

PHONE SERVICES

Contact us for more information
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CYBURITY



MANAGED PHONE SERVICES

Businesses need a VoIP specialist who understands their unique IT infrastructure to manage security, carry out integrations, and ensure consistently delivered optimal Quality of Service (QoS) for exceptional service.

Our managed VoIP system offers a simple set up, cost savings and the customization of an in-house system. With Cyburity Managed Phones, you get personalized network management from an IT specialist, the convenience of working with an expert in-person, and on-site troubleshooting when you need it. You will receive hands-on support from the initial installation and beyond to ensure smooth, sustainable end-to-end connections. Cyburity installs industry-leading Polycom phones that are compatible with continued customization and support for years to come.

We provision your numbers, port existing numbers, and train your staff, as well as customize your IVR menus, greetings, and mailboxes.



Most phone systems ignore cyber security. Time after time we find customers who are using other phone providers who have failed to enable modern encryption and security features. We setup and managed phone systems so that they are reliable, but also secure; meeting the evolving cyber controls

Features

- **3-Way Calling** – Talk with up to three other people at the same time. Easily add new parties to a call already in progress.
- **Audio Conferencing** – Create your own space and allow several people to be bridged together in the same conversation. Set security pins on conference bridges to control who has access.
- **Call Encryption** – Encrypt all the details about who and where you are calling through SIP-TLS (Transport Layer Security) as well as audio through SRTP (Secure Real-Time Protocol).
- **Caller ID Filtering** – Filter specific incoming calls.
- **Calling Queues** – Manage high volumes of incoming calls by placing them in queues specifically configured to optimize customer service. Customize your own voice prompts, play advertisements, soothing music, or customized messages for on-hold callers.
- **Call Waiting** – Receive a second call while already on the phone with someone and choose to answer the new caller or send them to custom destinations such as voicemail, on-hold music, busy signal, or a pre-recorded message.
- **Digital Receptionist (IVR)** – Manage incoming calls through your own configurable voice response system or menu. Create numeric extensions for your callers to reach the desired party.
- **Do Not Disturb**– Prevent your phone from ringing when you are unavailable and forward incoming calls to a voice mail, mobile or other.
- **Failover** – Extend your possibilities to be reached by setting up to 3 failover options : No Answer, If the phone is busy or if the device unreachable.
- **Hold Music** – Choose music to play for your callers placed on hold.
- **Time Conditions** – Define how your incoming calls will be routed depending on the time of the day. (i.e. during business hours or holidays, or outside business hours, etc.).
- **Voicemail** – Configure a Mailbox for your numbers or extensions to store your voice messages when you are unavailable and get access to all the great voicemail management options.



MANAGED PHONE SERVICES

Fully Managed

Many companies provide hosted VoIP, but not many provide fully managed VoIP. Ask these questions to differentiate:

- Will a specialist be onsite during my installation?
- How do I contact support if I need help?
- Will you train my team and come on-site when we need it?
- Do I have to make changes to my own system or is it managed for me?

With Cyburity Managed Phone Services, it is easy to answer questions like those. We handle all the setup, support, and changes to the system, and you

Our Story

We will be honest with you...

Cyburity did not originally sell managed VoIP services. We repeatedly heard complaints from our customers about existing phone vendors and unacceptable service. When it came time for us to select a phone system for our new office, we researched and found a solution that worked well for us. Then, when a 100+ employee customer of ours was fed up with their existing vendor, we shared the solution with them and received incredible feedback. They had more features than they were getting from their previous vendor for less money and with the same high-quality service they had come to expect from our Managed IT services.

We only provide services that our own team would use!