

12 QUICK TIPS ON HOW TO INCREASE YOUR PROFITS BY USING LATEST VOIP TECHNOLOGY

By Inline Communications Inc.



Customers receiving Busy signals

Profit deterioration - your customers and prospects go to your competition

With old PRI and Analogue lines, when all lines are in use, the next person gets a busy signal. When important customers or prospects calls and get the busy signal, they will call your competitor.

Profit Improvement:

Our TelCloud Hosted System provides Unlimited incoming and outgoing calls. You do not have to worry if there will be enough lines when things get busy. Your Customers will always be able to get through to you and buy new goods or services.

Inline Communications Inc.

www.inlinecom.com

416-410-4654



**Calls
ending up
in the
voicemail**

Profit deterioration - Important calls ending up in voicemails

When calls are coming in during the busy time, there is no one to pick them up and after 4 rings they go to voicemail. Most customers and prospects prefer to talk to a live representative.

Profit Improvement:

Setting up call queues with custom routing options to ring multiple agents to ensure every call is answered live during business hours. Even if all your representatives are busy, we will queue all calls until someone becomes available. Your Customers will always be able to get through to you and buy new goods and services from you.

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No Reporting

Profit deterioration - no visual to your company records

It is hard to run a business when you do not see the big picture. You feel almost blind.

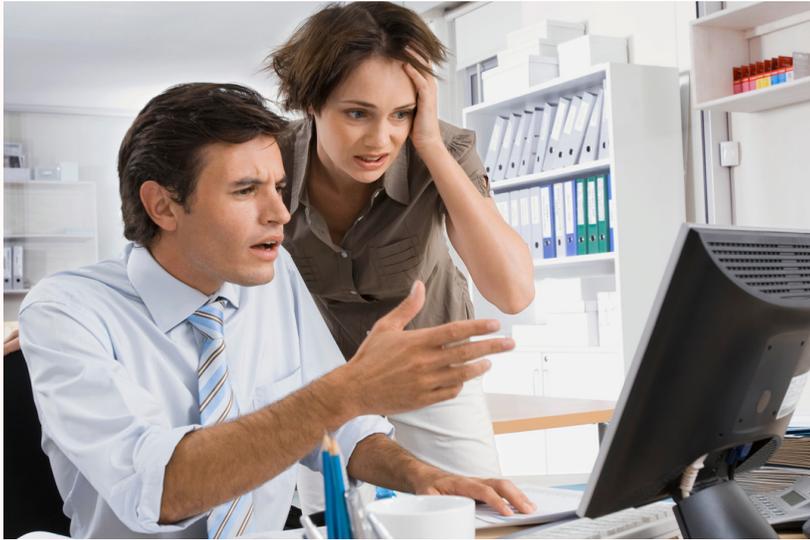
- No historical information on any calls
- No information about the busiest or slowest times
- No information on abandoned calls - to be able to track callers that you've missed

Profit Improvement:

Once you see the performance of your individual representatives, it will be easy to coach them to improve their closing rate and efficiency. The reports come based on the following variables:

1. Date
2. Extension
3. Department
4. Site (location)
5. Incoming caller number
6. Outgoing dialled number
7. All Incoming calls during a certain period
8. All Outgoing calls during a certain period
9. Peak active calls per hour report

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**No
Recording**

Profit deterioration - Frustration from missed information

A lot of frustration comes when we finish either a customer complaint phone call or an important business decision phone call and we do not have a copy of the recording to review it with other colleagues in the company.

Profit Improvement:

1. A copy of a recording is attached to every call under "Call History"
2. Never forget the price negotiated on a call.
3. Help your individual employees to close more sales and improve efficiency by listening to their calls retrospectively together.

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No Direct numbers to individual departments

Profit deterioration - time wasted in the voicemail jail

1. All callers have to call the main number and go through the main menu, waste time, get lost, or call your competition.
2. Your most important customers/vendors have no access to priority service as they have to call the main number and follow the menu options.

Profit Improvement:

1. Have direct numbers for all most frequently dialed departments and individuals.
2. Save your customers, vendors and prospects time.
3. Differentiate your company from your competition by providing easy access to your company when your customers or prospects need you.

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No SMS/Texting



Profit deterioration - quick communication channel with employees missing

1. Lost time and money when in a need for quick communication between employees in and outside of the office.

Profit Improvement:

1. Dedicated SMS system that can be managed from the web portal for individual or group conversations (i.e.. Drivers reporting delay for their delivery)



Remote workers without connection to the main system

Profit deterioration - remote workers disconnected from the main office

1. Employees working from home or remotely have no way to connect to the office phone system to make and receive phone calls, SMS, Video Calls

Profit Improvement:

1. using a remote phone connected to home internet
2. using a PC with headsets to make and receive calls
3. using an Application on a smartphone to make and receive calls
4. using built in Video Conferencing to collaborate better.

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Spending too much on phone lines and long distance



Profit deterioration - unnecessary money spent on services not needed

1. With PRI or Analogue lines, companies are paying for services that are unnecessary during quiet times to ensure they have the capability during busy times
2. Telco companies continue to bill customers per minute for all long distance calls

Profit Improvement:

1. Our services guarantee the availability and scalability of services on a needed basis without the need to pay anything extra.
2. With an Inline VoIP solution, there are no more long-distance charges when calling anywhere in Canada or the US.
3. Make extra profit by saving on your long distance calls.

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**No
collaboration
tools or paying
extra for them**

Profit deterioration - having no tools helping collaborate among employees/customers/vendors or paying extra money for tools you get included with our package

1. Collaboration tools enabling all parties to work simultaneously on projects are a necessity in today's "Work from home" normal.
2. Companies either do not have those tools or pay extra money for them on a monthly bases.

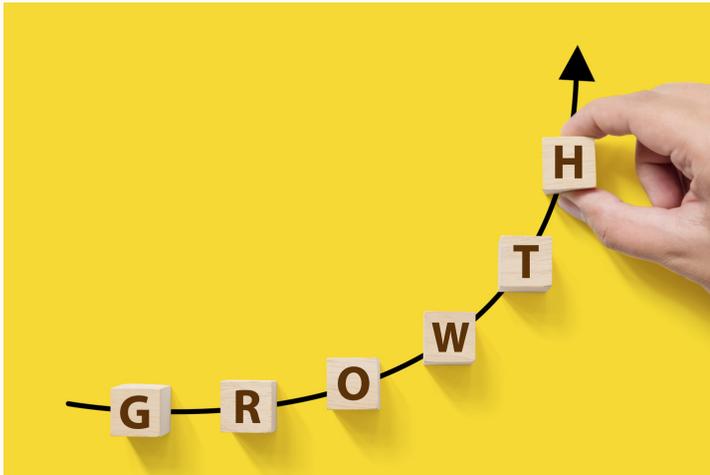
Profit Improvement:

1. Inline solutions deliver robust, quick and sophisticated online collaboration tools included in our services at no extra charge.

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**No Easy way
to Scale**



Profit deterioration - Costly to scale.

1. Inability to scale phone system efficiently with company growth.

Profit Improvement:

1. Our cloud-based phone system allows businesses the flexibility and scalability to grow, without any additional expensive hardware.

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No Backup and Redundancy

Profit deterioration - No backup or failover in place - Customers call competition

1. No backup/restore abilities with legacy systems
2. No physical failover plan in place
3. Your Customers hear "Ring no Answer" or "Number not in service" message - they think you went out of business.

Profit Improvement:

1. The high redundancy of our cloud-based systems allows us to guarantee the uptime to be 99.99%. Systems come with automated daily backups and multiple server clusters for redundancy.
2. Even if your Internet goes down temporarily, all your calls will still be answered by Automated Attendant and transfer calls to people's Smartphone Applications or directly to a Cell number.

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No Self-serve access to programming changes

Profit deterioration - Your hands are tied as you have no easy access to program changes in your phone system

1. No ability to easily change your phone system programming
2. No easy access to end-users to change their greeting
3. Additional expenses to hire 3rd party service provider to program your system changes.

Profit Improvement:

1. Administrator access through the web portal to change any variables in the entire system easily.
2. End-user access through the web portal to change any end-user-related features. (ie. Greetings, Password, Voicemail, Call Forwarding incoming calls)

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If you are currently experiencing any of the Profit deterioration mentioned above, it is time to change that and experience the great financial benefits of a cloud communication solution

CALL US AT 416-410-4654

OR

EMAIL US AT SALES@INLINECOM.COM

TODAY

TO TAKE THE FIRST STEP TO IMPROVE

YOUR PROFITS