Insite*4*Doors™

lightspeed®
more than just talk

Business System Integration with LightSpeed Voice VOIP starting at $40/mo per extension with no long-distance charges

Prism PBX Under Control:
Lightspeed Voice offers businesses the communications capabilities and advantages of a "Fortune 500" at a fraction of the cost over traditional premise based phone systems. Lightspeed Voice's Prism PBX allows users to free themselves from expensive, obsolete, hardware dependent telephone systems, moving their voice communications to a 21st Century state-of-the-art high speed data connectivity platform, while maintaining the security and control IT professionals have grown accustomed to with premise based solutions but with far greater flexibility.

PrismPBX is a fully hosted communications system. You can combine multiple locations or simply connect remote personnel into a single, unified communications platform. It is a fully hosted system, not tied to a client's physical location and is not disrupted by local power or internet interruptions. This removes the worry of disaster planning or data loss, the voice communications are powered 100% by Cisco Systems networking equipment in multiple geographically-dispersed, fully redundant datacenters.

PrismPBX is more than just a phone system; it is a fully-featured management tool which provides full control over all voice communications. It is an "open system" allowing for integration with other software systems and tools such as Salesforce.com and others. This integration gives companies the capability to automate work flow processes improving efficiencies. Employee development and performance tracking provides organizations the unique ability to "coach" their employees to measure their progress against the companies pre-determine Key Performance Indicators at any time easily and quickly. The reporting can be automated to generate at predetermined times as well.

Cost Control:
The PrismPBX provides a comparative initial cost savings of up to 90% from traditional phone systems, and a monthly savings of up to 50% or more. The PrismPBX also includes a full suite of telephone features at no additional charge. Unlike their competition, Lightspeed Voice's Prism PBX is inclusive of all of their features and services, they simply do not offer tiered service levels, users have the capability, it is the user's choice to enable the feature or not. Features that competitors would consider "premium", such as queuing, advanced reporting, call recording, virtual faxing, and toll free service are included with Prism PBX. This coupled with a companywide philosophy of "White Glove Service" means each customers server is customized to meet their communication requirements and desired "workflow" and can be altered or changed at any time. Lightspeed Voice Service and Support exceeds expectation with a whatever it takes to get it right attitude. This provides un-matched flexibility to their users/customers as it relates to being able to adapt with the ever-changing business environment without having the worry of incurring additional expense.

With flat-rate billing, customers enjoy a fixed guaranteed price. All service costs and fees are built in. This allows customers greater control over their communications expense. Excluding additional, or heavy use of "banks" of Toll Free Numbers or international calling there isn't an avenue in which an organization can be surprised by their monthly expense.

- Enjoy flat rate billing with a full featured system.
- Taxes and fees are included in flat rate subscription (if applicable).
- Eliminate long distance fees.
- No equipment maintenance cost means the elimination of asset support and maintenance or end of life/support. The supporting infrastructure, servers, routers, switches are Lightspeeds responsibility, upgrades, license keys, line cards. No long-term depreciation,

software, and hardware maintenance support costs, providing greater flexibility and freedom from having to maintain dilapidated technology over time.
- Eliminate the uncertainty that results from equipment failure and replacement.
- Save money and space by eliminating the bulky and unsightly wired phone system hubs and closets.
- No costly service calls. Lightspeed Voice will make adjustments, large or small, to customer's systems for no additional charge, part of the "White Glove Service" mentioned earlier.
- Web-based management tool allows user to check system status and manage the system without expensive and time-delayed service calls.
- Support for the life of the life of the relationship is included.

Enhance Client Response:
Full integration with Insite4Doors' powerful door business integrated CRM. Get instant access to client information automatically the moment the call is answered by or transferred to an employee.

Call Detail Reporting provides a digital trail for client service and audit purposes. Reports are easy to read, graphic, intuitive, and can be run in numerous ways, by the individual, group or team, for 1 day or by a range of dates.

Customized on Hold audio gives you control of your clients' experience providing when calling giving organizations, the opportunity to provide strategic messaging and an enhanced customer experience. Upload personalized on hold music that is easy to adjust. Select music based on season or changes in your clients' preferences or simply record your own commercials and upload them with the click of a button. You can easily ensure that your commercials are up-to-date and responsive to changes in your marketplace while giving you the flexibility to experiment with or use various musical styles and commercial formats to determine what works best.

Mitigate Risk – Call Recording
Create recordings automatically, or on demand during a live conversation.
Create audio recording for quality assurance, risk management, compliance, and archiving purposes, ensure the communication is understood. Work with new employees to reduce "ramp up" time and assess performance. Organizations can Initiate recording in advance, make it standard or can provide their users the ability to turn recording on or off as the situation dictates. Record everyone, every call, or teams' groups and or individuals.

High Quality digital audio allows for easy storage, quick retrieval, and sharing through email or file sharing allowing record retention and compliance policies to be easily met. Easily apply those policies to the recordings. These features have proven to significantly reduce and eliminate costly and potentially litigious "He Said, She Said" conversations.

Coach

Listen, Whisper, ensuring top customer service and satisfaction, or "coach your team, groups or individuals to the next level of performance.

- Listen – Listen to assess and ensure performance requirements are being met. Act as a silent 3rd party to ensure quality service.
- Whisper – Coach new or existing employees without making the client feel uncomfortable or intimidated. Prompt employees without distracting the client or interrupting the dynamics of the call. The employee hears comments given while the customer does not.
- Barge, in circumstances where customer escalation is required managers can listen and "Barge" the conversation, providing more prompt and proactive service to the customer and employee at the same time.
- Measure – Step outside of the training environment and manage "real-world" employee behavior while ensuring quality of service.

Improve Human Resources:

Live monitoring of entire system puts you in charge of your employees from anywhere in the world.
Measure to Key Performance Indicators (KPIs).

Easily determine progress against targeted metrics. The key for any organization or business in meeting exceeding an objective is the ability to accurately measure performance against the goal. Most systems require processes to collect data and a significant amount time to sort and summarize the collected data. This makes the information obsolete in today's environments, making adjustments to the results reactive and late instead of proactive and immediate. Lightspeed provides organizations the ability of each of their employees to know their progress against goals so as to enact proactive adjustments to reach targets. The result significantly impacts bottom line performance. Users of Prism PBX's Operator Panel allows the end users to immediately see their progress with a click of the mouse.

- Tracking calls by day, time, month, and year provides you with accurate call statistics.
- Track performance by individual or groups to see who is performing at their peak, who others can model and what differences they have applied to produce the positive result and readily share the discovered best practice among all employees instantly.
- Improved scheduling based on objective data gives you and your employees the flexibility to work smarter and measure to targeted goals.
- Employees can customize their individual settings to ensure employee and client satisfaction.
- Maximize inter-office communication and minimize distraction with instant message feature.
- Access Level Control, puts your employees in control of the features that they need without providing access to those features that they do not.

Centralize Multiple Locations:

- Integrate multiple locations into the same phone system. Employees can be "in the office" no matter
- where they are located or are traveling.
- Keep the organizations existing phone numbers.
- Give clients a "local" phone number by selecting phone numbers from multiple area codes.
- Get out of the office and stay connected to customers and employees seamlessly.
- Seamlessly integrates with your mobile phone. Take advantage of "find me follow me" and BYOD.
- Take your office home or on the road without any reduction in quality, service or features.
- Transfer Calls or use Intercom features from across the room or around the world
- Monitor calls no matter where you or your employee is physically located.

Prevent Interruptions:
- Eliminate missed calls. Automatic failover ensures that you are available even when your power or internet services are not.
- Automatic failover instantly delivers calls to your mobile phone or a group of phones in the event of a utility disruption.
- Eliminate the need of employee interaction – once an outage is detected by the system, the calls are redirected automatically.
- Failover system will hunt to find a working line from a pre-set list or can be set to ring all potential lines simultaneously to ensure that you are connected.
- Failover system will automatically detect internet or power resumption and automatically restore your office phones.
- Lightspeeds Voice State of the art Data Centers, provides for OFF site hosting eliminating downtime due to power failure, internet outage, or natural disaster.
- These Geo-Redundant Data Centers have multiple redundant systems to ensure that power and internet disruptions do not interrupt your business.

Prism PBX Features:
Health Re direct:
The biggest concern in implementing VoIP technology among IT decision makers is the inherent potential for an internet or power outage. Since the phones operate on your internet connection, an outage could mean serious communication issues arise.

The Lightspeed Voice's Health Redirect feature monitors the health of your internet connection, and in the event of an outage, automatically redirects inbound calls to any predefined number, or group of numbers, such as office cell phones, or others.

When calls are redirected, organizations are "business as usual", attending to customers' needs and communication continues. The customer does not know the difference, and only knows they have called or received a call from the company.

When the internet connection is restored, the Health Redirect feature automatically redirects calls back to the desktop.

Multi Location:
Lightspeed Voice's Prism PBX provides the capability to consolidate multi-site businesses by integrating its telecommunications systems into a single, modular, easy-to-use, feature-filled, money-saving unified communication tool.

Employees can easily contact one another, segmented departments could be unified, and customers could more easily make contact with their preferred destination and not feel bounced around or frustrated with "endless loop" menus.

Custom work flow, cradle to grave strategies, that are flexible can be implemented and changed. Lightspeed provides the capability to think outside of the box as to how to interact with the outside world and the experience the company wants the caller to "walk away" with.

US Based Team:
Outside of interrupted ISP service the 2nd largest frustration among voice users is their experiences with outsourced customer service. Couple the inconvenience of long hold times, endless "options", frazzled tempers, urgency, and language barriers, only to end up in the "wrong" place, consistently produces unsatisfactory result and is rarely conducive to producing satisfied happy end-users.

Based upon common knowledge, a multitude of articles and news reports, outsourcing of departments, such as technical support, customer service, and billing is happening at an ever-increasing pace. This practice is leading to a shortage of customer confidence and loyalty, and an increase in dissatisfaction.

Lightspeed Voice has recognized this disparity between outsourced support and customer satisfaction and has committed to the company's white glove service policy and has dedicated the organization to providing U.S. based customer support. Additionally, the support team boasts an average hold time of less than 2 minutes. With an average of a 98% customer satisfaction.

Switchboard:
Lightspeed Voice's Prism PBX provides Executives, Managers, Administrators and Users with a bird's eye view of the entire system from anywhere they have a connection to the internet.

Users no longer need to wonder "what is happening at the office today", authorized users of this feature, simply look and see how the office is performing. Look at individuals, employee groups, teams or everyone at once if desired, or required. Determine, their current phone status (online, idle, DND, etc.) and whether or not they are on a current call, who they are talking with, and how long they have been talking.

Instant messaging or chatting with fellow teammates is simple to use and provides the ability to instantly provide the right resource to resolve customer questions without delay or complete the transaction without having to establish a "call back time" further delaying resolution with the customer. The easy interface is intuitively designed for even the most inexperienced technology person.

Technology Adaptation:
The Switchboard (end user) is a full featured management and employee communications tool, that is designed with simplicity in mind. The majority of organizations worry when implementing new technology as to how the technology will be accepted within the end user community. Lightspeed Voices' Switchboard, coupled with the desktop phone is designed with efficiency and ease of use in mind, the fewest steps required to complete the task without a complicated technical look. The interface itself is non-threating, inviting, and easy to use. End users are quick to pick up on system features and use requiring even less time for the behavior to become "instinctive". Lightspeed Voice in keeping with their "White Glove Service Policy includes training of an organizations staff on the systems use and can be repeated at any time into the future. This is unusual in the industry and great for the users. New employees or employees that want to know more can schedule a training at any time and repeat the training at will.

Auto Scheduling:
Auto-Scheduling provides unprecedented flexibility with call routing and the ability to modify who gets which calls at what time. Companies can use Auto-Scheduling for automatic forwarding to an after-hours call center or answering service. Physically forwarding your system daily is no longer required and once set unless changes are required, there is no need to manage the system.

Advanced users can take advantage of the ability to route both internal and external calls based on basic or complicated nested time conditions to any type of destination, such as a queue, ring group, extension, external number, and more. This feature can be as complex or as simple as desired, highlighting the fact that this is a customized solution designed to meet the customer's business needs and is flexible with the fast paced ever changing business environment of today.

SMS / Texting:
Businesses are rapidly moving toward consolidated communications solutions and many if not all individuals are abandoning their home telephone service in lieu of cellular service. In addition, the vast majority of these cellular users are heavily communicating via SMS, or text message. The trend today leans toward a preference to send and receive short messages as opposed to spending time talking on the phone.

The SMS functionality provides the ability to send notifications and reminders in a manner that the user is almost guaranteed to receive. For example, you can send promotional messages, appointment and payment reminders, or simply have a quick conversation with your customer.

Call Recording:
In an ever-growing litigious society companies concerns over errors and omissions and the giving of correct information in the delivery of their products and services is dramatically on the rise. Professional office environments are making significant investments in training and reactive methods to help protect themselves - especially if the net result is an adverse action, leading to potentially significant financial or physical loss.

Call recording can help protect a company from the possibility of an incorrect accusation of your organization or employee of willful neglect. Regardless of intention, malicious or unintentional, the results could be devastating to an organization.

Most companies have customers sign appropriate release forms. But via telephone, the ability to protect against frivolous E&O claims, disputes, and customer service challenges is empowered with the ability to record and retrieve all calls to and from your telephone system. Lightspeed Voice offers unlimited call recording and storage, to provide a proactive means in which to meet this challenge head on with confidence.

Secure Access:
Security is always a top priority when it comes to any online portal or service. All Lightspeed Voice systems are protected by the highest available encryption, such as SSL and AES and access-limited for your protection. Server access is provided with "least access necessary", and granular security means malicious access can be prevented. Your employees will be provided access based on your company's needs and policies. Because of our steadfast dedication to security, your call history, recordings, and system files are safe and secure.

Call Magnet / Find Me Follow Me:
Call Magnet allows the freedom of being mobile while still being connected to the office. With Call Magnet, all of your calls will follow you to your specified destinations and can do so in a variety of ring strategies.

Call Magnet allows for the definition of any internal or external device as a destination, and utilize these destinations as virtual extensions on your Lightspeed Voice Prism PBX system. As calls come into an extension, the Call Magnet feature directs them to your current location, ringing one at a time, or all destinations at once, allowing maximum flexibility with personal availability.

Implement BYOD policies securely without the concern of losing connection with your customer base, reduce printing costs, publish one number to reach anyone in your office, eliminate expensive mobile phone "fleet" contracts and provide employees personal freedom when not at work. The capability allows for the control of the call through an employee's "owned" device (BYOD) without interfering with their personal communications and eliminates the expense of cellular phone contracts, leases and associated costs.

Listen and Whisper & Barge
Provides the ability to listen to any active call between another employee and customer, all other callers are not aware of your presence. The applications in which to apply this tool are limited only by your imagination, I have witnessed organizations providing the capability to listen to co-workers to promote and propagate best practices among all employees quickly. Management can frequently use the tool to assess and measure against KPIs when working to coach employee performance. Institute complete control over the tool in other words the CEO could have the capability to listen to any employee but the Regional Sales Manager would not have the capability to listen to the CEO.

With two clicks of the mouse you can listen and whisper to a conversation. This feature proves valuable in coaching new employees and or providing employee the capability to invite technical personal into the conversation for correct information without disrupting the conversation. Take advantage of our instant messaging within the system. Talk to and advise co-workers while the customer is completely unaware. Click again, and the manager is instantly, fully invested in the call, able to talk to both parties. This is called Barge or the ability to join the call at will. Spot check customer service, ensure customer satisfaction, and allow your team to be the champions of customer service.

This bodes well for Lightspeed Voice as they make extremely effective use of these tools, features and integration, and currently are leader in the industry as it relates to customer service and satisfaction.

Time Cop:
Time Cop is a built-in time clock system that can integrate with payroll systems and provides for reporting for purposes of importing data. Worry over employees "punching in" and "out" can be eliminated. The feature allows staff to clock in and out using their telephone handset. It generates reports or a log onto the administrative web portal, where management can easily see who's in the office, and what time they clocked in and out, no matter their location. Remote employees or mobile can effectively use the tool.

At the end of the pay cycle, you can download a report and see each team member, their total time worked for the period, by hour, day, week bi-weekly, or monthly. In addition, the reports can be downloaded into CSV and XLS files allowing the reports to be sent to outside payroll services or imported into back office systems eliminating dedicated personal to data entry, verification and approval processing for payroll or at least greatly reducing the time required to accurately verify payroll. It effectively can reduce took weeks' process work and automate the same process down to 5 minutes to complete. With complete accuracy and reliability. Organizations can now consider redistributing workload into proactive revenue generating roles.

Detailed Reports:

In today's business environment, it is extremely important that every person in an organization understand their daily even hourly contribution to the bottom line success of the organization. Research and leading business experts agree an organization and its employees are lost without knowing. Lightspeed Voices real power lies within the system's ability to provide data that pertains to an organization KPIs. (Key Performance Indicators)

Detailed Reports show you:

- Date, Time, & Length of each call in any date range. Number of inbound and outbound calls per user.
- Person or group who received the call, as well as any transfers. Call disposition (answered, no answer, busy, etc.).
- Number of rings before calls are answered. Call volume per hour and per person.
- Whether or not the call was recorded, with the ability to download an abcd.wav file. Unique callers.

Information like this, easily and quickly accessed allows for the accurate measurement of performance of the Company, a specific team or the individual, allowing you to adjust behavior to attain and or exceed targeted KPIs.

Music on Hold:

Music on Hold (MOH) capability is much more than music. MOH provides organizations the opportunity to advertise specific information to a captive audience. Choose different types of audio messaging for each type of Queue or Ring Group that is configured within Lightspeed's Prism PBX.

Statistical data indicates increased sales when the correct messaging is played and repeated to customers waiting to speak with a salesperson, or self-help tips for those waiting for a technical support representative. Possibilities for messaging and branding can be infinite.

Lightspeed Voice makes this easy, to have multiple messages, based on multiple factors. Simply provide LSV with the .wav file and the messages are loaded into your system. Once completed, it's as simple as selecting the message desired.

The system allows the IVR, and Call Que Options to be personalized to help make the customers experience efficient and easy for them to manage without frustration.

(Lightspeed Voice has strategic relationships with a number of top performing messaging production companies for customer convenience and can help direct those interested.)

Work Remotely: Call Magnet / Find me Follow me:
Lightspeed Voices Prism PBX allows employees to "be in" no matter their location or when traveling without having to give out your personal contact information. Lightspeed supports a number of softphone applications on the iPhone and Android platforms that work with Prism PBX. Callers contact the office and get through to the person they need to speak with, while all the features of the system are fully functional. Features such as call recording and presence to name a few. This allows organizations to be mobile and responsive to their customers' demands.

Lightspeed Voice handsets are location agnostic, meaning they can work from anywhere with an internet connection. Plug in at the hotel or at home and work just like you're sitting at your desk. The system provides real flexibility. With the management tools, you can establish the "new remote" office without the expense of leasing or building a location.

Amazing Support:
The Lightspeed Voice employees provide the best technical and personal service available. The staff is well versed with industry standards and systems and they act as a remote part of an organizations technical support staff, offering advice, giving a helping hand, guiding you through processes and are entirely interested in gaining quick resolution and or improvement for the customer.

Hunt Groups:
Hunt Groups enable intelligent routing of calls to groups of extensions made up of either internal or external numbers. When calls come into the system, organizations can set a ring strategy to these groups, such as the ability to ring everyone at once, one at a time in order until someone answers, or even a round-robin, where the system will intelligently choose the best person to receive the call, based on your selected criteria.

Hunt Groups allow for maximum availability of a team member for the specific job, department or service. For example, "Ring All" would be best selected for a group where customer service is paramount and hold times should be minimized. Whereas "Round Robin" would be well suited for a sales team where inbound calls would likely be distributed.

Integrations:
Lightspeed Voice integrates with a variety of 3rd party software solutions, such as auto-dialers, CRM's, agency management platforms, and more.

The benefit of integrating multiple systems is an organization is now able to tie information together in a never-before-seen perspective. This allows organizations to unify and streamline work process.

Lightspeed Voice supports URL popups and 3rd party API solutions. With either solution, LSV can integrate many elements of Prism PBX into 3rd party application and tools. Many times, the integration includes full call detail, recordings, fax, and more.

Who We Serve:

Lightspeed Voice is a provider of cloud-hosted IP telephony and business management software serving, in part, the Insurance, Medical Records, Biotechnology, Real Estate industries, Legal, Educational, Service Industries and Manufacturers. Founded in 2009, Lightspeed Voice now serves client endpoints spanning 48 states and three continents. Lightspeed Voice maintains an industry-leading customer satisfaction level with exceedingly high levels of customer loyalty and minimal attrition. Each Lightspeed Voice client is provided dedicated sales and support teams who are eager to provide "over-the-top" customer service. Lightspeed Voice is a debt free, investment free company.

40+ Features:

Lightspeed Voice provides over 40 enterprise features in a single package. Lightspeed Voice does not offer any a la carte options or hidden fees. Users freely utilize their system to its full extent, including what is considered a "premium" by their competition. This includes unlimited use of queues, ring groups, time conditions, call recording, literally everything is included. Here is a listing of the main features:

- Unlimited Call Recording and Retrieval Nesting Capabilities of all features
- Integration with any 3rd-party system capable of receiving URL requests Integration with most 3rd-party API systems
- Unlimited local and long-distance calling Listen, Whisper, & Barge
- Integrated employee time clock U.S.-based sales & support Visual Switchboard
- Plug and play installation
- White glove service and support Multi-location capability
- SMS / Texting and chat Call Magnet
- Health Redirect
- Automatic call routing and scheduling Customizable music or messaging on hold Company directory
- Auto-attendant / IVR / Call Tree Secure web management portal Wake-up / reminder calls
- Multi-party calling (conference) Voicemail
- Voicemail to email Busy-light keys (BLF)
- Warm and Cold transferring Extension numbers
- Hold and Park features
- Mute and Do Not Disturb (DND) Multiple General Voicemail boxes Call Waiting
- Ring strategies (Hunting)
- Blacklist Speed Dial
- Day / Night Mode Admin Portal
- 99.999% System Uptime Advanced call reports
- 100% satisfaction guarantee Cloud based
- Custom Toll Free numbers Call History
- Caller ID Fax to email
- Dial by name
- Queues / Automatic Call Distribution (ACD)