CX CONNECT

AIS BUFFALO

Unified Communications

Secure & Reliable Hosted VoIP

- Active/Active Redundancy
- Mobile Softphone Standard
- Domestic Usage Included
- Caller ID Name & Number
- Voice Mail with Forward to Email
- PC Web Phone Standard
- User Portal with Drop down Menus
- Speech Transcription Standard
- Built-in Call Reporting
- Call Quality Monitoring
- Fully Managed Platform
- Inventory & Resource Tracking
- Call Center Operation
- Call Recording Options
- Built-in networking
- Remote Users, iOS, Android options

Superior Business Communications

AIS Buffalo's CX Connect system is the choice of businesses large and small. Housed in four (4) geographically diverse datacenters, CX Connect is "always on". Flexibility is a key component of our solution as users may select from an entry level feature set, or our powerful Enterprise profile. Supported by AIS Buffalo, all installation is provided by a team of WNY employees committed to delivery of excellent service.

You may choose a subscription model with device rental or opt to purchase equipment. In either case, you receive the same portfolio of features and applications, and identical support.

You get all common phone system features you would expect, and great productivity tools such as mobile softphone, unified messaging, administrative reporting, and options for Microsoft Office 365/Teams integration, CRM integration, call recording, and video options. Your AIS team will help guide you through your alternatives for voice & data security, including remote device connectivity, antivirus, network assessments, cyber, disaster recovery, asset tracking and more. CX-Connect is easy to install, easy to maintain, and easy to use.

Attractive & Highly Functional Desktop Devices

Purchase, Rent or Bring your Own

Go Wireless

- Cordless DECT
- Bluetooth Handset & Headset

Integrate

- MS Teams Integration
- CX Connect Portal in Teams
- PBX Softkeys in Teams

Microsoft Teams

CX Connect – Unique Performance

True Unified Messaging & SMS Texting: Retrieve voice messages from your office phone, a smart device, your PC/laptop. Options to send and receive SMS Text Messages available.

Virtual Receptionist: Answer live or use our virtual receptionist with pre-set greetings. Select specific messages (IVRs) based on number dialed, time of day.

Mobile Applications: Take advantage of CX-Connect versatility and have your calls ring multiple devices. Answer the call wherever you are, and make calls from your smartphone (using your office Caller ID), or Web phone on your PC/laptop. CX-Connect allows multiple, shared devices.

Panic Button: A single button that instantly dials multiple programmed numbers and plays a pre-recorded message to the recipients. The phone then goes into a broadcast-only mode, allowing the people on the receiving end to note the location of the call, and hear what is transpiring in the room.

Video Meetings
Facilitate up to a 25 person video conference including Video, Voice, Text Chat and Screen Sharing.

Call Center
Set up call queues for offices with longer than normal holding times. Comes with detailed reporting.

Call Recordings
Store call recordings for up to one year, and access them directly from your web phone.

CRM Integration
Integrate with over 200+ CRMs including Salesforce, Hubspot, ConnectWise and more.

Mobile App
Chat, SMS, see if colleagues are online, and adjust answering rules all while you're on the go.

Automated Attendants
Automatically greet callers and route them anywhere. Easily customizable through the web portal.

Fax to Email
Full HIPAA compliant solutions with the ability to send and receive faxes from your email or our online portal.

Voicemail to Email
Have voicemails delivered right to your email, complete with caller ID, .wav file, and full text transcription of the voicemail.

AIS Buffalo

- Serving WNY since 1988
- Locally Owned & Operated
- Experienced Technical Support
- Complete Installation & Training
- Carrier Services Management
- Around the Clock System Monitoring
- Complete IT Portfolio
- Managed Services

AIS
ALTERNATIVE INFORMATION SYSTEMS

CX CONNECT