TechmodeGO Flexible Cloud Phone Solution

Unified Communications

No matter how big or small your company, the right Unified Communications solution can take your business communications to the next level, helping to improve collaboration, boost productivity, increase mobility and enhance the customer experience.

See the Status of Your Colleagues

The ability to view the status of other colleagues is a great time saver.

Voicemail to Email with Transcription

Incoming voicemails are transcribed for you and sent via email and softphone, no need to login to check voicemails.

Instant Messaging / Text chat

Allow employees to communicate/collaborate via internal messaging.

Work from Anywhere

TechmodeGO includes VoIP apps for Android and iOS which allow you to take your office extension with you anywhere. With a modern and intuitive user-interface, Techmode's integrated softphone applications offer a full range of Unified Communications features including presence, chat, conferencing and more.

Answer calls to your office phone extension via your mobile device and transfer to colleagues without asking customers to call another number. Slash your company's mobile phone costs, increase productivity and make sure you never miss a call again!

Voicemail Transcription

Browser Based Chat

Android and iOS Collaboration Apps

Employee Status and Presence

One Number Reach-ability

Chat and Send Links-Increase Productivty

TechmodeGO
Cloud
Phone Solution

Integrated Web Conferencing

Video conferencing has become an essential part of daily business communications. Whether it's to catch up with a team member who is travelling or to give a sales presentation, no one can argue that it's a means of communicating that has become a part of the norm. TechmodeGO's integrated video conferencing is easy to use and enables businesses to save time and money by hosting virtual meetings, whilst enjoying the benefits of face-to-face communication. Video conferences can be easily launched through the TechmodeGO web client with a few mouse-clicks and can be used for a wide variety of everyday communication needs to boost productivity and efficiency. Our solution requires **no downloads for meeting participants**.
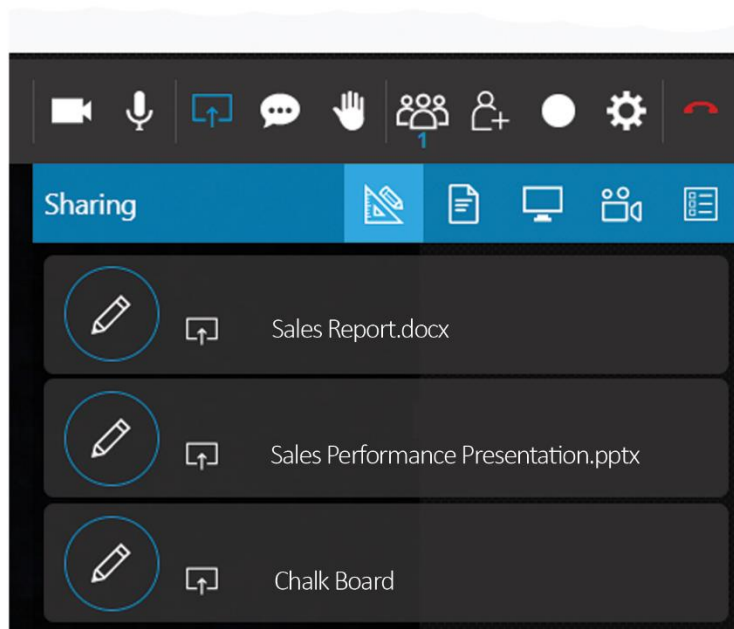
Features

- Clientless
- One-Click Conference
- Interoperability with VoIP and video
- Bandwidth management and control
- High quality video and voice
- Remote control and screen sharing for quick & easy troubleshooting
- Pre-upload PowerPoints & PDFs for crisp, responsive delivery
- WebRTC technology
- Real time collaboration and sharing
- Works on mobile devices

Sharing

- Sales Report.docx
- Sales Performance Presentation.pptx
- Chalk Board

TechmodeGO Cloud Phone Solution

Built In Free Website Chat

The TechmodeGO Live Chat & Talk plugin allows your website visitors to chat and call your company in real-time. No need to call your 800 number – they can connect with a single click. Connect visitors to your sales team and watch conversion rates skyrocket! Calls are forwarded to your built in messaging platform, using WebRTC technology. This gives you the ability to track, transfer and report on all conversations. Keep all your communications on one platform and save admin time, learning curve and monthly subscriptions! Your employees will love it and so will your customers! The plugin is free, the calls and chats are free – all you need is TechmodeGO.

Improve Customer Service

- Capture your website visitors once they're on your site
- Turn visitors into leads faster
- Know what they're looking for before you start pitching
- Elevate chat to voice or video call
- Avoid customers having to call a number and speak to another team/agent
- Convert more leads into sales
- Increase customer satisfaction – no need to dial a number
- All communications are visible to all agents
- Save money – pay for one system per year
- Learn and deploy one system
- Help them find what they're looking for in real time

GO Chat with Us

Could we have your name and email?

Name

Email

Chat

Techmode Support 📞 ✕

Hello! How can we help you today?

LI Hello, please send me your current promos. Thanks!
Lindsay   2022/01/20 11:04

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## Integrate your PBX and your CRM with TechmodeGO

With TechmodeGO you can integrate your CRM, ERP and Accounting System with your PBX and be able to launch calls with a single click. Inbound calls are automatically linked to the customer record which pops-up on the screen and all calls are logged in the CRM package.

Integrate TechmodeGO with MS Exchange, Salesforce, Microsoft Dynamics, Microsoft Outlook, Office 365, Zendesk and many more!

SMS/MMS

SMS and MMS messaging with TechmodeGO increases customer satisfaction and reduces response times. Send marketing, discounts, appointment reminders and more via text.

- Eliminate phone tag by following up with text messaging instead
- Reduce response time- Average response time to a text is 90 seconds
- 8x higher engagement rates than email and voicemail
- Send announcements to clients without them getting lost in a barrage of emails
- Time-Sensitive info? Send text messages to large groups instantly
- Work multiple customer service tickets at once, while providing an easy way for clients to provide pictures and additional information
- Give your employees a way to text message clients and prospects while the business still owns the phone number
- Quickly solve customer issues without keeping anyone on hold
- Connect with job leads and send interview reminders
- Send announcements to team members in the field or office
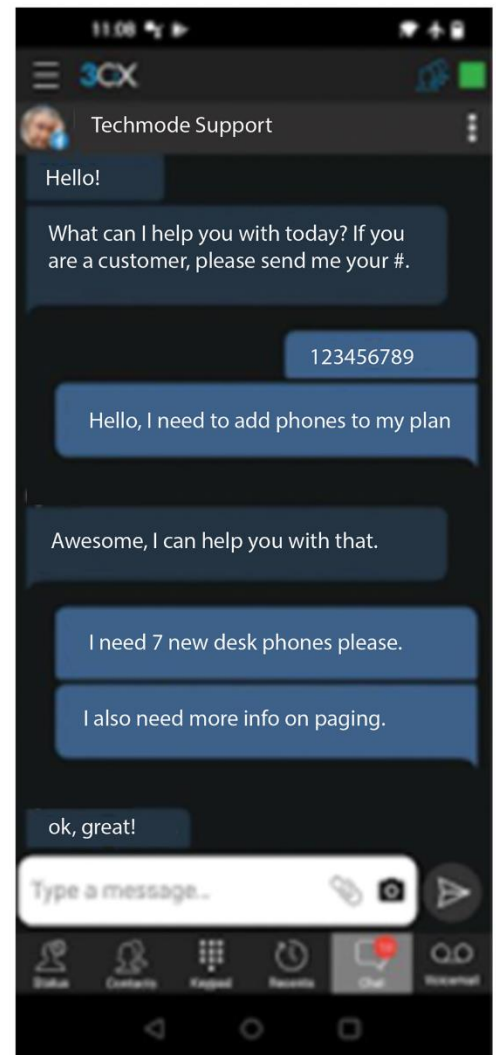
TechmodeGO Flexible Cloud Phone Solution

Built In Contact Center Features

Call Queues

- Call queues to agents or groups guarantee no calls are missed

- Advanced queue strategies such as Round Robin , least idle, etc.

- Agents can answer calls from anywhere, using any device

- Call back option as overflow during busy times

Call Recording and Staff Training

- Record calls for legal and quality monitoring purposes

- Train agents during a live call with Listen in and Whisper.

- Use Barge in to take over when needed

- Ticket responses can be monitored centrally

Check Service Levels with Reports

- Check agent performance with the built-in reports

- See longest wait time and abandoned calls

- Get reports on SLA and call back statistics

- Switchboard / wallboard for real-time monitoring of queues

Panel   📞 ▦ 📖 3CX

800 Marketing Queue

Marketing Queue

Caller	Callee	Time	Details
Layla Blanco	Reece Hartman 009	02:59	
Jonathan Smith	Marketing Queue	01:39	Waiting in Queue
Peter Parker Marketing Queue 000	George Brassingson	00:08	Connected to Queue

EXT	Agent Name	Queue Logged Into
000	Peter Parker	Marketing
002	Jeff Jones	Marketing
004	Tim Thomas	Marketing

Waiting Calls	Serviced Calls	Abandoned Calls	Longest Waitng	Average Waiting	Average Talking
1	0	3	00:00:11	00:00:0	00:00:00

TechmodeGO Flexible Cloud Phone Solution

Powerful, Easy to Use Softphones

With powerful softphones for Mac and Windows, TechmodeGO allows you to easily manage your phone calls in the office, at home or on the road using your desktop PC or laptop.

Integrate O365 with TechmodeGO

Calendar Sync

- "Show as" in the event switches calendar status to "Do Not Disturb" or "Away"

- Override sync with "Business Trip" status or by changing manually

- Automatically switches forwarding profiles

- Availability status switches back when calendar events end

Contact Sync

- Automatically sync your personal contacts

- Manage all contacts across apps in Microsoft 365

- Update shared mailbox contacts with the company phonebook

- Call synced contacts directly from the TechmodeGO web or mobile apps
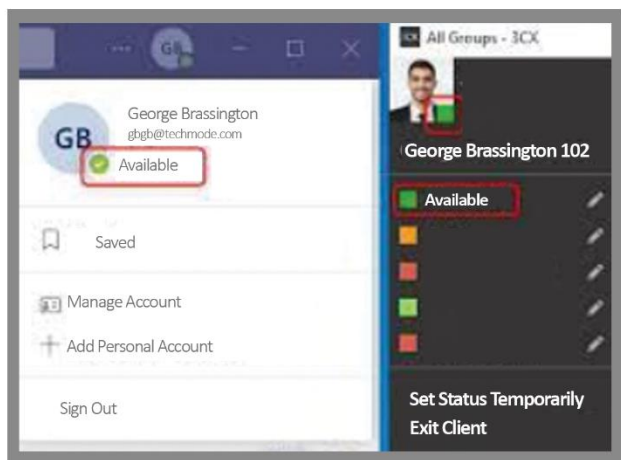
Single Sign On

- Log in with one click

- No more lost passwords

- Easily grant admin access

- Enable 2 factor authentication

User Sync

- Automatically create new extensions from Microsoft 365

- Easy tracking in "Azure AD" group in the Management Console

- Customize how extension numbers are created

- Import extensions from Microsoft 365 for easy setup

TechmodeGO Flexible Cloud Phone Solution

TechmodeGO

Integrate Teams with TechmodeGO

Microsoft Teams is a powerful collaboration tool, but it does not include calling plans. Teams requires a separate solution to enable external calling. Since calling is still one of the quickest and popular communication tools used by employees—it's important to know your options for making calls from Teams.

Techmode has the ability to provide you with an integration that natively allows users to access TechmodeGO phone system features, such as call control and management, right inside your Teams dashboard.

Why Choose Teams with TechmodeGO?

- Fully featured phone system
- No need to leave Teams dashboard
- See employee status
- Call groups and advanced routing
- Call recording
- Call reporting
- Wallboards
- Easily evaluate agent performance

Access All Features from Anywhere

TechmodeGO with Teams is made for employees on the go. Our calling features are available in the Teams app, to perform the tasks you need to, wherever you are.

No Teams Calling Plan

On Demand Call Recording

Hunt Groups in Teams

Use Teams Dialer

Call Queueing In Teams

Call Reporting

Advanced Auto Attendants

Bypass Teams Outages

Local Tech Support

By choosing TechmodeGO for calling with Teams, you get access to our top tier, local expert support team. Techmode is able to offer SLA's on support, with response and resolution times much quicker than Microsoft.