

LOUD & CLEAR

An IP Telephony / Unified Communications Newsletter for All Industries

Phone Improvement

Ten ways to improve workplace phone etiquette

Inc. 5000 3-Peat

Inc. 5000 Fastest-Growing Private Companies

FALLING FOR AVAYA

How to get the most out of your Avaya system

Lync Emoticons

10 Microsoft Lync emoticons to send to coworkers



Phone Improvement

Ten ways to improve your phone etiquette in the workplace.



1. Greet the caller professionally.

It is important to answer your business phone with an appropriate greeting. This sets an overall professional tone for the call.

2. Announce your name.

In addition to the professional greeting, it's helpful to announce your full name. It acknowledges that the caller has reached the correct number.

3. Don't text during meetings.

During meetings, it's polite to refrain from texting. Keeping your attention on the meeting will help it run smoother and more productive, and it's respectful to your coworkers.

4. Answer the phone in 3 rings.

It's best to answer the phone between two or three rings. One ring can catch the caller off guard and any more than three keeps the caller waiting.

5. Smile.

It may look and feel ridiculous, but smiling while talking on the phone makes you sound friendlier to the person on the other line.

6. Tell the person if they're on speaker.

If you need to put the caller on speaker phone, it's imperative that you tell them right away and let them know who else they're talking to.

7. Be aware of volume.

Make sure to speak in a quiet, conversational voice. Accidentally yelling on the phone can be annoying to your coworkers, as well as the person on the phone.

8. Don't leave long voicemails.

When leaving a voicemail, keep it short and to-the-point. Most people don't have time to listen to long voicemails, especially if they have to replay it to get down your information.

9. Turn your mobile device to silent.

When in your office, make sure your mobile device is turned to silent. It can be annoying and distracting to coworkers if it continues to ring while you're away from your desk.

10. Holding and transferring.

When putting someone on hold, make sure to ask them beforehand; and for transferring, let the caller know who you're transferring them to.



CONVERGED COMMUNICATION SYSTEMS RANKS ON INC.500|5000 WITH A 148% GROWTH.

Inc. Magazine Unveils Its Annual Exclusive List of America's Fastest-Growing Private Companies—the Inc.500|5000. Converged Communication Systems Ranks No. 2548 on the 2014 Inc. 500|5000 with Three-Year Sales Growth of 148 percent.

Inc. magazine today ranked Converged Communication Systems NO. 2548 on its 33rd annual Inc. 500|5000, an exclusive ranking of the nation's fastest-growing private companies. The list represents the most comprehensive look at the most important segment of the economy-America's independent entrepreneurs. Fuhu tops this year's list. Companies such as Yelp, Pandora, Timberland, Dell, Domino's Pizza, LinkedIn, Zillow, and many other well-known names gained early exposure as members of the Inc. 500|5000.

"To be on the Inc. 5000 list of the fastest-growing private companies for the 3rd year in a row is a huge accomplishment," Kevin Rubin and Steve Melchiorre, managing partners of Converged Communications, LLC, said. "It confirms that focusing on long term relationships with our clients enables us to consistently grow and allows us continue to improve our services. We're honored to be a part of such an exclusive list of well-known and successful companies such as GoPro, Bridger, Lending Club and Tough Mudder and we look forward to continuing our growth."

Converged Communication Systems (CCS) is a nationwide provider of best-in-class IP Telephony solutions and

support services for businesses of all sizes. Focusing on industry leading solutions, Converged Communication Systems provides complete telecommunication solutions to meet up simple or complex business needs. They specialize in a full range of solutions including traditional, IP, and hybrid telephone systems as well as SIP solutions, unified messaging and fax solutions.

"What surprises me, even though I know it's coming, is the sheer variety of the paths our entrepreneurs take to success, thematically reflecting how our economy has evolved," says Inc. President and Editor-In-Chief Eric Schurenberg. "This year there are far more social media and far fewer computer hardware businesses than there were, say, six years ago. But what doesn't change is the fearsome creativity unleashed by American entrepreneurship."

The annual Inc. 5000 event honoring all the companies on the list will be held from October 15 through 17, 2014 in Phoenix. Speakers include some of the greatest entrepreneurs of this and past generations, such as Michael Dell, Martha Stewart, host of the CNBC show "The Profit" Marcus Lemonis, Container Store Founder and CEO Kip Tindell, and Chobani Founder and CEO Hamdi Ulukaya.



Converged Communication Systems

Offers a portfolio of cloud and premise services including IP telephony, network services, collaboration/video, mobility, call centers, and more.

RANK	3-YR-GROWTH	2013 REVENUE	2010 REVENUE	INDUSTRY
2548	148%	\$8 M	\$3.2 M	Telecommunications
Location	Evanston, IL	Founded	2003	
Employees	48	Jobs added, prev 3 years	25	
Website	convergedsystems.com			
PREVIOUS INC. 5000 RANKINGS				
2013	#2125			
2012	#2088			

About CCS

Converged Communication Systems (CCS) is a nationwide provider of best-in-class IP Telephony solutions and support services for businesses of all sizes. Focusing on industry leading solutions, CCS provides complete telecommunication solutions to meet up to your simple or complex business needs. We specialize in a full range of solutions including traditional, IP, and hybrid telephone systems as well as SIP solutions, unified messaging and fax solutions. In addition, our expertise allows multi-location and remote/home workers to operate more efficiently via VoIP/SIP. For more information, visit <http://www.convergedsystems.com>.

Methodology

The 2014 Inc. 500|5000 is ranked according to percentage revenue growth when comparing 2010 to 2013. To qualify, companies must have been founded and generating revenue by March 31, 2010. They had to be U.S.-based, privately held, for profit, and independent--not subsidiaries or divisions of other companies--as of December 31, 2013. (Since then, a number of companies on the list have gone public or been acquired.) The minimum revenue required for 2010 is \$100,000; the minimum for 2013 is \$2 million. As always, Inc.

reserves the right to decline applicants for subjective reasons. Companies on the Inc. 500 are featured in Inc.'s September issue. They represent the top tier of the Inc. 5000, which can be found at <http://www.inc.com/5000>.

About Inc.

Founded in 1979 and acquired in 2005 by Mansueto Ventures, Inc. is the only major brand dedicated exclusively to owners and managers of growing private companies, with the aim to deliver real solutions for today's innovative company builders. Total monthly audience reach for the brand has grown significantly from 2,000,000 in 2010 to over 6,000,000 today. For more information, visit <http://www.inc.com/>. The Inc. 500|5000 is a list of the fastest-growing private companies in the nation. Started in 1982, this prestigious list of the nation's most successful private companies has become the hallmark of entrepreneurial success. The Inc. 500|5000 Conference & Awards Ceremony is an annual event that celebrates their remarkable achievements. The event also offers informative workshops, celebrated keynote speakers, and evening functions. For more information on Inc. and the Inc. 500|5000 Conference, visit <http://www.inc.com/>.

FALLING FOR AVAYA

How an Avaya service provider can help you get the most out of an Avaya system.

If your company plans to implement a new Avaya telephone system, and IT is not one of its core practices, you should outsource the job to a certified provider of Avaya services. Working with a certified Avaya provider, such as Converged Communication Systems, you have the option of receiving a broad range of value-added services that will help you get the telephone system up and running, and significantly reduce the downtime the system experiences while you use it.

Installation & Programming

Installation services is one of the most essential groups of services for companies that don't have an IT focus. In addition to designing the telephone network, the provider can install it and program the system to operate as needed. The provider can handle every aspect of the installation and programming process, from running cable to performing in-depth system checks.

End User Training

After your company's phone system is installed, you have the opportunity to receive end user training, which helps employees learn how to access and use the many functions of the system. Avaya telephone products become increasingly complex as they add new features to boost productivity. End user training teaches you how to maximize the system's functionality.

1st Day Business Support

The provider can also supply technical support on the first day of business the telephone system is used. A certified provider will have staff at your location to ensure that there are no problems with the design, installation, or programming of the system. They will also assist employees with using the different functions of the system.

Remote Monitoring

Remote monitoring is a big help to business that don't hire people to monitor the system around the clock. In addition to providing around-the-clock support, a provider of Avaya services will use elite diagnostic tools to detect and resolve network problems. Using diagnostic tools, providers are able to resolve nearly 100 percent of network issues remotely.

Onsite Support/Maintenance

Remote support can resolve problems without deploying technicians to the site of the customer. However, not every problem can be resolved with remote diagnostics. That's why you need a service provider that provides onsite support and maintenance. In addition to fixing problems with the phone system, technicians will perform scheduled maintenance on the system.

Contact Us Today

Does your company need to implement a new Avaya telephone system? If so, contact Converged Systems, an experienced provider of Avaya services. We provide companies of all sizes with a wide array of value-added services that make using and maintaining Avaya phone systems easy. For more information about our products and services, call us today toll-free at (877) 598-3999 or email sales@convergedsystems.com.

If You're Happy And You Know It...

Use a Microsoft Lync Emoticon.

Microsoft Lync is great software to improve communication within a business. While it has many useful features and tools, there's one that stands out from the rest: emoticons. Emoticons have become a standard part of text messages and social media sites, so why not at work? Here are just a few of our favorite emoticons you can utilize to let your coworkers know how you're really feeling.



Not recommended for sending to your boss, but a good choice when you're having a not-so-good day.



Whether you're asking a favor or saying thanks, the "happy smiley" is the perfect addition.



Cheer up a coworker without getting too personal with the "left hug" (or "right hug") emoticon.



This tiny "mobile phone" is a great emoticon for use in any BYOD office environment.



The "sleepy smiley" can be used to let your coworker know you might be needing another cup of coffee soon.



The snail emoticon is not only cute, but a great way to hint to a coworker that he's moving a little too slow.



The "It's a Deal" emoticon is a virtual handshake, perfect for closing any virtual deal.



Say "Happy Birthday!" to a favorite coworker with this adorable virtual birthday cake.



If your office has remote work options, let your coworker know you're working from home with this emoticon.



The pizza emoticon is for... well, pizza. Because sometimes you just really need pizza.



While not the best idea for work hours, the beer emoticon is great for an after-work happy hour invitation.



Sarcasm is hard to detect through messages, which is why the "sarcastic smiley" is incredibly helpful.

Questions? Call Us Today!

Nationwide Service

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Converged Communication Systems (CCS), an IP Telephony / Unified Communications provider and BBB Accredited Business, has been delivering best-in-class solutions for its clients for over a decade. CCS has been recognized as a Channel Partners 360° Award winner, listed on the CRN Fast Growth 150 and named to Inc. 500|5000's list of fastest growing companies in America for the second year in a row. CCS offers a portfolio of cloud and premise solutions including IP telephony (VoIP/SIP), network services (MPLS/Fiber), collaboration/video, mobility, call centers, and more. Our team of IT experts works collaboratively leveraging our unparalleled \$2.5 Million Network Operations Center to provide world class service.

