

LOUD & CLEAR

IP Telephony / Unified Communications Solutions for All Industries

6 Types of VoIP Phones

CCS RECEIVES ANOTHER AWARD!



INDUSTRY SPOTLIGHT



BUSINESS PHONE FAUX PAS

TELEPHONY FOR THE SMALL BIZ

FREE AVAYA IP OFFICE TRAINING



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.





CONVERGED COMMUNICATION SYSTEMS RANKS 11TH ON INGRAM MICRO SMB 500 WITH A 1306.89% GROWTH RATE

The SMB 500 is a benchmark for the IT industry at large. Generated by Ingram Micro's Business Intelligence Center, SMB sales team and The 2112 Group, this annual list recognizes and ranks the top 500 fastest growing Ingram Micro SMB channel partners

EVANSTON, IL, Oct. 25, 2013 – Converged Communication Systems today announced it has been named to the Ingram Micro 2013 SMB 500. The list was revealed at Ingram Micro's 2013 Fall SMB Invitational and celebrates the top 500 fastest-growing Ingram Micro U.S. channel partners focused on small and midsize businesses (SMBs). Ranked at number 11, Converged Communication Systems today grew its business with Ingram Micro Inc. (NYSE: IM), the world's largest technology distributor, by more than 1300 percent.

The Ingram Micro 2013 SMB 500 list was derived from the more than 20,000 U.S. solution providers and MSPs who work with Ingram Micro's U.S. SMB Business Unit. This year's top performers posted growth of nearly 250 percent. Developed in collaboration with Ingram Micro's Business Intelligence Center and U.S. SMB Business Unit, as well as channel research services firm The 2112 Group, the list also takes into account select criteria such as company size, overall technology category revenue growth and innovation with SMB business engagements.

"We are proud to be listed in the top two percent of Ingram's fastest-growing channel partners, especially when those considered included over 20,000 candidates," said Kevin Rubin & Steve Melchiorre, Partners of Converged Communication Systems, LLC. "To have achieved the growth and revenue benchmarks necessary to be listed above thousands of Ingram's most successful reseller customers is a great honor. We believe our ability to grow and excel during such economically challenging times is a testament to our dedication and indication of our industry potential."

"Having the right technology solutions and services in play can bring significant advantages to small and midsize businesses, and can be the difference between good and great companies," says Jamie Ferullo, director of SMB sales, Ingram Micro U.S. "Our SMB 500 list represents the 'who's who' in SMB when it comes to top-performing VARs and MSPs. We're thrilled to announce this year's winners and congratulate Converged Communication Systems today on its growth and success."

AVAYA IP OFFICE ADMIN TRAININGS

Register for Converged Communication Systems' training event on 12/12/2013



CLICK HERE TO REGISTER!

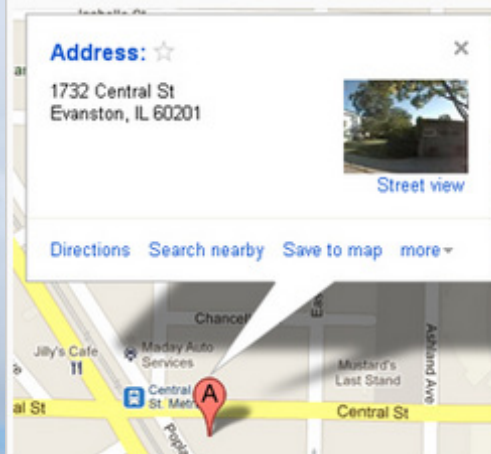
Every business grows and evolves. When you are investing in a new communications solution, the most important question is often not what will it do today, but how will it meet your needs tomorrow. Avaya IP Office is designed to keep your business growing without the need to add expensive hardware or services.

Join Converged Communication Systems and learn about how you can:

- Start with five employees and grow to 500 or 1,000 or more
- Start with one location and add as many as you want
- Easily connect home and remote workers
- Add new features and capabilities by just adding software, including: mobility, video conferencing and a full-fledged sales/customer service center

Don't miss this opportunity to network and learn how Converged Communication Systems and Avaya IP Office can lower costs and scale as needed to keep everyone connected and collaborating.

Location:
1732 Central Street, Evanston, IL 60201



We're only a few steps away from the Central Street Stop (Evanston) of the Metra – Union Pacific North Line.

DATE: Wednesday, Dec. 13, 2013
BREAKFAST SESSION: 7:45-11:00 a.m.
LUNCH SESSION: 12:00- 4:00 p.m.
LOCATION: 1732 Central Street Evanston, IL 60201

FREE BASIC AVAYA ADMIN TRAINING

***Cost for these trainings are \$399 per attendee; however, fees will be waived for the first 15 registrants!

PICK & CHOOSE

Types of VoIP Phones

You have the luxury of choosing from the many different types of VoIP phones available, so why try to fit a square peg in a round hole? Each type serves a different purpose or enables certain action making them all valuable pieces to a complete VoIP deployment.

Desktop VoIP Phones

Desktop phones are your standard business class VoIP phone. They connect to your VoIP phone system or service provider through Ethernet. These come with all of the features you will need when stationed at your desk.

Soft

A soft phone is a software application that is installed onto your desktop or laptop computer. It allows you to complete phone calls from your PC. Soft phones are great for remote/travelling employees, mobile professionals and even call centers as they can be extremely inexpensive.

USB

USB phones hook directly to your computer using your USB jack. You can use a USB phone along with a soft phone application such as Skype.

Wireless

Wireless IP phones have a built-in Wi-Fi or DECT transceiver unit that connects to an access point or base station wherever you are. Because of this, you are able to move freely around your home and office during calls. You can also send and receive calls from a hot spot!

Video

Video phones are essentially IP phones with an additional video feature. It uses a small camera that is attached to the unit. Video phones are a great substitute for in-person meetings. This saves on travel expenses and is a convenient way to keep in touch no matter where your contacts are located.

Conference

IP conference phones are typically used in large offices and conference rooms where multi-party phone calls take place. Quality conference phones result in productive group meetings with multiple remote participants.



MANAGED TELEPHONE SYSTEMS FOR SMALL BUSINESSES

No matter what industry your small business falls under, telephone communication plays a vital role in ensuring your business' success. It is important to provide your team with a reliable and secure communication system through which they can conduct business. Acquiring a sophisticated telephone system maintained by experts gives your small business a competitive edge in a variety of ways.

COMMON RESOURCES

Having one managed telephone system allows all of your business' employees to communicate in one cohesive way with shared voice capabilities and practices. Your team gains access to seamless conferencing, transferring, caller ID, voicemail, and more. Having these common resources helps your business run more smoothly by allowing effective communication both internally and externally.

CUT COSTS

Communication costs are an integral part of any small business' budget. Making the transition from independent phones to an integrated system alleviates costs by aggregating individual lines, in turn simplifying the processing of monthly telephone invoices. It will also make it easier to evaluate your monthly charges and identify any problematic calling patterns, such as an employee making unauthorized personal calls during company time.

EASY EXPANSION

Managed phone systems can grow along with your company. Instead of adding individual phone lines every time you gain a new employee, an integrated system allows your company to add employees seamlessly to your system. Starting with a small dedicated phone system that fits your needs helps control costs during your business' precarious start-up phase. With rapid growth, you can move to a larger system specifically designed for more employees, plus a variety of additional features.

ADVANCED FEATURES

When you decide to invest in a managed telephone system, you have the ability to design and customize the system's features to meet your unique needs. Most modern telephone systems include basic features like voicemail, caller ID and automatic call forwarding, however advanced features like mobility and collaboration tools can take your businesses to the next level. For instance, the ability to "twin" an office phone link to a cell phone can be especially valuable for busy salespeople on the go.



INDUSTRY SPOTLIGHT: *Telephony for Restaurants*

Whether you own a small mom-and-pop diner or a nationwide franchise, your telephone system plays an integral role in the success of your business. There are four primary types of phone systems, each with characteristics to meet your business' unique budget and needs.

KSU TELEPHONES

Key service unit (KSU) telephones are specialized telephones that are hard-wired into place. They connect to one central unit that can be located in a utility closet or other accessible area of the building. The unit is then connected to your telephone provider's equipment. If you have a large restaurant and need between 5 and 40 telephone lines with multiple internal extensions, a KSU system would definitely suit your needs.

NON-KSU TELEPHONES

Whether you know it or not, your home probably uses a non-KSU system. If your restaurant is wired for telephone service and you have successfully activated service with a local telephone company, non-KSU systems are an option. If your restaurant is very small, needs less than four lines and is on a very tight budget, this type of system could work for you.

PBX SYSTEMS

If you own a franchise with multiple locations or just a very large restaurant, you can consider a private branch exchange (PBX) system as a viable option. Similar to KSU systems, a PBX system networks all phone lines for one business together and must be installed and serviced by a professional. Unlike a KSU system, you can install a single PBX system to cover multiple locations of a business or more than the 40 lines than a KSU system can handle.

VOIP SYSTEMS

Voice over Internet Protocol (VoIP) phone service allows you to make phone calls using an Internet connection instead of relying on traditional telephone service. VoIP telephone service companies like CCS offer lower rates than traditional phone service and can cover both home and business clients. Rather than directing all calls to the host stand automatically, a VoIP system intercepts calls and automatically provides simple logistical information such as restaurant hours, directions, and location.



Hold the Phone!

The Do's and Don'ts of Business Telephone Etiquette

All businesses involve voice communication whether internal, external, or both. First impressions are often achieved over the phone and shape the face of your company as a whole. Whether interacting with customer, clients, suppliers, or fellow employees, your ability to effectively communicate via phone is a crucial skill. Here are a few tips to help your business present the most professional and competent appearance to callers.

Welcoming Callers

Clients inherently evaluate a business' competency based upon the first few seconds of interaction with a representative. Answering the call in a timely manner and starting with a pleasant and professional greeting begins the conversation on a positive note. When a caller has a favorable impression right away, they are more likely to want to continue the call- potentially resulting in a business transaction. Telephone etiquette policies, including an official greeting, can make all the difference when it comes to your company's image.

Absent Workers and Messages

Training the employees to create a formal phone message for vacation or absence due to illness significantly improve your professional image individually and as an organization. It's also good to note that there's no need to disclose reasons for employee absence within these out-of-office messages. Simply stating the name of the employee, time away from the office and the specific return date meets the client's needs.

Holding and Transfers

It is important for your staff to have a general understanding of telephone system operation in your office. Frequent errors such as dropped calls, erroneous transfers, and prolonged hold periods reflect poorly on your organization. Continuously distributing updated telephone extension information to all employees can also prevent the appearance of inexperienced representatives. Setting basic policies that limit hold times and creating telephone operation proficiency tests for all staff members at your small business helps eliminate misuse.

Taking and Returning Calls

Frequently unanswered or unreturned calls label your business as unreliable and unprofessional. Providing a 'backup' contact for each employee in case of an urgent issues shows that your team takes clients and customers seriously. Also, providing updated staff backup lists to all employees ensures the client calls transfer to the appropriate office for immediate assistance. A customer waiting to buy services may turn to your competition when your company representatives are unavailable.



Questions? Call Us Today!

Nationwide Service

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