

DID YOU KNOW **loop** communications CAN DO THIS?

The Most Favored Features of 2020

SOFTPHONE DESKTOP + MOBILE APP

The application can be installed on the desktop, laptop computers, or any mobile device. With connectivity, voice calls can be made using your office extension, while out and about. Transfer, conference, park calls, etc. as if sitting at the desk, while protecting personal device information. Learn more about Click-to-Call and Call Pop on our [desktop app](#).



CRM & VOIP INTEGRATION

Connect CRM accounts with your business phone system to exchange data between the two platforms. View popup alerts on your computer for all inbound calls, showing the ID info of the caller. The user can click on the desktop popup or answer the phone, and the system automatically opens the related company or contact information page in the CRM platform. [Learn more here!](#)

VOICEMAIL TO EMAIL

We set up extensions at your office to have audio (.wav) files of voicemails sent immediately to the phone extension's corresponding email addresses. When the email comes in, the audio file will be attached, so you can listen to the message or you can read the call's transcript. Missing calls while out of the office is never a problem again. [Read more here!](#)



CALL CENTER QUEUE REPORTS

It's now easier to understand and improve your call center efficiency with call queue reports. Some of the most popular reports are looking at call data by queue, by time of day, by day of week, and by agent. Or can answer questions like: What's the average wait time for a call? [Learn more here!](#)

CALL FOR A FREE EVALUATION: 800-586-0320

Learn More at www.loopcommunications.com/business-phone-system-features/