

Unified 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.

Services and solutions are available individually, and packages can be customized as needed.

Cost-Efficiency

- » Low cost of entry
- » Volume discounts
- » Monthly, annual, and multi-year subscriptions
- » Site-to-site SIP trunks

Seamless Operations

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

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

- » Unified Communications
- » Call / Contact Center Management
- » Texting, SMS, MMS
- » HIPAA-Compliant e-Fax
- » SIP Trunks
- » VoIP Paging

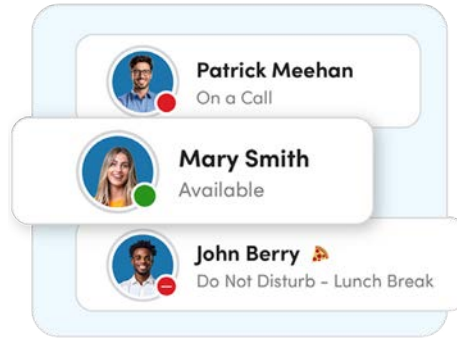
LEADING EDGE PARTNERS



STAY CONNECTED WITH YOUR CUSTOMERS AND TEAM

Empowering your remote, hybrid, and mobile workers to take their communications anywhere is crucial. Unfortunately, many softphones are unintuitive and lack essential features like presence, integrated chat, and SMS.

Our full-featured UC Client is available for mobile, web, and desktop. It is tightly integrated with our UCaaS platform to provide all the business communications features that your team needs to work from anywhere.



KEY FEATURES

Clients

- » Web
- » Desktop
- » Mobile (iOS and Android)

Voice Calls

- » Rock-solid calling that you can rely on for your organization
- » Web, Desktop, and Mobile clients
- » Visual voicemail — Play, delete, and download voicemails with optional text transcription add-on
- » Call transfer — Intuitively transfer a call (unattended or attended) to any contact
- » Call parking — Extremely efficient auto and directed call parking with intuitive call pickup page
- » Call history with recordings — View all recent calls, filter by outgoing, incoming, or missed calls; and play or download call recordings

Presence

- » Co-worker status: Easily view the availability of everyone in the company, whether they are free, on the phone (desk phone or UC client), or in do-not disturb mode, from anywhere within the application.
- » Ability for users to set custom status messages

Contact Management

- » Company, shared and personal contacts
- » Ability to add contacts from call history and voicemail

Business Texting

- » Send and receive SMS messages
- » Shared SMS — Enable users to have more than one number so they can text without having to give out their personal cell numbers, and enable numbers to be monitored and used by multiple users
- » 10DLC-compliant

Phone Options

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

PBXs

Cloud-hosted and on-premise options

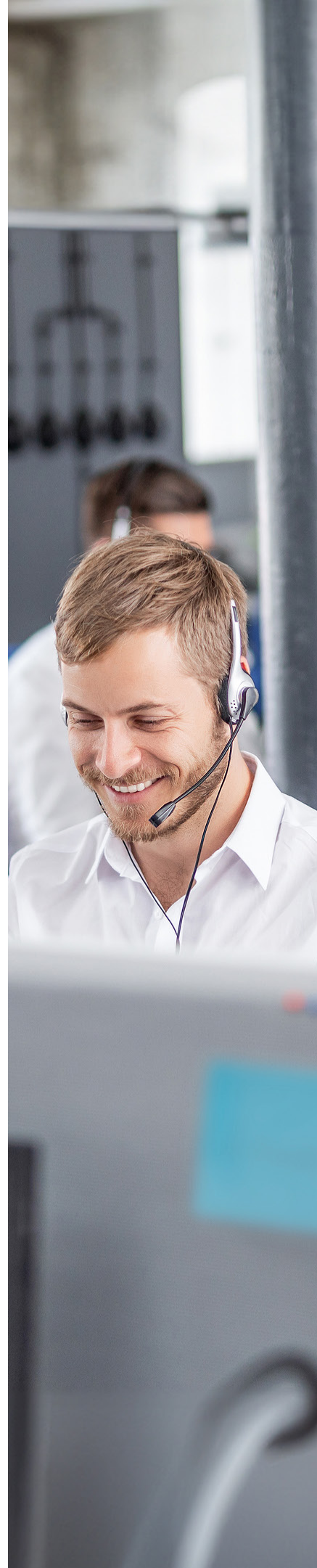
Business Conferencing

Audio and video

Networking Solutions

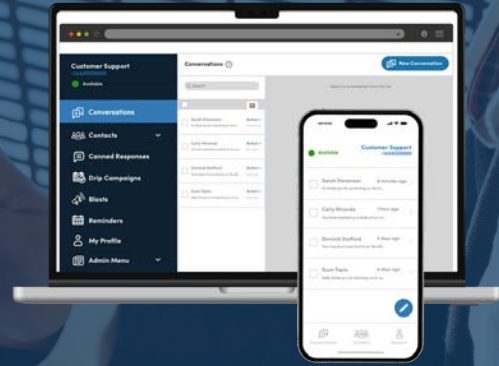
Wi-Fi Access Points and Gigabit Routers

Gateways and ATAs



STAY CONNECTED WITH YOUR CUSTOMERS VIA SMS

Research shows that the average open rate for text message marketing campaigns is 98%, compared to just 20% for email. And the average click-through rate for SMS marketing is 19% compared to 4% for email. The simple truth is companies that want more effective engagement with their customers need SMS—and our SMS enablement platform makes getting started easy.



KEY FEATURES

Message blasts

Reach a large number of users with a single message

Reminders

Send automated reminder messages

Drip campaigns

Send automated time-released communications

Number-sharing

Access multiple numbers from a single login

Conversation history

See the full history of your text threads

Multi-device sync/support

Use your account on multiple devices

MMS support

Send and receive MMS messages for a rich media experience

Address book

Separate and sync contacts across multiple devices

Keyword auto-replies with QR code generator

Send automatic replies for specific keyword inquiries

Canned responses

Respond consistently to regularly asked questions

Away message auto-responder

Easily set up a message for when you need to step away

Mobile app (iOS and Android)

Keep in touch, even when you're on the go

Help management

Provides examples and describes how to use or configure each setting

Integrations

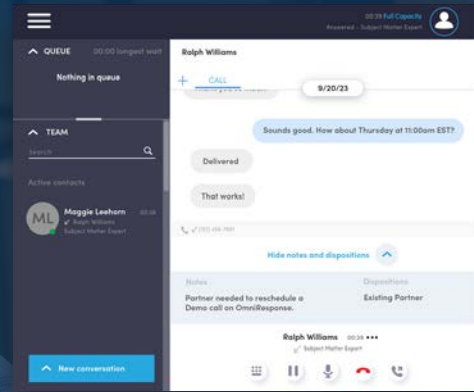
Real-time integrations with CRMs, reservation systems, webhook and other systems including HubSpot, Microsoft Teams, Slack, Pipedrive, Google Chat and more — and the list is constantly growing

Account types

User with number, numberless user (DID not required), and number only (users can share, e.g., use your DID to send/receive SMS messages or share your main number to anyone in your organization with or without a DID)

MANAGE INTERACTIONS ACROSS CHANNELS

Create a high-quality inbound and outbound communications experience for your customers and employees. Our feature-rich Contact Center solution expands on basic call center functionality to deliver advanced capabilities— such as the ability to see full customer history with each interaction, no matter if it's SMS, chat, email or voice—with a clean and intuitive interface.



KEY FEATURES

Queue Treatments

- » Skills and Language based routing
- » Queue actions / rules
- » Call back in queue (CBIQ) and Abandoned Callbacks
- » SMS Keyword Responder

Quality Assurance

- » Call recording
- » Coaching and silent monitoring
- » AI Transcription and Summarization
- » Post-call Survey

Third-party Integrations

- » Hubspot full integration, Zoho (coming soon)
- » CRM: Salesforce and more
- » Microsoft Teams
- » Cloud storage (AWS, Google, Azure, SFTP, FTPS)
- » TTS (Google, Microsoft, IBM Watson)
- » ASR (speech recognition) WFM support, Chatbot support

Channel Types

- » Voice
- » SMS
- » WebChat
- » Email
- » Facebook for Business

Dashboards and Reporting

- » Standardized reports
- » Customizable reports
- » Report subscriptions
- » Customizable dashboards
- » Real-time agent dashboard
- » Real-time queues dashboard
- » Export data for external analytics

Agent Experience

- » Web-based UX
- » Downloadable client
- » Browser-based softphone
- » PBX phone support
- » Call dispositions
- » Call notes
- » DND codes (agent state)
- » Screenpop/agent scripting support
- » Contact history display
- » Canned responses

SIP TRUNKS

- » National or international plans
- » Pay-as-you go Pricing — No Minimum Commitment
- » Disaster recovery options
- » Site-to-site SIP trunks

HIPAA-COMPLIANT E-FAX

- » Fax-to-email and email-to-fax
- » Auto attempt delivery up to 6 times
- » Delivery / failure email notification
- » Central storage repository within PBX portal