

Small
Enterprise

Enhance Your Office Communications

Talk to us about our HIGH quality and LOW cost Web & Audio Conferencing Service.

Add a Soft-Phone to your desktop FREE !

Save BIG on cell phone long distance by using our Call-Back solution.

PanOrion
Phone clarity
inspired by
the stars.



PanOrion Corporation is a Canadian company registered with the CRTC as an IP Service Provider. As a prerequisite customers must have Internet service.

Call toll free 1-877-387-4731 or visit us at www.panorion.com

OUR **SMALL ENTERPRISE** SOLUTION IS A HOSTED SERVICE THAT OFFERS OUTSTANDING COST ADVANTAGES AND PREMIUM FEATURES THAT HAVE TRADITIONALLY REQUIRED USERS TO PURCHASE OR LEASE EXPENSIVE PBX EQUIPMENT. **SMALL ENTERPRISE** EXTENDS CAPABILITIES FAR BEYOND THOSE OF SEPARATE VOICE AND DATA NETWORKS.

Our solution combines the best in domestic and international dialing over existing high-speed Internet service – eliminating the need for separate carriers and telephone PBX lines.

Benefits

Increase Productivity, Convenience and Savings
Take your office phones home or on the road without losing your phone features or settings. Lower operating costs providing savings of 50% or more.

Delivering Quality Converged Voice and Internet
Carrier-grade circuits, gateways and redundant servers guarantee delivery of the call quality.

Convenient Customer Self-serve Web Port
It's easy to have complete control over your account with our powerful customer Web Portal.

Calling Features

Service for 4 Lines Included
Small Enterprise is best suited for companies that require a minimum of 4 lines. Adding additional lines is easy and can be done at anytime.

Direct in Dial (DID) Telephone Numbers
Extensions can have a telephone number assigned so that incoming calls will ring directly on that extension.

Unlimited Canada Dialing
Make calls to anywhere in Canada and your calling minutes are FREE.

500 Minutes LD USA
Make calls to the US and your first 500 minutes are FREE.

Extension Dialing
Call any extension that is part of your phone network whether it is down the hall or halfway around the world.



More Great Features

Call Forward
Don't miss important calls. Forward calls to another extension or your mobile phone.

Call Pickup
A designated person can answer another person's phone without leaving their desk.

Call Parking
This feature is very useful when you want to put multiple callers on hold and allow these calls to be picked up by someone else.

Call Transfers
Calls can be transferred between system extensions or to public phone numbers.

Record Conversations (Data Storage Fees May Apply)
Record some or all calls to assist in improving customer satisfaction or training.

Music on Hold
Is an excellent feature that allows you to replace dead air with melodic music or important information when it is necessary to place a call on hold.

Voicemail
The voicemail feature picks up calls after a certain number of unanswered rings and records the caller's message. Recorded messages can be listened to while out of office or can be sent by email.

Authorization to Reach Extension
This feature adds another level of security and privacy by requesting the caller to provide a password in order to contact the desired extension.

Do Not Disturb
When you are busy, make sure that nobody can interrupt. This feature can be activated and deactivated from the phone terminal.

Call Cascading
Make sure that somebody takes the call. Calls are forwarded to another extension if not answered within a specified amount of time.

Ring All
When an extension is called, this triggers other extensions to ring. The first extension answering the call gets the connection.

Follow Me
The extension owner's mobile phone, home phone and office phone can ring in sequence when the main extension is called. The caller is connected with the phone that first answers.

Incoming Call Rules
Incoming call rules can be configured to improve privacy, automate tasks, increase users' productivity and filter incoming calls based on Caller-ID and time of call. As an example, rules can be used to perform a set of predefined actions, like transfer calls to internal extensions or public telephone numbers.

Fax-to-Email (Additional DID Charge)
Fax-to-Email provides you with your own fax number and enables you to send fax messages directly from your computer. On the receiving end, Fax-to-Email converts the fax to a pdf file and routes all incoming fax messages to your dedicated Fax-to-Email address.

Conference Center (Option)
With a subscription to our Audio Conferencing service, businesses can schedule one-time conferences and recurring conferences. Conference rooms can be configured to support an unlimited number of participants.

Dedicated Voicemail Number (Option)
A company can assign a special phone number that employees can call from a public number in order to check their voicemail messages.

Intercom/Paging
Intercom and Paging features are highly customizable, allowing an extension to broadcast messages to groups or to particular extensions. The phone system administrator can determine which extensions are allowed to access Intercom and Paging.

IVR (Interactive Voice Response)
Create complex auto-attendant voice menus with multiple contexts, options and actions. An indispensable business tool that can help project a larger corporate presence, while substantially reducing costs and increasing customer satisfaction.

Call Queues (Setup Fee)
Call queues can answer multiple calls and distribute them to agents using sophisticated algorithms. When used by sales, customer service or support, the company's resources are maximized, while improving customer satisfaction by supporting Service Level Agreement terms.

Call Queue Reports and Statistics
Detailed call queue reports and statistics are vital for call center monitoring. The performance indicators, including call report, answered/unanswered report, call distribution report, agent report and status report, help management optimize human resources and business processes.

Call Screening
Call Screening features are particularly useful for call centers that want to filter calls by destination. Banks, insurance companies, or even small companies can use Call Screening in order to comply with local regulations and to guarantee customer satisfaction.