

## eMerge For Contractors

Contractors are increasingly asked to juggle sales calls, project logistics, and customer issues. With tightening build schedules and higher value projects, the cost of delays has grown while the margin for error decreased. eMerge services address these challenges and provide a rich set of enhanced voice services for contractors' communications needs.

eMerge offers web-configurable communications services for contractors that include IVR tools, network-based unified messaging, and mobility features. These services are available without the cost and limitations of premises-based equipment. Using these services, contractors can reduce their total cost of communications, manage more call traffic, and better coordinate operations.

### Contractors Communications Challenges

If equipment breaks down or supplies are delayed, the contractor needs to quickly revise plans and relocate workers. To manage urgent communications, eMerge offers mobility features that increase contractor availability. eMerge also offers redirect services that enable office staff to offload select call traffic.

Incoming calls are a major source of new customers and follow-on revenue for contractors. Rapid and accurate call processing is the first step towards closing new business. eMerge supports the office staff with web-based configurable automatic overflow to an IVR. Larger operations can also manage incoming call traffic through a web-based call center functionality that provides automatic call distribution across a pool of resources.

To build a reputation for customer satisfaction, being responsive is often as important as completing jobs on time and within budget. eMerge provides call routing or forward based on incoming ID, enabling contractors to prioritize customer calls. eMerge also provides feature-rich unified messaging features that enable contractors to manage, forward, and answer messages more rapidly.

It is often challenging to scale operations and serve larger geographies with multiple offices. With eMerge, contractors with multiple sites can receive a consistent, integrated service set across sites. These features improve inter-site communications and enable contractors to more effectively service a larger geography at a lower cost.

### eMerge Economics

eMerge provides productivity-enhancing features and removes the support costs necessary with PBXs and Key Systems. Offering an intuitive web interface, eMerge simplifies communications management. Contractors can consolidate vendors as eMerge offers both voice and data services over a single channel.

eMerge offers the economic benefits by converging voice and data together over an enhanced data connection, providing a better class of service. Some estimates show that eMerge service can save firms 30% or more on total communications costs while delivering better service.



### Key eMerge Capabilities

**Mobility:** eMerge mobility features enable staff to forward calls to mobile phones, second office lines, home lines, and/or other phones. Often termed "find-me/follow-me", these features increase staff productivity and complement wireless service.

**Unified Messaging:** eMerge messaging features save staff time with rich messaging management features including converting them to .wav files attached to emails. Forwarding messages or .wav files eliminates restatement of messages and potential inaccuracies. eMerge messaging also includes email and text notifications when messages are received.

**Multi-Site:** eMerge removes service limitations associated with site-based equipment like PBXs and Key Systems, providing a single service instance to multi-site firms. Offer staff the simplicity of a single voice messaging system, call forwarding between sites, and a convenient private dial plan.

**Web Interface:** eMerge provides a web interface that enables staff to update their service settings in real-time. Change multiple settings with a single click.

**One Number:** eMerge enables as many as ten phones to ring along with an employee's business line. The call is connected to the first phone picked up. Eliminate the confusion of juggling mobile, home, and second office lines. Ensure key employees are always available and keep mobile and home telephone numbers private.

### Contact Info

For more information about the eMerge service, please contact us at [www.cincinnatiBell.com/evolve](http://www.cincinnatiBell.com/evolve). Rapid installation and low up front costs deliver quick financial returns. Proven training materials enable staff to take advantage of new service to achieve rapid productivity gains.