

# Hosted PBX for Retail Businesses

## Serve the customer – anytime, anywhere

Customer service is one key area that retail businesses can differentiate themselves from the competition. Even small, local retailers can compete with larger chains if they present a polished, professional experience that starts when the customer calls the store. Thanks to hosted PBX, that's possible.

No matter how many employees you have on staff, hosted PBX can maximize efficiency and productivity. With features like autoattendant, to manage and direct calls, as well as on-hold music and call forwarding, Hosted PBX keeps customers engaged and connected while you focus on business.

## Hosted PBX: The solution for businesses on-the-go

Whether you're a small, medium or large enterprise, FairPoint Communications can offer you a powerful feature-rich phone system without the cost or hassle of having your own on-site, system installed.

FairPoint's Hosted PBX service delivers the power of a PBX over our private, secure Ethernet connection, leaving the maintenance, upgrades and monitoring to us, so you can focus on your business. Our Hosted PBX provides:

- **Future-proof technology and flexibility**
  - Our highly- flexible, scalable infrastructure can grow as your business grows
  - Since your PBX is virtualized in the cloud, you can bolt on new services quickly and easily
  - Bring mobility to your communications through web-based call control tools, PC softclients, and mobile phone and table applications
- **End-to-end reliability**
  - Leverage local support and 24/7 management
  - Highly reliable and robust communications network, owned and maintained by FairPoint
  - Re-route calls to an alternate number in the instance of a power outage
- **Easy management**
  - Move or change individuals'communications profile with the click of a mouse
  - Enable and disable features remotely
  - Tailor calling features to individuals or group

### Top features for retail businesses:

**Autoattendant** – No matter what size your storefront, you can sound as professional as the big chains with autoattendant. Also nationwide stores can advertise one 800 number with local reps answering.

**Call jump**–Keep the customer engaged while you move seamlessly from a landline at the register to your mobile phone (and back) without the caller even noticing.

**Accession mobile** – Use your mobile device as an extension of your business line, allowing you stay connected with your customers, vendors and suppliers.

At FairPoint Communications, we don't just sell products and services — we listen, learn and help you develop the kinds of solutions you'd create yourself if you had decades of telecom expertise and enough time to focus on optimizing your telecom plan. Whatever your communications need, we can help.

**Ready to learn more about how FairPoint Hosted PBX can help your business? Contact your FairPoint account manager today.**

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