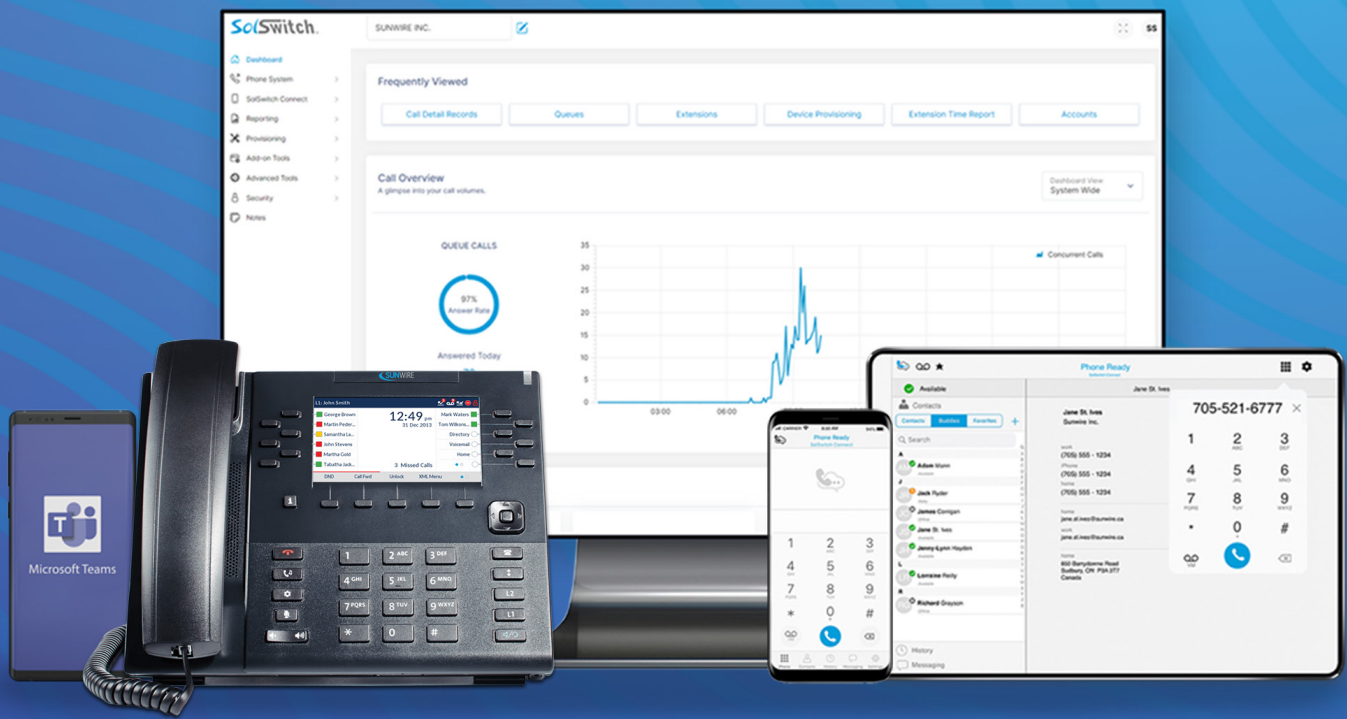




# Communications Platform

## One Platform For All Your Business Needs

Phone | SMS/MMS Texting | Chat | Teams





# Discover why organizations across Canada are choosing the **SolSwitch** as their communications platform.

Empowering businesses with reliable, scalable, and secure communications. Discover why businesses across Canada are choosing SolSwitch as their communications platform.

# More businesses than ever are using the SolSwitch to...

## TAKE FULL CONTROL OF THEIR COMMUNICATIONS SYSTEM

### Easy-to-Use Administrator Web Portal

The fully customizable web-based portal allows users to instantly control and edit their communication system's features and functionality.



#### Phone Greeting Settings

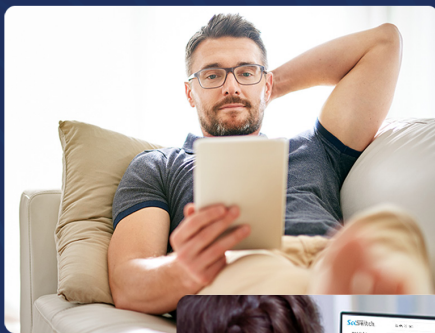
Greeting Menu #1 - Regular

Greeting Menu #2 - Summer Hours

#### If no answer, then:

Send to voicemail

Route call to on-call staff member



Graham W.

Hi, I'm looking to book an appointment for next month are there any availabilities?



Sarah F.

Hi Graham, we can definitely schedule an appointment for you. How does the 12th work?

## CHAT WITH CLIENTS ON ANY PLATFORM, ALL IN ONE PLACE

### Multichannel Queuing

With the SolSwitch's multichannel queuing, you can seamlessly communicate with clients across a range of platforms and mediums—all from a single dashboard.

Manage conversations through your website's webchat, SMS/MMS texting, Facebook Messenger, Instagram Messenger, and WhatsApp. Stay connected and never miss a client interaction, no matter where the conversation starts.

# STAY CONNECTED IN AND OUT OF THE OFFICE

*Remote, Mobile and Hybrid*

With SolSwitch, staying connected is easier than ever—whether you're in the office, working from home, or on the road.

SolSwitch supports mobile, hybrid, and remote setups, so your team stays connected no matter where they are.



## REDUCE MISSED APPOINTMENTS

*Business SMS/MMS*

With SolSwitch, businesses can send and receive text messages via their business number or short codes, making appointment reminders more efficient than ever, reducing no-shows.

It's a seamless way to enhance communication, improve customer satisfaction, and maintain an organized schedule—all from your business' communications system.

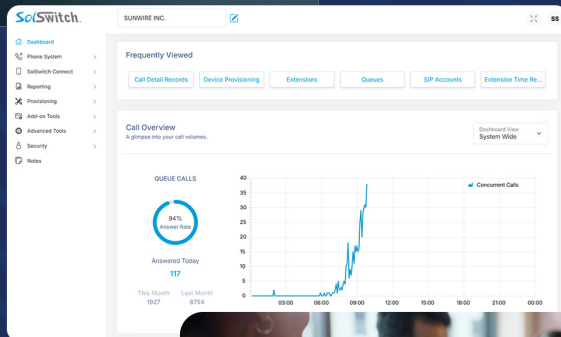


# SHRINK WAIT TIMES

## Automated Queue Callbacks

Shrink wait times and eliminate no-shows by using SolSwitch's 'Queue Callback'.

This feature allows a caller on hold to hang up, keep their place in line and get called back when it's their turn.



# GAIN DATA AND INSIGHT

## Real-time Reporting & Live Monitoring

SolSwitch offers comprehensive reporting and live stats, allowing you to track every leg of every call and monitor live queues in real time.

With detailed insights into call data, you can evaluate key performance metrics, optimize workflows, and make informed decisions to improve customer service and operational efficiency.

# CREATE A BETTER CALLER EXPERIENCE

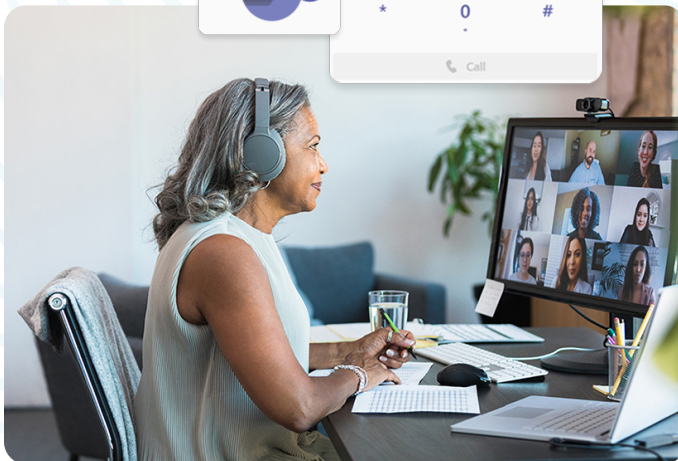
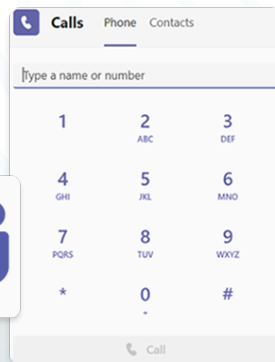
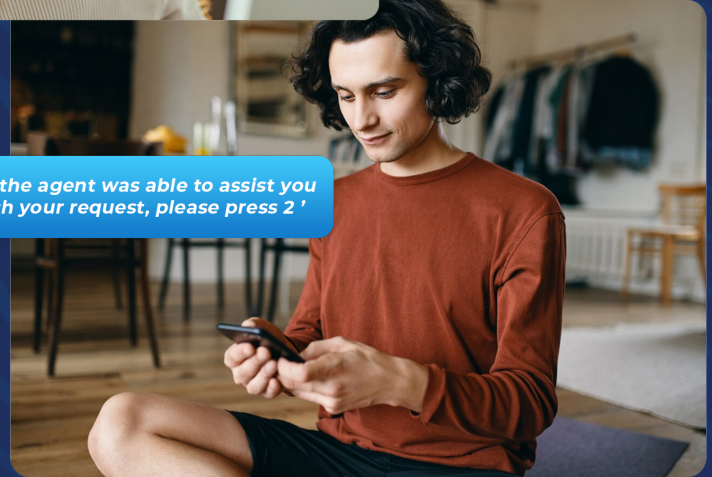
## Post-Call Surveys

With SolSwitch, you can gather valuable feedback from your callers through post-call surveys.

Once a call has finished, customers can provide input on their experience, helping you assess satisfaction, identify areas for improvement, and enhance your overall service quality.



*' If the agent was able to assist you with your request, please press 2 '*



# INTEGRATE WITH MICROSOFT TEAMS

## MS Teams Direct Routing Access

Seamlessly place and receive external calls right from the Microsoft Teams interface, all routed through the SolSwitch.

With just one number for all your needs, there's no need for individual phone numbers. Maintain your existing extensions and leverage SolSwitch's powerful features to make and receive calls from your organization's main telephone number(s).



## HOW AARON TAXI EASILY HANDLES OVER 2,500 CALLS EACH DAY WITH THE SOLSWITCH



Aaron Taxi utilizes the SolSwitch to seamlessly ensure reliable, real-time communication with customers, drivers, and dispatch.

“Sunwire has been a trusted partner of Aaron Group since converting to their VoIP platform in 2015. The SolSwitch has allowed us to grow, now handling over 2,500 phone calls per day! This was one of the best business decisions I’ve ever made.”



Mike Sanders  
Owner - Aaron Group

### Solutions



Cloud Phone



Business SMS



Phone Menu



Voice Recording



Cybersecurity & IT



BOOK A DEMO

# Book A Demo

Book a personalized demo today and see how the SolSwitch can simplify your business operations, save costs, and keep your team connected anytime, anywhere.

Visit [sunwire.ca](http://sunwire.ca) to book a SolSwitch demo.

