

# Jenne is Your Cloud Services Brokerage for **GigTel**



GigTel custom designs cost-effective communication solutions with an emphasis on unparalleled customer service and support. GigTel's telecommunications background has helped them develop a VoIP system equipped with a wide range of advanced business features. Their mobile app allows employees to make and answer work line calls from anywhere on the globe while GigTel's virtual dashboard provides detailed call statistics for call centers. GigTel also ensures your phones can transcribe your voicemails directly to your email inbox, answer calls when you can't, and automatically transfer or reroute your overflow calls to other extensions, numbers, or offices.

## Unified Communications as a Service (UCaaS)

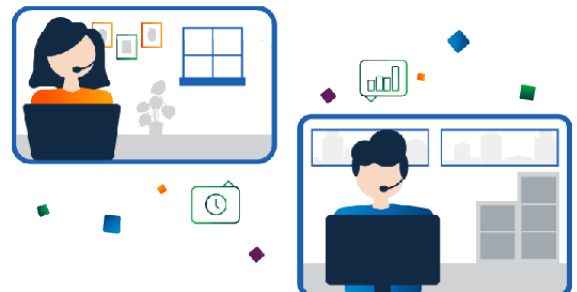
GigTel is a true end-to-end solution that can perform the functions you would otherwise need several vendors to fulfill. In addition to a robust set of communication and collaboration services, GigTel features seamless integration across devices including desk phones, computers, and Smartphones. Unlimited, US-based support is included at no additional cost, along with transitioning of your service, porting of your phone numbers, and ongoing upgrades and maintenance.



## Contact Center as a Service (CCaaS)

The cloud-hosted contact center that streamlines your agents' work and maximizes your customers' experience.

- > A user-friendly interface for managing agents, teams, calls, and performance analytics.
- > Advanced training features such as call monitoring, recording, and whisper coaching.
- > Seamless integration with a wide range of CRM tools, including Salesforce<sup>®</sup>, Zendesk, Sugar, Bullhorn, Zoho, Microsoft Dynamics, and many others.
- > Mobile access to full contact center functionality for agents working remotely.
- > Actionable analytics to help you optimize your call center operations.



## GigTel Voice Over IP Service (VoIP)

GigTel's cloud business phone system eliminates expensive on-premises equipment, provides business-ready phones, and delivers enterprise-class functionality. GigTel's Voice over IP (VoIP) extends well beyond traditional phone service. In addition to being a business phone solution, users gain access to a complete suite of communication and collaboration services.



**Use GigTel as your business phone, business SMS, video, and fax system and get:**

- > One system for multiple locations and mobile employees
- > Keep your current phone number or start a new one
- > Best value with an all-inclusive, low fixed monthly cost

GigTel VoIP is a feature-rich business communication solution for businesses of all sizes.



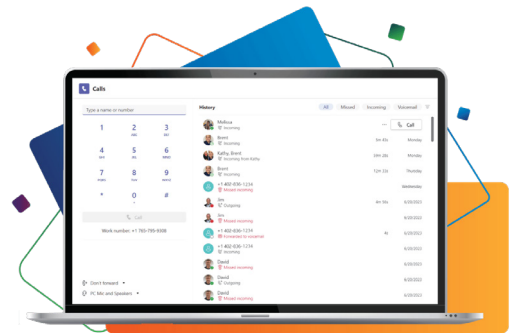
### Benefits of our VoIP Solution

Everything you need to get work done and connect with your customers faster, easier, and in one simple platform.

- > Support your customers and sell more on the go with a truly mobile business office phone that you can access from anywhere.
- > Easily manage your users across locations through a single, intuitive management portal.
- > Allocate your resources effectively and save your organization money by having a tailored suite designed to meet your specific needs.

## GigTel Connect (Teams Integration)

GigTel Connect brings you the convenience of a GigTel soft-phone within the Microsoft Teams interface. Use the Microsoft Teams dial pad to make GigTel calls internally and externally, all from the convenience of your computer or mobile device.



### Benefits of GigTel Connect

- > **Extended Functionality:** GigTel's capabilities have been enhanced with the Teams interface, allowing you to enjoy all the familiar features and functionalities you love about GigTel directly within Teams.
- > **Connect with Ease:** Utilize Microsoft Teams just like you would the GigTel portal or mobile app, enabling seamless communication with clients, colleagues, leads, and more through the Microsoft Teams dial pad.
- > **Two Systems in One:** Now, enjoy the combined power of Microsoft Teams and GigTel, accessing the GigTel portal effortlessly through your Teams interface.
- > **Go Mobile:** Stay connected on the move with GigTel Connect using the Teams mobile app. Effortlessly make and receive calls by utilizing the dial pad.

## Optional Add-Ons

While GigTel is an enterprise-grade, all-inclusive solution (just choose “with” or “without” video collaboration!), periodically, we identify market demands for complimentary services. These services are specific products with which you can extend the functionality of your GigTel service.



### Why Add-ons Through GigTel

- > Single-Source Vendor – Simplifies contract and vendor relations.
- > US-Based, Unlimited Support – One team to support a range of support needs.
- > Fully managed Integration – Tested and managed to ensure a seamless experience.



eFax



Integrations



Marketing on Hold



Phones



SIP Trunking

# GigTel