



# WOW! Business Virtual Voice

## Who needs this?

### › The Road Warrior

WOW! Virtual Voice is perfect for any business that runs without an actual physical office. Perhaps you work out of your car or you may operate two or more businesses from your cell phone. You can set up Virtual Voice numbers to ring to your cell number. It allows you the flexibility to decide when to take calls and when or where to forward them.

### › New In Town

If you're moving your business to a WOW! market, Virtual Voice helps you set up communications and start establishing relationships in advance while you're building a brick and mortar location. The Virtual Voice number becomes your local number so customers think you are only a block away. When you are ready to open your local office, WOW! will be there with all the communication service you need and can port your Virtual Voice number to your main number or forward to your new local number.

### › Leaving Town

If your business is moving out of the area you can leave a local number for your customers to reach you without thinking you're no longer part of their community. We'll port your main number to WOW! Virtual Voice and those calls will follow you wherever you want them to go.

## Does your business phone resemble a 3-ring circus?

If the management of your business line is getting out of control, don't get another phone, just add a virtual number. WOW! Virtual Voice is a service that uses a Virtual Voice number to route calls to multiple lines or voice message mailboxes. Because Virtual Voice is in the cloud and not tied to any handset or desk phone equipment, you have the power to connect anywhere in the country.\*

The service includes a *Business Communication Portal* which allows you to share inbound calls among your team members and the ability to forward calls to multiple numbers at the same time, or in sequential order. You can sync your home, cell, or other phones to ring when your Virtual Voice number rings, for all phones, even if they are not WOW! phones and forward calls to any list of numbers. It also gives you the privacy to receive and forward calls without revealing your personal or business cell numbers and the flexibility to change the "forward to" number anytime.

## Combine with other WOW! Voice services

For maximum convenience and the power to customize Virtual Voice as your business dictates, consider adding additional WOW! Voice services.

### With Voicemail

- › Through the *Business Communications Portal*, you can see and check all your Voicemail messages or choose to send them to the email address of your choice.
- › Send calls to Voicemail or forward them to any one of your other numbers - you choose where and when.
- › Turn on "Do Not Disturb" to stop the phone from ringing while still receiving voice messages to your email.
- › Forward your Voicemails on to others once they're received in your email inbox.

### Add a Group Long Distance plan

- › Keep the long distance costs down by choosing a set amount of minutes for a flat rate per month with a low overage charge per minute.

### Add Fax to Email Feature\*\*

- › Send faxes to an email address as a PDF.

# WOW! Business Virtual Office

Adding WOW! Virtual Office takes Virtual Voice to a higher level. With Virtual Office you can set up greetings and route calls from, or to, your virtual number seamlessly. Building credibility from the first ring makes any small business appear like the larger company they plan to become.

## › Easy to Manage

Virtual Office gives you the control to easily manage your call settings and routing schedules from your personal web portal on any computer, in any browser.

## › Personalized Greeting

Record any message that's specific to your business, like office hours and directions with separate menus for daytime and after-hours.

## › When You're Out

Features like direct-to-extension and direct-to-voicemail keep your business running when you're not in the office.

## › Multiple Users

Virtual Office can act as your auto attendant with up to 10 Virtual Voice numbers as ports where each employee manages their own Virtual Voice number and can control how and when they can be reached.

You can create a path to sales, another for customer service, and even a third for technical help where each path leads to a different Virtual Voice number with greetings and forwarding set up by time of day and/or day of the week.

## › Client Friendly

Virtual Office is a tool for your business customers to dial your remote team members by extensions they own, plus track their inbound calls.

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## Access easy to use directions for Virtual Office at:

<https://www.wowforbusiness.com/docs/wow/product-support/virtual-office-SE-polycom-VOSP.pdf>

With WOW! Virtual Voice alone, combined with Virtual Office, or with other WOW! Voice services, you can conduct business from anywhere with a skeleton crew while maintaining the appearance of an efficiently run, abundantly staffed company. Your business phone issues are solved and the 3-ring circus is no longer in town. Call your WOW! Business representative today.