



What is a Hosted PBX?

A Hosted PBX, or better known as VoIP (Voice over IP), is a phone system that lives in the cloud and utilizes your internet connection to connect your phones to the PBX or phone system. There is no 'box' with the phone system programming at your location. All of the programming, music on hold, voicemail, etc live across three geographically diverse, secure, data centers. One is your primary, and two are backups. In the unlikely event of a catastrophe at the primary location, your system will come back online immediately at one of the two backups. The "box" in the cloud is built to never go down. So even if the phone and internet lines go down at your business location, your programming, auto-attendant menus, voicemail, etc, stay online and available.

Since the system lives in the cloud, we have the ability to easily connect phones in different physical locations. These geographically diverse phones behave as if they are all in the same store or office. Calls can be transferred between locations with the press of a button. Using the smartphone app, calls will appear as if they are coming from your business so that customers and vendors do not get your personal cell phone number.

The system can be programmed to auto-detect that all of the phones in the office/store are offline and forward calls to a landline, a cell phone, a smartphone app or any combination of the three. This can be done automatically and will switch back to your PBX phones when they come back online.

Using an auto-attendant and IVR (Integrated Voice Response) can create great value for your system and significant ROI. Auto Attendants enable you to automate the call flow and use the system to answer common questions and route calls. The custom auto attendant and call flow that we have developed for uBreakiFix has saved stores on average \$84 in labor hours per month.

A Hosted PBX from BT Voice has all of the features you would expect from a first class business phone system, and more. Our system never needs to be manually upgraded, because it receives continual updates and new features added as technology progresses. Some of the newest features include a mobile app that acts as an extension on the system, virtual fax (fax via email and receive faxes via email), robo-call blocking and business SMS.