Mobility

Being able to connect with employees, customers, partners and prospects is crucial for improving business efficiency. Real-time access to your voice service improves productivity and customer service. Whaleback Systems provides small and mid-sized businesses with the ability to dramatically improve productivity by allowing workers—using a single phone number—to place and receive calls— whether they are in the office, at a temporary job site, working from home, in a field office or in a hotel room anywhere in the world.

CrystalBlue Voice Mobility Solutions

- Provide users with a single dedicated number used with multiple phones

- Integrate home or branch office locations with your central site

- Bring phone service to temporary job sites with only a standard Internet connection

- Enable voice service connectivity for your traveling employees

- Use any combination of wired, wireless or soft phones for duplicate extensions

Whaleback Systems is a premises-based managed service provider of IP telephony services and we have created a compelling business telephone solution that we call the CrystalBlue Voice Service. Whaleback has combined the quality of an on-premise IP-PBX with the simplicity and savings of a hosted VoIP service to enable seamless mobile voice communications.

With CrystalBlue Voice, it's easy to expand your phone service as your business grows. You can connect telecommuters and mobile workers to an unlimited voice service using our flexible Road Warrior capabilities.

These remote extensions can act as duplicate phones that replicate the look and feel of those in your headquarters facility.

Or, use our soft phone to support mobile workers with a telephone extension that is actually a software application running on their Windows or Apple Macintosh PCs.

If you have multiple locations, or plan to add them over time, CrystalBlue Voice will connect their phone service into one integrated system. Users can dial each other with a 3 or 4 digit extension and all of their calls are included as part of single and economical rate plan.

Take your phone service with you...

- Multiple telephone extensions
- Wired, wireless and soft phones
- Remote branch office locations
- Home office and temporary job sites
- Traveling workers and telecommuters
- Executives on-the-go

Increase Productivity and Reduce Expenses

Users can be reached on their own direct inward dial (DID) number that can be activated on multiple telephone extensions. Multiple extensions can be used for workers who require access to their voice service while in office or on the road and whether they are communicating with a hardwired handset or a soft phone. With easy access to a cost-effective and centrally managed voice service, unnecessary and expensive cell phone charges from your remote or mobile workforce and be reduced or eliminated.

Improve Customer Satisfaction

Being responsive to customers is good for business. With a CrystalBlue Voice mobility solution, employees working from home, in a hotel room or even a wireless Internet cafe can easily gain remote access to the company phone service to make and receive calls. You can easily extend your phone service to make employees reachable wherever they happen to be located at any given time.

Simplify End User Support

Whaleback's mobility solution is easy to use and fully supported. Users can set their own options for call forwarding, speed dialing, ring tones and other basic features. If they need help in setting up a personal auto-attendant or an additional line appearance, then Whaleback will provide this end-user support as part of your all-inclusive managed voice service.

Enable Greater Business Efficiency

A CrystalBlue Voice mobility solution allows remote employees to work from home or the road transparently and with all the power of their desktop phone. When combined with other productivity enhancements, such as unified messaging or web and audio conferencing, your business will realize greater operational efficiencies than ever before. Whaleback solutions allow you to connect multiple offices, mobile employees and telecommuters as if they were all located under a single roof while enhancing the voice communications tools they use every day to do their jobs and to grow your business.