

Unlock the full communication potential of the cloud



HIGHLIGHTS



Scalable plans customized to the size and needs of your business



Leverage 100's of powerful, enterprise-focused features, including custom professional recordings



Multiple mobility options for remote and work from home environments, including e911



Built on nationwide geo-redundant infrastructure with 99.999% up time



24/7 Customer Support guarantees assistance when you need it from our dedicated support team

It's time to unify your workforce

G12's cloud-based Business Phone System is designed to provide your business an edge in today's hyper-competitive landscape.

G12's Business Phone System includes a wide range of features as part of its standard offering. These features include complex call routing and forwarding, call recording, transcribed voicemail to email, auto-attendant, virtual extensions, mobile apps, real-time activity reporting, historical analytics and more. With G12, you'll have access to the most comprehensive and robust feature set without paying extra for each individual option - providing long-term value for your investment.

Whether you're an agile startup, an established small business, a multi-location enterprise or something else entirely, we've got you covered.

"G12 has been amazing to work with, I've now been through two conversions and they're always on top of the migration. I was most impressed with my latest migration; they were nimble enough to move 350 users, porting 25 numbers from 10 different individual systems to their system in fourteen days."

- Timothy Jones,
Director of IT - Plymouth Housing Group

Give yourself the tools you need to compete



Sophisticated call routing algorithms

G12's Business Phone System is designed to optimize call routing ensuring your calls are directed to the right recipients in a timely and efficient manner. Rules can be configured to route calls to specific extensions, departments, groups, or external numbers based on the defined criteria. Activate Call-Back-In-Queue for high volume times on a group by group basis.

Business analytics

Create real-time performance dashboards by location, division, work group or for the entire enterprise. Schedule and electronically deliver historical activity reporting on call volumes, busy hours, answer times, call abandon rates and individual group and agent performance.

Professional implementation services

Expert guidance from experienced project managers well-versed in the solutions being implemented. Able to provide expert advice and best practices to guide you through a smooth roll out of your new system. Live, instructor-led employee training as well as training videos. All included at no additional charge.

Extensive CRM integrations

Freshdesk, Hubspot, Salesforce, Sugar, Zen Desk, ZoHo and dozens more. Seamless click-to-call functionality, screen pops and automatic call logging. You'll have access to customer information during calls for more efficient customer interactions and improved customer relationship management.

Ray Baum Act & Kari's Law - e911 compliance

It's not easy to follow all the different local, state and federal regulations, but G12 makes it easy to comply with E911 requirements for the distributed workforce no matter how complex your requirements. These regulations were put into place to protect your employees who have an emergency both in the office and in remote settings.

Optional communication applications

Expand your communications with these optional capabilities:

- Toll Free phone numbers
- Enable Texting/SMS/MMS capabilities on your phone numbers
- Electronic Fax via email, secure portal or delivered to a file on your network
- Add a fax line to your Multi-Function Printer

Modernize the infrastructure you rely on to communicate



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G12
communications