users.
- Survey your environment.
- Schedule your migration to the optiTEL Enterprise Business Communications platform.

optiTEL Basic	optiTEL UC (Unified Communications)	optiTEL Advanced
	optiTEL Basic Features Plus:	optiTEL UC Features Plus:
One DID	Advanced Mobile Applications	Advanced Call Accounting
Make/Receive Calls	Voicemail to Email Notification	IVR and Tools*
Park and Page	PC and iPad Softphone	Cloud FOIP (Fax Over IP) Fax to PDF, Email/MFP to Fax*
Basic Call Logs	Video Calling	Office 365 connector*
Call Forwarding	Instant Messaging and Presence	Call Accounting*
Call Transfer	Outlook Plug-in	Call Recording*
Calling Line ID Delivery	Lync Plug-in	Contact Center*
Do Not Disturb, Intercept User		*Integrations are available for specific requirements.
Last-Number Redial		
Three-Way Calling		
Selective Call Acceptance		
Selective Call Rejection		
Hot Desking		
Mobile Twinning (external number tied to existing desk phone)		
Conference Bridge		
Call Accounting		
E911		
Notifications		