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## **Alternate Access<sup>®</sup> Uses VoIP to Link Communications for Financial Advisors with Two Office Locations**

### ***Triad Financial Advisors and Triangle Financial Advisors Make the Switch to VoIP***

**Raleigh, N.C. (Oct. 13, 2010)** – Alternate Access<sup>®</sup>, a leading provider of converged communications solutions, was recently selected to install a state-of-the-art VoIP phone system to integrate communications for Triad Financial Advisors and Triangle Financial Advisors. The 35-phone system will link the company's locations in Greensboro, N.C. and Raleigh, N.C.

The new phone system offers the team of financial advisors call handling features that their previous system lacked. Staff will now be able to use three digit extensions to transfer calls seamlessly between the two office locations, no longer requiring customers to hang up and call the other office location.

"This phone system will help the two offices communicate efficiently as one," Kelly Lumpkin, Alternate Access CEO said. "They will be able to ensure that every call gets answered. If a specific trader is not available for a caller, the caller can press one button to ring all of the traders' desks in Greensboro so their transaction can be attended to quickly and professionally."

The phone system also allows operators at each location to provide back up for one another if one is out of the office or steps away from her desk. Lumpkin added, "This process occurs seamlessly so callers are always taken care of promptly. Clients will receive faster and better quality service, and the business presents a consistent image to the public."

The management team at both offices indicated that the increased voice mail functionality was a selling point. The phone system enables them to view voice mail messages via a Graphical User Interface (GUI) in priority order rather than by the date and time they were received. The immediate delivery of voice mails was an improvement over the previous system, which occasionally encountered daylong delays in delivering voice mail messages.

Several staff members who regularly work outside of the office indicated that call routing and cell phone authentication have been two of the most beneficial features for them since the installation. Call routing allows them to remain available via cell phone wherever they are located, while authentication recognizes their cell or other pre-selected phone number, enabling direct log in to voice mail when calling their office extension from that number.

For more information on Alternate Access, contact [Press@AlternateAccess.com](mailto:Press@AlternateAccess.com) or call (919) 831-1860.

### **About Alternate Access**

Founded in 1993, Raleigh, North Carolina-based Alternate Access provides intelligent business phone systems to small-business and branch-office clients locally and nationwide. Their innovative phone system solutions help increase profits by boosting staff performance and efficiency, enhancing customer service, and adding management reporting capabilities - all while decreasing labor, infrastructure, and recurring monthly costs. Products include Voice over IP phone systems, fax servers, unified messaging, Web collaboration, interactive voice response and call center applications, headsets and specialty phones. By employing extensive experience and best practices, award-winning Alternate Access works in partnership with its customers to build creative yet cost-effective solutions. For more information on Alternate Access visit [www.AlternateAccess.com](http://www.AlternateAccess.com).