



 **crexendo**  
VIP  
Video • Interactions • Phone

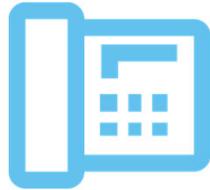
The  
Communication  
Platform For How  
You Work Today

# Why choose Crexendo ?

- Provides voice and collaboration just like the others
- 100% uptime – 3 active data centers
- US Based technical support- this has proven to be very helpful to customers when troubleshooting issues
- E911 location down to the room level - sends the room location of where the 911 call originated
- Speech Auto Attendant capability-allows callers the ability to speak the name or department they seek
- Ease of button programming for telephones- template and bulk edit functions
- Live Corporate Trainer – unlimited interactive webinar training sessions
- Brilliantly Simple Administration Interface
- Provides CRM integration and Contact Center just like the others

# Unlock VIP Productivity, Efficiency & Flexibility

Leveraging the Fastest Growing UCaaS Platform in America\*Frost and Sullivan 2021



## Phone

Choose mobile, browser-based or traditional desk phone, or combine all three together



## Interactions

Voice Mail, Fax, Messaging, SMS, Team Chat, and over 350 powerful integrations



## Video

HD-quality one-to-one, group, and webinar-style meetings for up to 200 attendees



- The VIP Platform is hosted in the world's highest-rated geo-redundant data centers that are Tier 5, Exascale sites powered by 100% green energy
- We back our user experience with 100% US-based support available 24/7/365
- Secure and reliable – our software is trusted by over 2.5 million users globally



# Award-Winning Solutions

## Crexendo is the #1 ranked High Performer for VoIP Providers on G2.com\*

**Contact Center**

**High Performer**  
SUMMER 2022

**VoIP**

<b>High Performer</b> SUMMER 2022 Mid-Market	<b>High Performer</b> SUMMER 2022 Small Business	<b>High Performer</b> SUMMER 2022 Small Business	<b>Best Support</b> SUMMER 2022 Small Business	<b>Easiest To Do Business With</b> SUMMER 2022 Small Business
<b>Easiest To Use</b> SUMMER 2022 Small Business	<b>Easiest To Use</b> SUMMER 2022 Small Business	<b>Best Meets Requirements</b> SUMMER 2022 Small Business	<b>Best Meets Requirements</b> SUMMER 2022 Small Business	<b>Users Most Likely To Recommend</b> SUMMER 2022 Small Business



### G2.com Crexendo User Ratings:



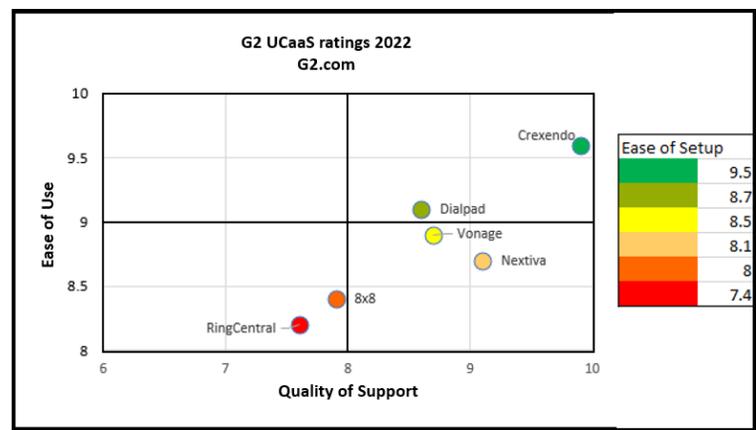
**Ease of Use**  
VoIP Average: 8.8



**Ease of Setup**  
VoIP Average: 8.3



**Quality of Support**  
VoIP Average: 8.6



\* Ranked at 4.9 out of 5 - Spring and Summer 2022 Survey Period: G2.com

# Advanced VIP Desk Phones

## Delivering a Dynamic Business Phone Experience

- Manage your communications over multiple devices including the mobile device(s) of your choice (Android or iOS)
- Access the latest high-quality desk phones delivering HD quality audio on the handset and speaker
  - Dual Port Gigabit Ethernet
  - Built-in 2.4G and 5G Wi-Fi
  - Built-in Bluetooth and USB
  - Power Over Ethernet capable
- **All desk phones are backed by our Lifetime Warranty**
- Add conference phones for meeting rooms and cordless devices for portable environment use



## FEATURED DEVICES



T57W



T58W



T58W PRO



CX530



CX540

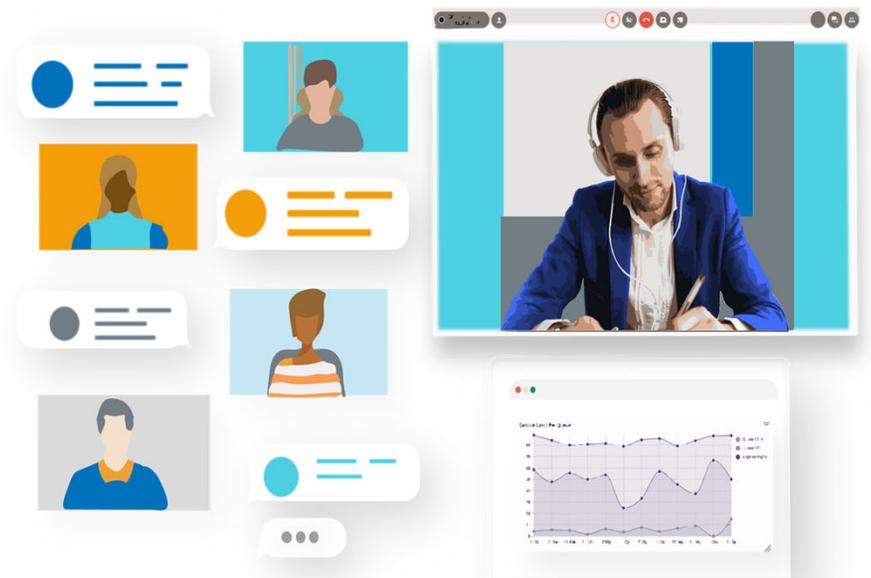


Conference, Cordless  
and Accessories

# Superior VIP Interactions

## Choose How You Get Your Message Across

- Integrated Chat, SMS and Team Messaging functions with Instant Messaging and Persistent Chat capabilities
- **Powerful Auto Attendant capabilities with Text to Speech, Callback in Queue and Integrated Voice Response options**
- Robust messaging options including Voice Mail Transcription, Fax, Speech to Text and more
- Optional integration into Microsoft Teams to leverage broadly deployed, common messaging tools





# Next-Level VIP Video Collaboration

## Face to Face from the Location of Your Choice

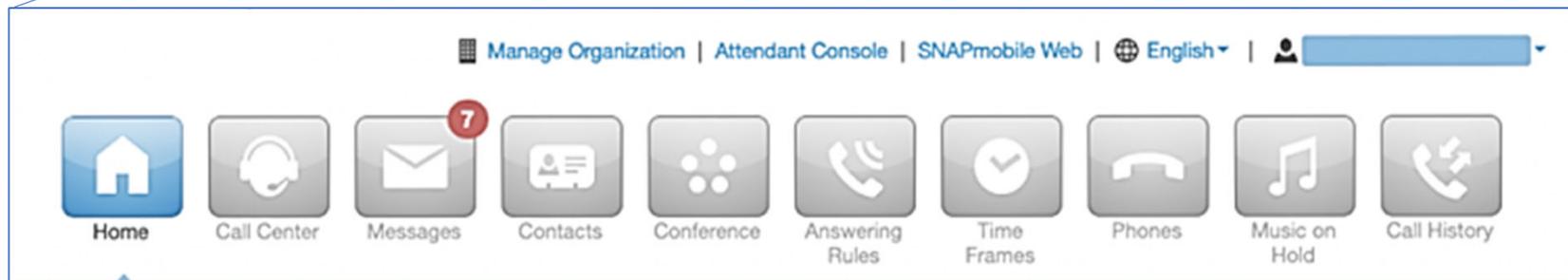
- HD quality video with built in media recording, screen share, group chat, persistent messaging, file sharing, and more productivity tools
- On-demand or ad hoc meeting capabilities, along with reserved “rooms” for regular team meetings with up to 25 attendees
- Webinar events for large group sessions hosting up to 200 attendees and up to six presenters
- Built-in audio bridge functionality combines video with audio-only capabilities to support one-click join from the device and method of your choice



# Simple VIP Management

## Intuitive, Real-Time Administration

- Easy to use portal-based Administrator or Site Manager features to manage and scale your organization simply
- Role-based portal access
- Robust Analytics and reporting
- Access your management interface from any device with web access



# Versatile VIP Integrations

## Leverage Your Business Intelligence

- The VIP platform integrates into over 60 standard business applications and features over 350 enhanced application integrations to leverage your existing business intelligence
- 60 Browser-based standard integrations means no local installs or added programs to administer for easy management featuring Real-time screen pop display of caller and account information and click to call capabilities
- Enhanced Integrations feature a local software install to deliver deeper integration into over 350 applications including additional enhanced capabilities
- Both leverage data from your integrated business SaaS applications for maximum productivity



Microsoft Teams



Salesforce



Sugar



Hubspot



Freshdesk



Zendesk



Accelo



AgencyBloc



Drift



eLead



Flywheel



Infusionsoft



Keap



Stripe

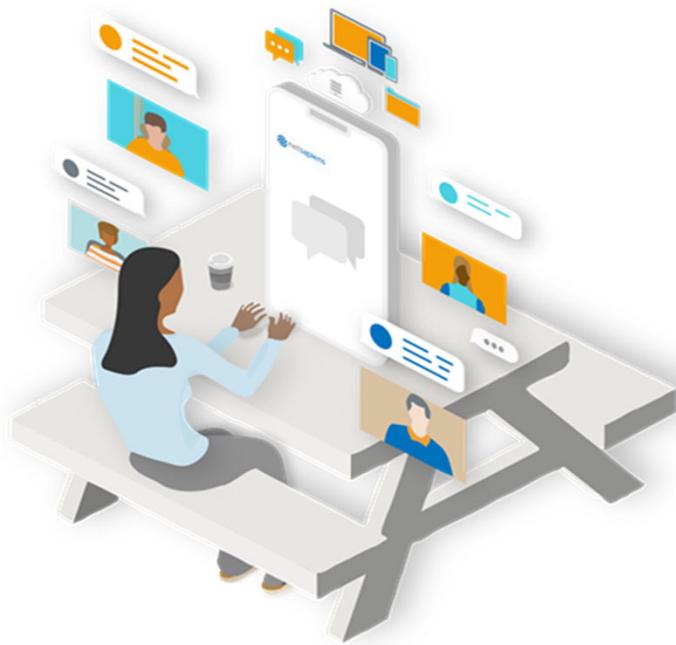


Trello

**350+ Integrations!**

# Elevated VIP Contact Center

Raise Your Customers' Experience to New Heights



- Expanded Auto Attendant, Customizable Queueing, Interactive Voice Response, Callback in Queue, and Speech recognition enabled self-service for increased customer satisfaction
- Additional Channels with SMS, SMS Queueing and other messaging services
- Extensive Supervisor capabilities for improved Agent quality management and coaching
- Real Time Dashboarding and Analytics combined with robust historical reporting to track trends and improve your Contact Center performance

# The VIP Difference

It All Adds Up to a Better Communications Solution for Your Organization



## Video

Collaborate in HD quality with up to 200 attendees.



## Interactions

Streamline workflows through Voice Mail, SMS, Chat, and more.



## Phone

Use the device of your choice for HD business communications.



## Contact Center

Powerful, native customer experience management tools.



## Integrations

Integrate into over 350 leading business applications



## Dependability

The 100% Uptime Guarantee assures rock-solid reliability.



## Efficiency

Streamline your communications to work more effectively.



## Recognition

Leverage a recognized, award-winning platform.



## Simplicity

Easy, portal-based management and intuitive interface.



# Thank you!

 **crexendo**  
VIP  
Video • Interactions • Phone

# Streamlined Workflow

## Work More Efficiently and Get More Done

- Combine all interactions including voice, messaging, fax, conferencing and video meetings
- Use the device of your choice: mobile phone, web browser, a traditional desk phone, the VIP platform attendant console, tablet or a combination of the above.
- Manage users with our intuitive, self-serve, web portal for hassle-free administration of Unified Communications and Contact Center seats.
- Leverage the power of your own business intelligence and integrate into over 350 CRM and business applications to improve productivity



# Three UCaaS User Types

## Mix and Match User Types Based on Needs

- **Professional** – 1,000 Minutes of Outbound U.S. Calling, User Extension, Phone-Based Telephony features for one device, Management Portal Access
- **Advanced** – All Professional features plus DID with Unlimited U.S. and Canada Calling, Browser-Based Access, Mobile (iOS or Android) Access, one standard integration, Audio Bridge, Instant Messaging, Voice Mail Transcription, support for up to 5 devices
- **Elite** – All Advanced features plus HD Video Meetings and Rooms for up to 25 attendees, Webinars for up to 200 attendees and support for up to 8 devices

## The Platform that Powers Your Productivity

Crexendo VIP Platform Feature	Professional	Advanced	Elite
Monthly Outbound Calling Minutes (US/Canada)	1000	Unlimited	Unlimited
Unlimited Inbound Calling	•	•	•
100% Uptime Guarantee	•	•	•
Geo Redundant, Class 5, US Data Centers	•	•	•
24/7 US Based Support	•	•	•
Work From Anywhere	•	•	•
Robust PBX Telephony Features	•	•	•
Portal Based Device Administration	•	•	•
High Definition (HD) Voice Quality	•	•	•
Directory, Call Logs, Answer Rules	•	•	•
Call Waiting, Park, Retrieve, Screen	•	•	•
Dial by Name or Extension Directory	•	•	•
Hot Desking, Presence, Hunt Groups	•	•	•
Group Call Pickup, Transferring, Forwarding	•	•	•
Voice Mail, Voice Mail to Email	•	•	•
Automatic Call Recording	•	•	•
UC Media Storage (90 Days)	•	•	•
QoS call reports & Usage Stats	•	•	•
Auto Attendant with Automated Scheduling	•	•	•
Find me, Follow Me	•	•	•
Speech to Text Prompts	•	•	•
Multi Factor Authentication	•	•	•
Single Sign On	•	•	•
E-911	•	•	•
Maximum Number of Devices	1	5	8
Desk & Conference Phone Rental Options	○	•	•
Mobile Device Client (Android or iOS)	○	•	•
Webphone Access for Windows or Mac (Browser)	○	•	•
Direct Inward Dial Number	○	•	•
Instant Messaging	○	•	•
Dedicated Audio Conference Bridge	○	•	•
Voice Mail Transcription	○	•	•
Single Standard CRM or SaaS Integration	○	•	•
Attendant Console	○	•	•
Crexendo HD Video Meetings	○	○	•
Crexendo HD Team Video Rooms	○	○	•
Crexendo HD Video Webinars	○	○	•
Enterprise Fax Packages	○	○	○
Personal Cloud Fax with DID	○	○	○
350 Enhanced Application Integrations	○	○	○
Microsoft Teams Enhanced Integration	○	○	○
Optional Contact Center Agent	○	○	○
Optional Contact Center Supervisor	○	○	○

• Included ○ Optional

Administrator or Site Manager is a no cost add-on that allows domain or location-based Admin. capabilities

# Two Contact Center User Types

## Powerful Agent and Supervisor Capabilities

- **Agent** – Multi-Factor Skills Based Routing, Record Call Dispositions into Customer Records, View History and Retroactively Annotate Calls, Customizable Interaction Wrap Up State, Interact over Voice and SMS channels simultaneously\*
- **Supervisor** – Modify Agents, Access & Modify Information for All Queues and Agents Managed, Manage Browser-Based Notification Thresholds, Quality Management (Monitor, Whisper, Barge), Real-Time Dashboarding
- **Additional Options** – Call Back in Queue, Inbound SMS Management and Queuing, Enhanced Application Integrations, Speech Enabled Interactive Voice Response

## FEATURES AND CAPABILITIES

### Key Contact Center Agent Features

- Log in and Log out of Queue
- Record Call Dispositions into Customer Records
- View History and Retroactively Annotate calls
- Customizable Interaction Wrap Up State
- Switch Between Active Devices
- Attendant Console Access
- Change Agent Availability State
- View Queue Status Information
- Interact over Voice and SMS simultaneously\*
- Conduct up to 5 simultaneous SMS sessions\*
- Multi-Factor Skills Based Routing
- Handle Multiple Calls at one time
- Categorize Calls
- View Active Calls
- View Current Statistics
- Skills-based single call mode
- Auto Logout
- All the features of an Advanced or Elite User

### Key Contact Center Supervisor Capabilities

- Dedicated Contact Center Supervisor Scope
- Access information for all Queues managed
- Access information for all Agents Managed
- Modify all Call Queues Managed
- Manage Browser Based Notification Thresholds
- Manage multiple Queue Routing Options
- Manage Speech Enabled IVR Capabilities\*\*
- Create and Modify On Hold Messaging
- Modify Agents Individually or in Groups
- Access Overall Call History & Agent Call History
- Desk, Mobile and Web Access
- Quality MGMT including Monitor, Whisper, Barge
- Manage SMS Queues\*
- Ability to log-in and take calls as an Agent
- Generate and schedule custom reports
- Customize Real-Time Dashboard Configuration
- Share and view shared Real-Time Dashboards
- View Agent ACD Status and Remotely Change Status
- QoS Based Call Quality Monitoring
- Manage Call Back in Queue Capabilities\*\*\*
- All the Features of an Advanced or Elite User

### Optional Contact Center Capabilities

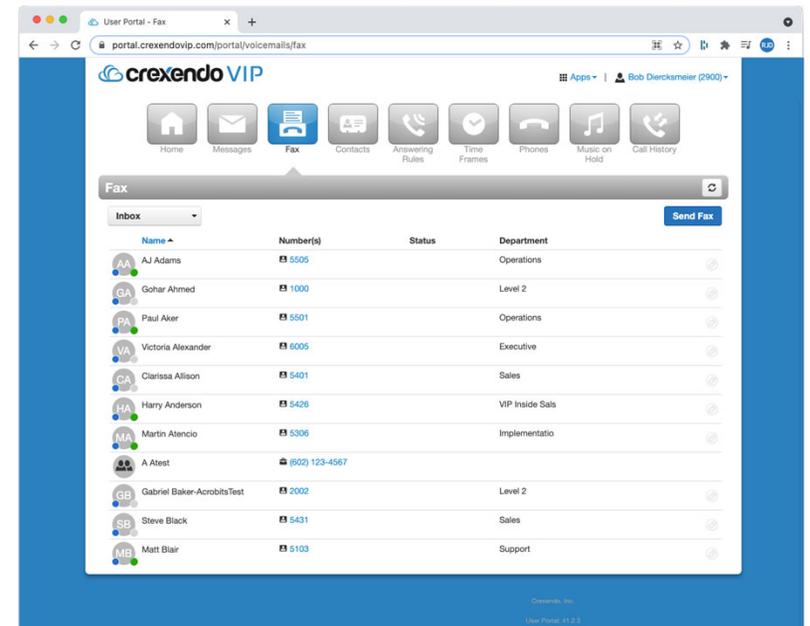
- Call Back in Queue
- Toll Free Numbers
- Inbound SMS Management and Queuing
- Enhanced Application Integrations
- Speech Enabled Interactive Voice Response
- Call Recording

# Flexible Fax Options

## Personal and Enterprise Fax Options

- **Personal Cloud Fax with DID**
  - Send and Receive Faxes
  - Fax delivery to the VIP Portal for ease of management
- **Enterprise Fax with DID**
  - High Volume Fax Option Delivering Maximum Flexibility
  - Fax Delivery to the VIP Portal or to a separate Fax Portal for high volume or shared fax numbers
  - Fax to Email/ Email to Fax/ Print to Fax
  - Web to Fax / Fax to Fax\* / Secure Fax
  - TLS Encrypted
  - Store and Forward with Optional Fax ATA

*\*requires Fax ATA*



# Advanced VIP Desk Phones

## Delivering a Dynamic Business Phone Experience

- Manage your communications over multiple devices including the mobile device(s) of your choice (Android or iOS)
- Access the latest high-quality desk phones delivering HD quality audio on the handset and speaker
  - Dual Port Gigabit Ethernet
  - Built-in 2.4G and 5G Wi-Fi
  - Built-in Bluetooth and USB
  - Power Over Ethernet capable
- All desk phones are backed by our Lifetime Warranty
- Add conference phones for meeting rooms and cordless devices for portable environment use



## FEATURED DEVICES



T58W



T58W PRO



CX540



T57W



Conference, Cordless and Accessories