Jenne is Your Cloud Services Brokerage for **Broadvoice**

Broadvoice is a growing cloud communication company with a passionate team on a mission to inspire meaningful human connections. Their goal is to personalize the way we communicate so that no matter where work happens, their technology helps people be brilliant about the way they connect.

Business Phone System

Call and collaborate from anywhere with a single cloud PBX communication solution that unifies business phones, video conferencing, texting and collaboration under a single phone number.

A Single Platform
Your team can call, text, chat, initiate video calls, and even check virtual voicemail and fax from one window.

Simplified Management
Admins and users have access to a simple dashboard for business-wide and individual phone settings.

One Number. Any Device.
Call and text from your personal device with your work number via the b-hive mobile app.

Where customers and clients meet collaboration.
b-hive Communicator is the single app for interacting with customers and teammates via phone, video, MMS, SMS, or chat.

• Updated user interface and new, more reliable video calling platform
• Native integration with b-hive including voicemail with speech-to-text and virtual fax
• Video call recording
• Screen and file sharing

Video and Collaboration

With a single phone service app for calling, video, text, collaboration, voicemail and fax, you can always come through for your customers and teammates.
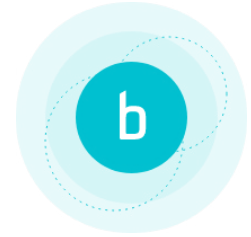
A Single Interface
Call, text, chat, and video conference with customers and teammates from the same phone service app.

Redesigned & Improved
Communicator has been rebuilt with a new interface and more robust, secure video calling.

Included with b-hive
Standard b-hive seats include Communicator, and pro seats include video features.

Provide better customer experiences.
With Communicator, conversations can happen the way they need to. Follow up a phone call with a text or move a chat into a video call or screen share.
- Call, text, and video conference with customers and clients using your business phone number
- Switch from one mode of communication to the other seamlessly
- Use traditional phone features like mute, hold and blind call transfer
- Share your screen and files

SIP Trunking

Keep your existing hardware and ditch your landlines for more flexible and affordable cloud-based business phone service.

Keep Your Phones
Modernize your existing phone hardware with basic cloud features of SIP trunking.

Save Big
Unlimited SIP trunks can save you up to 70% monthly compared to legacy phone providers.

Scale Instantly
Automatically add capacity to handle large bursts in traffic or seasonal changes.

Your business phones. Now more connected.
The features you expect and more, with the ability to scale instantly.
- Business phone essentials like voicemail, caller ID, auto attendant, call recording and virtual fax
- Virtual phone numbers with local ZIP codes
- Call bursting to automatically support sudden increases in call volume
- Mix and match with other cloud-based seat types

Business Texting

Reach customers on their phones—where they're more likely to engage—with one-on-one conversations or broader sales and marketing campaigns.
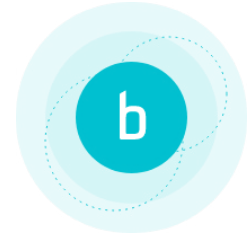
Schedule & Automate
Automate and schedule outbound text messages to groups or individuals.

Route Inbound Messages
Route inbound messages to specific agents or groups.

Works with b-hive
Use your b-hive number to text and receive a single bill.

Give personalized attention at scale.
Reach new people and engage with existing contacts in more meaningful ways.
- Engage customers with 1:1 conversations or text-marketing campaigns
- Organize contacts by tag and message segments of your contact list or everyone at once
- Route inbound texts just like calls
- Use templates to communicate more efficiently

Contact Center

Broadvoice b-hive Virtual Contact Center is a cloud-based solution that's powerful, cost-effective, agile, and right-sized for your small and medium business.

Call Routing
Call routing by queue, day, time and representative ability.

Call Monitoring
Give supervisors the tools to monitor, whisper and barge.

Custom Call Queues
Manage multiple queues by skill, hours and call spikes.

Historical Call Data
View and export data to evaluate performance.

Real-Time Analytics
Manage agent performance through a single dashboard.

Admin Panel
Manage additions and changes on the fly.

Online Access
Access your system online at any time.

Call Recordings
Assess the quality of agent performance with call recording.

Level the playing field.
With no upfront investments, lower operational costs, enhanced security, and greater scalability, b-hive Virtual Call Center solution essentially levels the playing field, enabling you to deliver an exceptional customer experience on par with big brands.

Microsoft Teams Integration

Microsoft Teams can bridge the gap for remote work. Within Teams, you can chat, conference and work on shared files created with Office 365 apps and more. Add b-hive to meet all your team's external calling needs in one platform.

Click to Call
Quickly place an external call within Microsoft Teams.

Microsoft CRM Teams Integration
Bridge the gap between Salesforce and collaboration with b-hive.

Team Collaboration
Collaboration, messaging and voice all in one convenient platform.

Call Analytics
Track all calls into Microsoft Teams, including call breakdown, origin and demographics.

Auto Attendant
Manage your company call menus and then feed the call directly into Microsoft Teams.

Call Recordings
Record calls for supervisor auditing, includes 500MB of storage per seat.

Collaboration & communication.
b-hive for Microsoft Teams is an easy add-on to Office 365 that connects Teams to your phones.
• Access all features from the Teams app on any device.
• Improve productivity with native calling from our Teams PBX integration.
• Retain all b-hive Contact Center or compliance settings.
• Take advantage of enterprise-grade encryption and security.

Salesforce Integration

Broadvoice has paired their b-hive cloud communications platform with Salesforce, so you can manage your funnel, build customer relationships and leverage calling features using b-hive directly within your Salesforce instance.

Inbound Record Matching
Automatically matches incoming calls with customer records stored in Salesforce.

Click to Call
Call a customer directly on Salesforce by clicking on their phone number.

Create Records
Create new records on demand so employees can quickly open a new case or log a new lead.

Notes and Dispositions
Add notes for calls on the fly and track your conversation status with custom fields.

Call Logs
View both inbound and outbound calls through your Salesforce account.

Call Recordings
View and download customer recordings directly from customer records.

Keep track of conversations.
Simply click to dial directly from a contact record in Salesforce. b-hive will record the calls so your sales and service teams can listen to calls directly from Salesforce for accurate record-keeping and/or training to improve customer interactions.