



## Loop Communications | Business Phone Systems

Here at (INSERT BUSINESS NAME), we have partnered with Loop Communications to provide our customers with fully managed hosted phone systems for businesses in the United States and Canada. Loop's core focus is to provide attentive and exceptional customer service. They handle all onboarding, maintenance, technical changes, updates, and troubleshooting. Their support team excels in customer service and you'll likely speak with the same quality tech supports when you call in, how nice is that? Loop never requires a long-term contract and strives to keep their customers happy everyday. Check out their customer's testimonials or learn more about the business phone system features.

### What are the top 3 benefits of Business VoIP with Loop?

#### Save 40-60% Per Month

Customers save an average of 40-60% per month over a traditional landline, as Loop charges just \$17 per month for an extension. No matter how many extensions or where they may be, each extension is only \$17 per month. You pay the same price regardless of how many calls are made or received, or how many features you use or ignore.

#### No Long-Term Contract

The industry average is to lock customers into three-year contracts. With Loop, you aren't shackled to bad customer service with a long-term contract. They provide great service so that you never have to worry. No traps or tricks because they work hard every day to make sure you want to stay.

#### Passionate Support

We treat our customers as partners, and it shows. We take the time up front to understand and evaluate a customer's environment to ensure the most successful implementation. We are dedicated to answering every question, helping with every step of a transition, and considering every detail from the customer's perspective.

### If you are looking for features, we've got you covered!

Loop's business phone service was designed from the ground up to be flexible, reliable and most of all, customer-focused. The result is an enterprise-class, cloud-based business phone system that works around your needs rather than the limitations of antiquated hardware or constraining policies. See below for a list of top features available with your VoIP service agreement.

**Automated Attendant**—your customers' ticket to increase efficiency by eliminating the need for a live receptionist. Incoming calls are routed to desired extensions based on rules or criteria outlined by your customers and set-up by Loop's support team. With this feature, customers can pre-record messages, select on-hold music options, and customize the way they handle all their business's call traffic—for more information on this feature visit here.

**Call Forwarding**—is a very popular feature that allows your customer's calls to always be attended to and never ignored. We aren't always in the office to get things done! Inbound calls are automatically redirected to another extension or even a cell-phone number—a great option for business owners who want to go mobile, away from the desk phone, and not miss out on any sales leads. Learn more here!

**Call Parking**—This feature works great if you need to move from place to place. Customers can park calls, walk to another colleague's office, and pick the call up wherever they need to be—and include multiple people on the call. The caller will also listen to on-hold music while waiting. If no one picks up after a pre-set time, the call will ring back the original extension that parked the call. Read more here.

**Call recording**—comes in handy when a conversation includes a lot of details that may need recording—maybe for quality assurances, training, or reference purposes. Customers who are traveling away from their office can even record a call on-the-go, alleviating the worry to take meticulous notes—the call can simply be played back. Learn more details here.

**Caller ID**—provides important information on incoming calls before your team addresses the call—commonly includes the user's name and company name. With this feature, customers can easily block anonymous or unknown calls. For more information on outbound caller ID's click here.

**SMS Texting to Email**—also known as business text messaging lets customers send unlimited texts from their local business phone numbers instead of a personal cell-phone number. The text messaging back and forth transmits via email, is undetectable as "texting," and provides ultimate flexibility to stay connected with anyone, anytime, anywhere. For more details click here.

**Softphone App**—allows customers to access communication features with efficiency through a single application that can be installed on the desktop, laptop computers, or mobile devices. Multiple features can be easily set-up within the app to direct incoming calls and make sure they are covered by employees if one person is unavailable. Learn more about Click-to-Call and Call Pop on our desktop app.

**CRM Integration**—allows cloud VoIP providers, like Loop Communications to connect CRM accounts with your customer's business phone systems and exchange data between the two platforms. Currently, Loop Communication's VoIP business phone system integrates with:

- Salesforce
- Connectwise
- AMS 360
- QQ Catalyst

Customers can easily view a popup alert on their computer for all inbound calls, showing the ID info of the caller. For incoming calls, the user can click on the desktop popup or answer the phone, and the system will automatically open the related company or contact information page in the CRM platform. Learn more here!

**Voicemail to Email**—We set up extensions at your customer's 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, enabling the recipient to listen to the message and respond to the caller. Missing calls while out of the office is never a problem again. Read more here!

**Call Center Queue Reports**—help customers make it easier to understand and improve their call center efficiency. These reports can be sorted in many ways to give your customers a better gauge of their call center activity. Some examples of that are displaying by queue, by time, by service level (length of call), and by an agent. What's the average wait time for a call? Read more here.

For a full list of VoIP features, [click here.](#)

#### Unlimited Calling

Unlimited calling includes local and long-distance within the United States, no surprises.

#### No Maintenance

The phone system is fully hosted and managed by us, so no maintenance costs to worry about.

#### Call Routing

You control call routing. Create inbound call plans to match your business needs.

#### Location Flexibility

Direct Dial other locations or have one number route to multiple locations. Freedom to match your business.

### Quality Products



For a full list of VoIP Phone System products, [click here.](#)

### Awards

