wave business

Hosted Voice
Move your business into the future

Professional experience

Providing a professional experience when your customers call is critical–it can mean the difference between winning or losing business. To stay competitive, you need access to the same features and functionality as other cutting-edge organizations–regardless of your company's size.

Best-in-class phone system

Wave Business Hosted Voice delivers a best-in-class, cloud-based, Voice-over-IP (VoIP) solution with all the features of larger, more expensive phone systems, but at an incredibly affordable price.

▶ Cloud-based service means your system is always available with all maintenance and updating performed by Wave.

▶ Reduce your total cost of ownership by not having a premises-based system.

▶ Mobility features enable integration of your mobile device into your business calls.

▶ Desktop text messaging allows you to easily stay in touch with customers and suppliers.

▶ Desktop soft phone provides a full communications experience from anywhere you work.

▶ Access additional features such as simultaneous ring, auto attendant, hunt groups, and music-on-hold.

Polycom VVX 600
16-line premium business media phone

Cisco 504G
Fully featured 4-line business-class IP phone

Panasonic KX-TGP600
Capacity for up to 8 concurrent calls in a lightweight, cordless phone

Wave Business offers a broad selection of phones from top brands to make sure you can stay in touch with customers and suppliers.

Benefits

Wave Hosted Voice is the last phone system you'll ever need. It delivers best-in-class capabilities with a **low upfront investment** as you are not purchasing an expensive on-site phone system. It's completely scalable, meaning Hosted Voice grows with you as you grow your business. And since it's cloud-based, **new capabilities are continually added and available without requiring equipment upgrades.**

With Hosted Voice, there are **no hidden costs;** you simply **pay a flat rate per phone per month.** As your business expands, you can add new users to your account.

Hosted Voice delivers features to make your business more productive. In addition to a full complement of call handling functions, including desktop and mobile text messaging, it has other management capabilities such as:
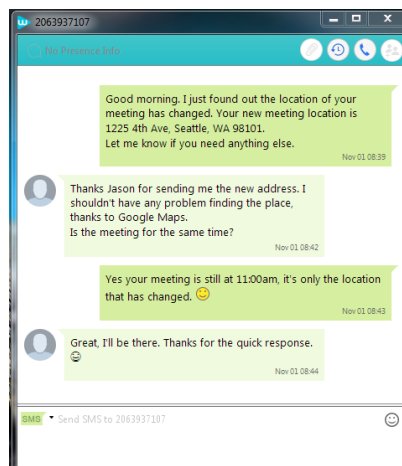
▶ Mobile and desktop apps enable features such as: Instant Messaging, concealing personal mobile numbers when using mobility features, and all desk phone functionality

▶ Powerful business-grade features such as auto attendant, audio conferencing, paging, and music-on-hold

▶ Easily add new users and functionality

▶ Web portals for end-users and administrators

Unified Communications

Easily send/receive SMS (text) messages with customers and suppliers through the **desktop and mobile text messaging** features. Communicate in an effective and non-intrusive manner, from a phone number associated with your business. And all messages are archived and available for later review.

Text messages can be helpful for a variety of situations including:

▶ Customer notifications – tell a customer their car is ready for pick-up, or their table is ready for dinner

▶ Appointment or billing reminders

▶ Delivery alerts – notify your drivers about an additional pickup location, or tell your customers if a package will be delayed
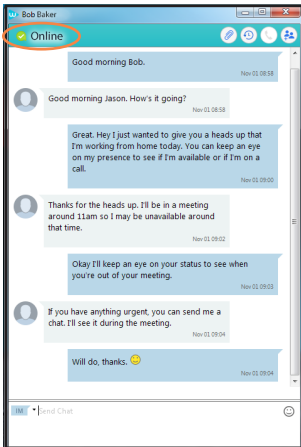
Easily communicate with customers and suppliers through desktop text messaging.
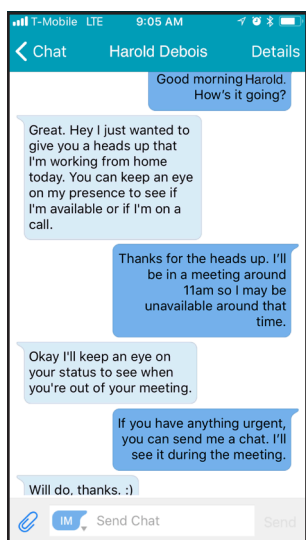
Online chat and status

Employees logged in to the Hosted Voice platform can easily see who is available or busy and send chat messages. The status functionality also integrates with Microsoft Outlook, meaning Hosted Voice will update automatically based on your employees' calendars:

Statuses that users can see are:

▶ Online

▶ Offline

▶ On the phone

▶ In a meeting

▶ Away

▶ Do not disturb

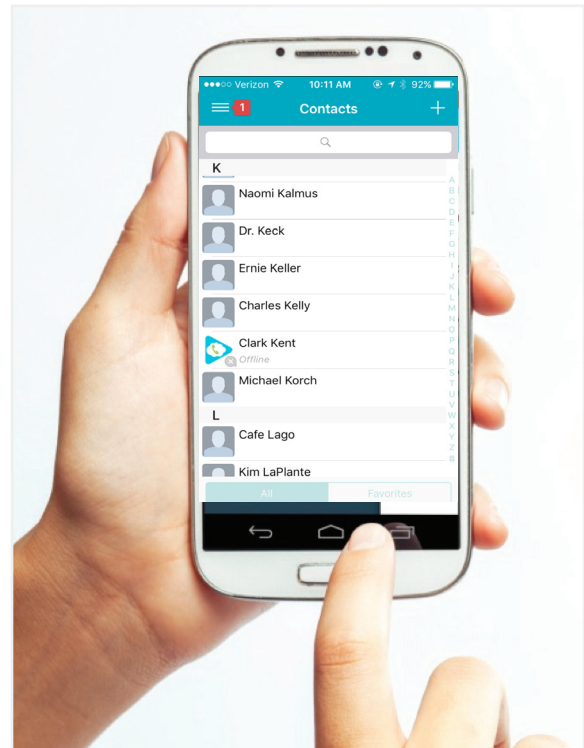*Easily see who is available or busy.*

The chat feature allows for quick internal communication.

Have a remote employee?

The power of Hosted Voice enables you to put a phone anywhere with an internet connection and have it work seamlessly with the rest of your business.

The mobile app, Wave Cloud Phone, is a great way to integrate a phone, tablet, PC or laptop in to your communications landscape. Cloud Phone integrates your mobile device with desk phone functions and enables you to send and receive calls and instant messages from any device connected to the internet. Call Jump allows you to move a call to any other device silently and seamlessly.

Mobile apps for iOS and Android allow you to access all the power of Wave Hosted Voice from anywhere, while at the same time never revealing personal cell phone information.

Wave Cloud Phone makes it easy to stay connected when you're on the go.

Powerful features

Wave Business has designed feature packages to support different user types and applications. A Common Room Seat provides standard phone functionality for common areas such as conference rooms, reception areas, and break rooms. A Premium User Seat provides advanced phone functionality for the modern worker. Every phone can be customized to support your specific business needs.
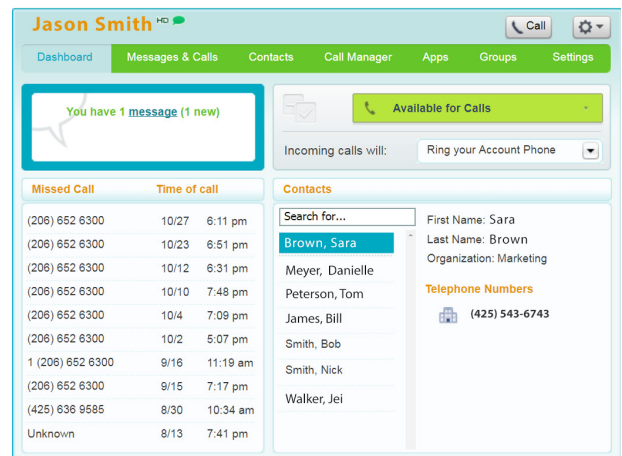
Features	Common Room Seat	Premium User Seat
Call Forwarding	√	√
Caller ID	√	√
Call Waiting	√	√
Call Hold	√	√
Call Transfer	√	√
Do Not Disturb	√	√
Call Paging Groups	√	√
Speed Dials, Short Codes, and Intercom Codes	√	√
Account Codes	√	√
Multiple Call Appearances	√	√
Call Pickup Groups		√
Call Jump		√
Find Me/Follow Me		√
Business Call Manager		√
Web Portal		√
Voicemail		√
Click to Dial		√
Wave Unified Communications Mobile		√
Wave Unified Communication Desktop		√
A la carte items		

- Easy Attendant
- Premium Attendant
- Media/Music on Hold
- Audio Conferencing
- Hunt Groups
- Overhead Paging
- Contact Center

Web portals for easy administration

Hosted Voice provides a convenient web portal that makes it easy for users to set up and change features to suit their needs.

Business Call Manager contains powerful call routing capabilities such as simultaneous ring, distinctive ring tones, and remote call forwarding. In addition to the user portals, Hosted Voice has a separate web portal for managing business-level features.

Easily manage calls and features through the web portal.

Built to last

Wave Hosted Voice delivers a best-in-class phone system that allows you to buy only what you need. We take care of the details—phones, equipment, installation, training, and ongoing service—so you can focus on your business. Best of all, we're local and available around the clock to provide any assistance you may need.

Call us today at **1-855-971-1300** to find out how Hosted Voice can help your business, or get more information at **wavebusiness.com/hostedvoice**.