Business Phone Service

CLOUD PHONE SERVICE, SET UP AND SUPPORTED BY SMART LIFE

A cloud phone system for your business: desk phones, a desktop and mobile app, voicemail, texting and video meetings, with no phone system hardware to maintain in your building. Smart Life checks your network, moves your numbers, builds your call flow, installs the phones and trains your staff.

What every user gets

- ✓ Desktop and mobile apps
- ✓ Local and long-distance calling
- ✓ Voicemail with written transcripts
- ✓ Call recording, automatic or on demand
- ✓ Hold, transfer, park and pickup
- ✓ Paging groups and call pickup groups
- ✓ Call history and call-quality reporting
- ✓ Setup, number transfer and local support

Add what each person needs

Service is per user. We match each person to the lowest plan that covers what they use.

Chat and video meetings

One-to-one and group chat with file sharing, plus video meetings with screen sharing and recording.

Business texting

Text customers from a business number instead of a personal mobile phone.

AI call and meeting recaps

A written recap after a call or meeting, with a transcript and the topics covered.

CRM integration

Click to call and screen pops in Salesforce, Microsoft Dynamics 365, NetSuite, ServiceNow, Zendesk and others.

Call queues and reporting

Queues, wallboards, scheduled reports and supervisor listening for teams that take calls all day.

Fax and file storage

Send and receive faxes without a fax line, and keep shared files backed up.

Options for the whole company

- ✓ Auto attendant with menus and hours rules
- ✓ Ring groups for departments
- ✓ Texting from your main business number
- ✓ Toll-free numbers
- ✓ AI receptionist that answers and routes calls
- ✓ Fax lines and fax machine connections
- ✓ Overhead paging and door intercom connection
- ✓ Longer recording retention and archiving

Phones and devices

Tell us how each person works and we will recommend a model. Staff can also work from the apps alone.

Desk phones
Color-screen models from entry level to touchscreen, with Wi-Fi and Bluetooth options.

Cordless handsets
For shop floors, warehouses and anyone who is rarely at a desk.

Conference phones
For meeting rooms, sized to the room.

Accessories
Headsets, plus adapters that keep a fax machine, door phone or paging system working.

How the move works

1. **Check the site**
   We confirm the address, review your numbers and test your network for voice quality.
2. **Quote and order**
   You review and sign a written quote. Nothing changes on your current phones until you approve it.
3. **Build the account**
   We set up users, menus and ring groups, and schedule the transfer of your numbers.
4. **Install and train**
   We install the phones, set up the apps and show your staff how to use them.
5. **Support**
   Adds, moves and changes come to us, and we stay your point of contact.

Phone terms explained

Auto attendant	The recorded menu that answers and lets callers choose a department or person.
Ring group (hunt group)	One number that rings several people, all at once or in an order you choose.
Call queue	Holds callers in line with music or messages until someone is free.
Call park	Puts a call on hold so that anyone can pick it up from another phone.
Call flip	Moves a live call from your desk phone to your mobile phone, or back.
Presence	Shows whether a co-worker is available, on a call or away.
Voicemail transcription	Turns a voicemail into text you can read in the app or by email.

Thinking about replacing your phone system?

Call (502) 251-4775 or request an estimate at smartlifecorp.com/contact