



# Government Contact Center Solutions

As an approved Department of Defense vendor, we understand the needs and requirements that government and contractor communications must meet and we are proud to fulfill them.

## Who We Are

VirtualPBX was founded in July 1997 by Stephen Lange in the Haight Ashbury district of San Francisco, California as the first hosted PBX service for businesses.

Today VirtualPBX delivers premium voice, texting, POTS replacement, and contact center solutions for our customers, who work in the office, remotely, and everywhere in between.

We offer more than just products and services; we make your business better with quality customer care and 24/7 support.

## Why Choose Us?



### Privately Owned

Our founder-led company's decisions are made with customers in mind – nobody else.



### Based in the USA

Headquartered in San Jose, CA with redundant servers distributed across the country.



### Rapid Implementation

Our products and customer service are positioned to get you up and running quickly.

## What does industry leading customer service look like?

### Onboarding + Implementation

- Port existing phone numbers quickly
- Search and add new numbers
- Our team customizes your system
- One-on-one onboarding assistance
- Integration assistance available

### 24/7 Technical Support

- Get help by phone, email, or chat
- Assistance from real people, not bots

### Ongoing Priority Service

- White-glove service beyond onboarding
- Access to senior technical team
- Immediate, automatic ticket escalation
- Priority support email and phone hotline
- Scheduled account check-ins

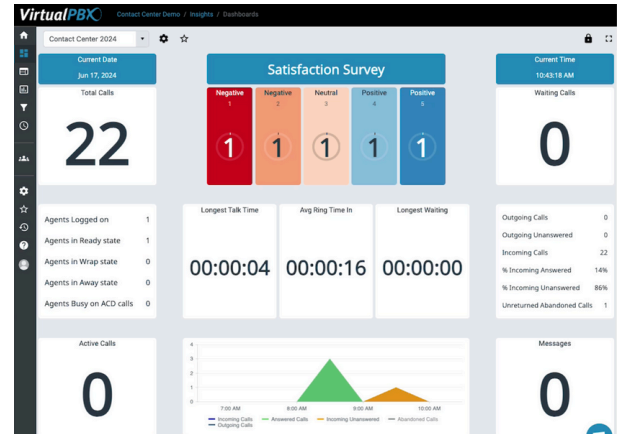
# Contact Center



## Real-Time Monitoring and Insights

**Keeping an eye on your contact center's activity is essential**, both in real-time and for historical analysis. VirtualPBX provides you with the best of both worlds, offering a comprehensive library of pre-built reports along with the flexibility to create custom reports.

Additionally, Wallboards and Real-Time Dashboards provide instantly actionable data, such as agent and queue performance, a list of customers with unreturned calls, SLA levels, average hold times, survey results, and agent status summaries. These dashboards can be viewed on your computer, displayed on an office TV to motivate your team, or delivered directly to your inbox.



## Custom Call Flows, Tagging, Surveys, and More

With smart routing options, calls are answered quickly by the best suited agent in the moment. Plus, with softphones included right out of the box, adding a new agent to mix happens with a few clicks. Of course, we've got you covered with more flexible device options, too, like physical desk phones or Web Phones. With the VirtualPBX Contact Center, you get these customizable options and more:

- Whisper/Barge
- Hold Treatment Options
- Toggle Call Recording
- Advanced Agent and Routing Strategy
- Automatic Call Tagging
- Set Custom Call Disposition Codes
- Call Surveys

## Native Integration with Top CRM Platforms

Integrating with your CRM enhances service by providing caller information via automatic screen pops and enabling call answering within the CRM. Benefit from automatic task creation, click-to-call functionality, and a comprehensive dialpad with call history and missed calls for easy reference.

