Communications Solutions
Voice, Video, and Data Connectivity

CM3 Building Solutions is a leading voice and data connectivity provider in the region.

Leveraging our own cloud-hosted solution, as well as being a 3CX certified reseller, we offer robust, reliable, and scalable connectivity options so you can stay connected with your customers and your team.

With a 24/7 helpdesk and 80+ service vehicles, we deliver the highest quality service and support for all your communications needs.

Cost-Efficiency
- » Low cost of entry
- » Volume discounts
- » Monthly, annual, & multi-year subscriptions
- » Free porting
- » Site-to-site SIP trunks

Seamless Operations
- » Geo-redundancy
- » Easy transitions
- » Feature-rich options
- » Cybersecurity & IT HelpDesk

Leading-Edge Partners

3CX   Polycom®   Yealink

Panasonic   GRANDSTREAM

Services
- » New installations
- » Expansion of existing systems
- » Repairs and replacements
- » Rentals & leasing
- » Integrations:
  (i.e., paging TEAMS, CRM systems)
- » Transitions to a new provider
- » Maintenance plans

Solutions
- » Voice Solutions
- » Call Center Management
- » Team & Contact Management
- » HIPAA-Compliant e-Fax
- » Video Conferencing
- » Texting, SMS, MMS
- » SIP Trunks
- » VoIP Paging

VOICE SOLUTIONS

» Web and desktop client
» Visual voicemail
» Call transfer

» Call parking
» Call history with recordings
» Voicemail to email
» Voicemail translation

CALL CENTER MANAGEMENT

» Multi-channel: Voice, SMS, Webchat, Email
» Queue treatments
» Dashboards and reporting
» Call recording
» Integrations: CRMs, Chatbots, Microsoft Teams, Speech recognition

CLOUD MESSAGING

» Message blasts
» Auto Reminders
» Reminders
» Drip campaigns
» Number-sharing
» Conversation history

» Multi-device sync/support
» MMS support
» Address book
» Auto replies and away message
» Mobile app (iOS and Android)
» Integrations: HubSpot, Slack, Microsoft Teams, Pipedrive, Google Chat

HIPAA-COMPLIANT E-FAX

» Supports fax-to-email and email-to-fax
» Fax server will automatically attempt delivery up to 6 times and will notify the user if the job fails
» Set delivery notification to be sent via email
» Multiple users can use the same caller ID for inbound and outbound faxing
» Users can select a caller ID from multiple fax numbers for outbound faxing
» All faxes are stored in a central repository within the PBX portal

SIP TRUNKS

» National or international plans
» CM3 Tech Team customer support
» Pay-as-you go Pricing — No Minimum Commitment
» Disaster recovery options via freeclient app
» Site-to-site SIP trunks
» Geo-redundancy

Phones
A comprehensive phone product line, including

» Desktop Phones
» Cordless Phones
» Softphone App
» Video Phones
» Extension Modules

PBXs
Voice, video, data, and mobility communications platforms in both cloud-hosted and on-premise options.

Business Conferencing
Audio and video conferencing solutions offer flexibility and ease-of-installation along with powerful features.

Networking Solutions
Powerful and secure networks with wide coverage range that feature industry-leading setup and management. Wi-Fi Access Points and Gigabit Routers offer a complete wired and WiFi solution.

Gateways and ATAs
A high-quality and manageable hybrid solution. Whether integrating analog phones for a home or office application, this wide-range of Gateways and ATAs allows users to easily integrate individual analog phones.