

Cost Control / Productivity



Staying profitable in this economy requires special attention to cost control. Cox Business VoiceManager® is a smart way to keep your telecom expenses in check. VoiceManager helps eliminate your investment in technology that may quickly become obsolete. No capital expenses or monthly system maintenance fees are required. Operating costs with outside technicians may also be reduced through easy, web-based administrative tools built into the system.

Hard cost savings may also be delivered to your monthly budget through call restriction capabilities on collect and outgoing toll calls. And beyond the telecom bill, call routing, remote office, and automated dialing services support telecommuting opportunities to yield productivity and environmental gains alike.

Reduce Operating Costs And Improve Productivity

Feature

Capability

Administrator Access

Reduce outside system support costs by having your administrator make telephone feature moves, additions, and changes from the web portal at no charge.

Auto-Attendant

Reduce the number of people or hours required to screen incoming calls that can be directed to specific departments or locations. Eliminate professional answering service fees to manage on-call and calls made after hours.

Calling Plans / Authorization Codes

Manage toll call capabilities on a company-wide and individual user basis. Limit calling access to Collect, 900, Long Distance, and International calls to employees only with those permissions.

Toolbar / Personal Call Manager / Voice Portal

Use these features anytime and anywhere to place calls that you want billed to the company. Reduce rates per minute and administrative costs for employee reimbursements when working remotely or international billing is involved.

Account Codes

Track toll calling costs for charge back purposes when they are related to specific customers or projects.

Speed Dialing

Leverage automated calling lists to make calls with a single mouse click. Company features that enable such productivity gains are Group Directory and Common Phone Lists.

At the user level, features such as Speed Dial 8, Speed Dial 100, Outlook, Call History, and Personal Phone List may be assigned.

Time of Day Routing

Reduce overtime payroll costs by routing calls before and after hours to a location operating on standard time; for example to an office designed with employee "flex time" or located in a different time zone.