Granite
Executive
Voice

Unified Communications

Granite
MERGED VOICE

Products and Services

Granite will help customize your communications strategy tailored to your individual business with our team of experienced engineers and implement a cost-effective and secure solution for your company.

Managed Internet Access

Managed Wireless

Geographic Perfection on all our available products nationwide.

With Granite's suite of data products, you will have all of the speed, functionality and reliability you need through proven technology.

Granite Mobility offers all 4 major US and multiple Canadian/International Mobile Operators available on one platform.

Cloud Based Networks

Network Integration

Granite Voice

Granite can ensure that you are fully functioning and connected so that your critical systems remain online at all times.

Granite's skilled, certified engineers and project management team can develop a diverse solution, integrate new functionality into your current technology environment or install a new communications strategy.

Our voice network and our extensive wholesale contracts with incumbent carriers throughout North America allows us to offer exceptional pricing. We can transform your legacy and traditional POTs services into any Granite Merged Voice product, benefiting your bottom line.

Your working life moves constantly from desk to laptop to smart phone to tablet.

Granite's Unified Communications platform empowers users with the ability to utilize all of the features of a Hosted Unified Communications from almost any device; whether at your desk, at home or on the move.

Granite's MaX UC, for mobile and desktop, keeps you connected wherever you are. It's a fully featured soft phone that enables you to send and receive calls, instant messages (IM), or video calls from any Internet connected device.

Powerful 'presence' capabilities allow you to see the real-time status of coworkers – available, off-line, on the phone, or in a meeting. This integrates with Outlook so that click-to-dial and IM can be integrated easily into email, as well as CRM applications and business productivity tools.

Granite's MaX UC is fully integrated into Granite's advanced IP voice services network and provides reliable performance and great support. Your sensitive information is safeguarded with our industry standard security and privacy measures.

When team members are able to work from anywhere, Granite's MaX UC becomes an important part of your business continuity strategy, too.
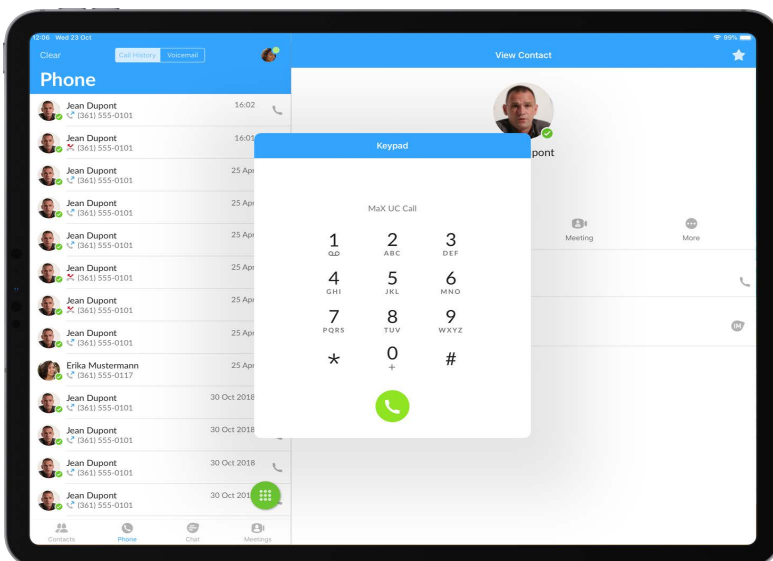
- **Free Local Calling**
- **Free inter-company calling**
- **Free Long-Distance**
- **Free Project Management**
- **Free Training**

Enterprise Communication Features

- **3-Way Calling** - Call Hold & multiple call appearances
- **Call Forwarding** - Busy, No Answer, Selective and more
- **Call Handling** - Call Waiting, Call Transfer & Call Pickup Groups
- **Speed Dials** - Short Codes, Intercom Dialing & more

- **Call Park** - Allows a subscriber to put a call on hold so that it can be retrieved at any other line within the group
- **Paging Via an IP Phone**
- **Line State Monitoring** - Allows a subscriber to be connected to an attendant console to notify the status of lines in service
- **Directed Call Pickup** - Allows answering of any phone within a Business Group

- **CommPortal** - Web-based user interface for subscriber settings and changes
- **Call Screening Features** - Do not disturb, Call Rejection, Priority Calls and more
- **Find Me Follow Me** -Specifies a list of numbers to be called in sequence
- **Granite MaX UC** - Desktop and Mobile application for calling and messaging
- **Granite MaX UC Meeting** - Video & Audio Conference Bridge
- **Hot-Desking** - Allows an End User to log in and out of their number from any IP phone that is registered to Granite's network
- **Multi-Line Hunt Group Pilot Number** - Routes calls to a group of phones or directory numbers in a line group
- **Incoming Call Manager** - Time of Day Scheduling Integration with incoming call manager. Enables subscribers to apply a predefined rule-set
- **Inbound Fax** - Access via e-mail
- **Music on Hold**
- **Simultanious Ring** - Allows subscriber to specify a list of numbers which are rung (in addition to his/her own number) whenever their line is called
- **SMS** - You can send and receive text (SMS) messages using the Messages app
- **Voicemail** - Allows answering of any phone within a Business Group
- **Voicemail Transcription** - Enables voicemail messages to be transcribed & sent as email and/or viewable in Commportal

Modern Communication Features

- No additional software needed

- Unlimited meeting duration for all meeting sizes (100 participant limit)

- Group Collaboration

- Active Speaker, Full or Gallery view

- Instant or Scheduled meetings

- Chrome & Outlook scheduling plug-ins

- Remote Control

- Breakout rooms

- Join by telephone call-in or through Granite MaX Meeting Desktop/ Mobile Application

- Up to 25 video feeds per screen

- Instant or Scheduled meetings

- Free Audio and Screen Recording

- Simultaneous Screen Share

- Group Collaboration

- Desktop and Application sharing

- Private and/or Group Chat

Equipment

Granite's extensive equipment list offers devices to suit all of your employees unique communication needs.

Poly VVX 250

Four-line, basic IP desk phone with color display

Poly VVX 350

Six-line, mid-range IP desk phone with color display

Poly VVX 450

Twelve-line, performance IP desk phone with color display

Poly Trio 8500

Conference phone perfect for small to medium sized rooms built with specially tuned mics that catch every word in a 14-foot range.

Poly Trio 8800

Conference phone perfect for large rooms built with specially tuned mics that catch every word in a 20-foot range. Wi-Fi, USB and Bluetooth® connectivity is built in.

Panasonic KX-TGP600

Cordless phone and base station-containing high-quality wide band voice services, as well as noise reduction.

Poly D230

Cordless phone and base station-featuring enhanced noise cancellation technology. Supports Call park with VVX desk phone.
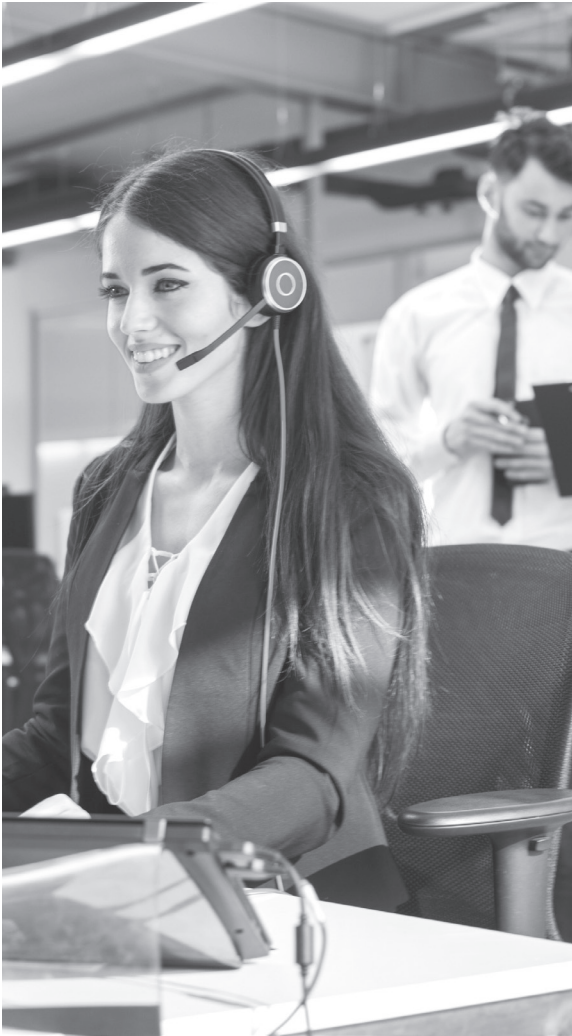
Calisto 3200 Speaker

Personal, portable corded speakerphone that is easy to use at home, remotely or in the office.

Encore Pro 310

Over-the-headset style USB-A computer headset with in-line controls for volume, mute and advance noise canceling technology to filter out background nose for the customer on the other side.

Cloud Enablement

Call Recording

Inbound and outbound call recording with live monitoring capabilities.

Granite Cloud Contact Center (CCaaS)

CCaaS (Contact Center as a Service) is a simple and easy-to-use license-based application that runs in conjunction to Granite's VoIP platform.

Interactive Voice Response

Multiple virtual response tools to complement cloud based voice solutions for de-centralized customer service when no contact center client is present.

Voice Operator Panel

Software-based receptionist portal that Provides switchboard and attendant console functions.

The Granite Voice Advantage

- One Point of Contact
- One Bill
- 24/7/365 Free Support
- Free Training
- Integration of Unified Communications with Business SIP Trunking

Management Applications
Workforce Management | Reporting
Quality Management | Supervisor

Email

Phone

Web

Social Media

Chat

Mobile

CUSTOMER

AGENT

Inbound
Customer Service

Outbound
Sales & Marketing

In-House Agents

Outsourced Agents

Work-at-Home Agents

Experts

Self-Service

Integrations
CRM & other Business Applications