

# Your Business Blooms with FloralProfitCenter™

## Telephone Systems and Call Center Applications for Florists



Alternate Access® brings you Innovative, Integrated Communication Solutions that optimize floral agents productivity and render outstanding customer service. Our Floral ProfitCenter™ solution combines TeleVantage® IP-PBX call handling and voice communication with complimentary communication technologies, floral industry applications and an understanding of floral shops' requirements.

### Software-based Phone Systems

TeleVantage® is an open systems IP-PBX that delivers unprecedented communications capabilities to small and medium-sized florists. The flexible software feature set makes it easy to customize and administer, allowing businesses to improve customer service and enhance floral agent productivity.

- ✓ Full PBX functionality
- ✓ VOIP Enabled
- ✓ Custom Integration with MAS™ Point of Sale System
- ✓ Powerful call control
- ✓ Full-featured voice mail
- ✓ "Follow-me" call forwarding
- ✓ Multi-level auto-attendants
- ✓ Point-and-click administration
- ✓ Internet-ready
- ✓ Remote access from anywhere
- ✓ Extendable, open, and standards-based

### Web Collaboration and Conferencing

Web collaboration and conferencing can open up a whole new territory for your business—without the time or expense associated with travel. This easy-to-use solution allows people anywhere to connect in seconds to hear and view the sample arrangements or proposals you've prepared.

- ✓ View, annotate, or edit documents
- ✓ Hold online meetings
- ✓ Transfer files
- ✓ Video conferencing

### Interactive Voice Response (IVR) Systems

IVR opens up a whole new world of possibilities for florists. During normal operating hours, businesses use IVR systems to get information to customers faster, while reducing traditional call-handling costs by as much as 95 percent. During non-business hours, IVR systems continue to serve customers at their convenience with 'round-the-clock customer care.

- ✓ Route calls quickly and efficiently
- ✓ Provide 24x7 service to customers
- ✓ Automate appointment and overdue payment reminders
- ✓ Conduct polls or surveys
- ✓ Offload staff for more critical tasks
- ✓ Custom-built applications available

### Telephones, Headsets & Specialty Phones

From desk sets and cordless phones to high quality voice conferencing telephones; we can provide the right communication tools to meet your business need and your budget.

We carry a broad offering of commercial-quality, secure wireless and corded hands-free devices for call center, office and mobile workers from the top solution providers in the global market.

- ✓ Hands-free advantage
- ✓ Multi-tasking efficiency
- ✓ Mobility
- ✓ Ergonomic benefits



# FloralProfitCenter™

## Unified Messaging

Phone messages, faxes, email, appointment calendar, contact list... sometimes it's hard to keep up with them all! Mobile workers often find it altogether impossible to keep up. But it doesn't have to be that way. With a unified messaging solution, checking messages, responding to and organizing customer communications can be whole lot easier. Studies have indicated that office staff can save about 50 percent of their time using unified messaging in place of traditional communication methods. Results are even more impressive for mobile workers.

- ✓ Open Outlook to check email, fax, and voice mail
- ✓ Have email read to you
- ✓ Access contacts and confirm appointments by phone
- ✓ Respond to both email and voice messages by phone
- ✓ Move all forms of communication into a project or customer folder for future reference

## Fax Servers

With a fax server solution, sending and receiving faxes can be paperless, simple, fast, and automatically documented. If your shop has been relying on traditional fax machines, it's time to understand how a fax server solution can help reduce costs, improve confidentiality, productivity, and enhance customer service.

- ✓ Send and receive faxes from your desktop or remote location
- ✓ Save on paper, toner, time, and labor
- ✓ Ensure confidentiality and security
- ✓ Route, forward, store, delete, and print faxes just like other electronic documents

## Integration, Installation and Support

Alternate Access supports TeleVantage IP-PBX phone systems which integrate with MAS and other industry software. Custom IVR applications and software integrations can be provided when appropriate.

Our 360 degree, customer centric method of service means we go full circle with you through discovery, consultation, design, and implementation, and remain available to support you as your floral business blooms.