



TALKSWITCH FILES

CUSTOMERS SPEAK

## THE TALKSWITCH FILES

TalkSwitch customers love their phone systems! And they love to tell us about the ways TalkSwitch has improved their business. Here's a sampling of what we hear from customers every day.



### COBRA MOTORCYCLES

In our business, customer service is a key to our success. TalkSwitch has enabled our company to take customer service to the next level. Our customers have complimented us on how they can always talk to a 'live' person at any time (by using TalkSwitch forwarding features). Plus our remote staff located in Ohio are able to appear to customers as if they are at our headquarters. The music on hold feature allows us to promote our latest products and change as often as we want.

Finally, we get all this additional service at a lower cost. We were able to redeploy our full time receptionist into an accounting role (since we use the auto attendant), and as an added reduction, we use low cost VoIP outgoing lines that have helped cut our phone bills by \$500/month.

— Mike Tinskey



### FUNTASTIC GETAWAYS

As a home-based travel agent — TalkSwitch has enabled me to create the 'large travel agency office' image needed for customers to take me and my business seriously. Customers never have to know I'm working from home — especially when they call in and hear the PBX dialing options. I've received a lot of feedback on my professionalism and great company image and I know a big part of that is due to TalkSwitch — thanks a million!!!

— Janet Acosta



### JCSmedia.com

On the go, virtual offices, dynamic teams; wherever, whenever. That's real world. That's our life here at JCSmedia! Welcome aboard, here are your marching orders, e-mail, phone extension, and voicemail. Now go jet and execute with excellence!

Sounds like I just hired a freelancer here at JCSmedia, and provided the right tools to get the job done all within a New York minute! That's easy, that's Powerful!

Here's a scenario! The client calls in to an assigned project extension. Meanwhile the freelancer assigned to the project is in the air to Las Vegas to survey a sales meeting venue. That important call goes to voicemail. Hey, no problem that voicemail just got sent via e-mail. [Ping!] The freelancer happens to be on the Internet while flying the friendly skies. The freelancer listens to the attached voicemail, makes the edit, and e-mails a notification to the client. In yet another New York minute, only this time at 30+ thousand feet.

How do we accomplish all this reliably and affordably? TalkSwitch.

— Joseph Stanley



### **MOXIE POST**

TalkSwitch has been an invaluable system for my small video production company. We rely on the auto attendant to forward calls both in the office and to our freelance producers, camera operators and graphic designers working locally and around the world. With only 3 people working on-site, but many working in a variety of locations, TalkSwitch really makes our business professional and polished to our clients. I can't believe it when I hear what other companies spend on telephony and how hard it is for them to make updates. We are so glad we found TalkSwitch!

— *Mindy Hilt*



### **PROCARE PHYSICAL THERAPY**

Oh baby! What a great value our TalkSwitch investment has been! It runs and integrates the entire office, when we're in, out or in a meeting. It even markets for us if we have to put someone on hold! We couldn't live without it!

— *Mat Dewing*



### **STEVEN THOM & ASSOCIATES**

Today I saved a medical doctor \$10,000 over the telephone system he was considering purchasing elsewhere. As an IT Consultant, offering TalkSwitch gives me just one more opportunity to 'wow' my clients and to attract new business through referrals. TalkSwitch is an easy and affordable solution that creates extra revenue for me through product sales, installation and support. Your sales and customer service people are knowledgeable and more than friendly. Thanks TalkSwitch!

— *Steven Thom*



### **TELOS BUSINESS SOLUTIONS**

TalkSwitch has absolutely been a critical component of the growth of my business! In addition to providing a professional image commensurate with that which I designed for the company, the VoIP remote extension capabilities have allowed me to hire people outside the home city of my company to which I would not otherwise have access. Research and development expertise is hard to find in Thunder Bay, but with the TalkSwitch system I have been able to hire a scientist who works from home in Toronto. He can participate fully in the business in Thunder Bay, right from his spare bedroom. Although I wasn't necessarily thinking about it at the time of purchase, this functionality has proven eminently useful and has added substantially to my bottom line.

— *Justin Frape*



### **UPSWING**

One of the most successful parts of our TalkSwitch system has been our unique greeting. TalkSwitch is the most effective business tool I have purchased in the last 10 years. The system and its features have brought credibility to our small business.

— *Jeff Myers*



### **AVAILABLE FROM:**

#### **About TalkSwitch**

TalkSwitch® designs and develops award-winning phone systems for small, multi-location and franchise businesses. Since its establishment in 1990, TalkSwitch has dedicated itself to developing PBXs and IP PBXs that tens of thousands of small businesses rely on. With a growing global network of resellers, distributors and partners, TalkSwitch phones and phone systems are changing the way small businesses communicate.