Allied Voiceworks

Connected Communications.
Intelligent Solutions.

LOCAL EXPERTS. ENTERPRISE RESULTS.

BUSINESS PHONE & AI

The hosted phone system with AI built in.

Allied Voiceworks unifies **voice, messaging, collaboration, contact center and artificial intelligence** in one professionally managed platform, so every call is captured, transcribed, summarized and connected to your CRM. Built for offices, service companies, professional firms and growing teams.

VOICE · COLLABORATION · CLOUD · AI-POWERED

PLATFORM FEATURES

Everything your business needs, in one place

Enterprise-grade hosted voice with AI on every conversation, delivered and supported by a local team.

Call Transcription
Enabled calls become searchable text automatically, so nothing said on a call gets lost.

AI Call Summaries
Concise summaries of every conversation for review, coaching and fast, accurate follow-up.

CRM Integration
Click-to-dial, calls logged to CRM records, CRM-based routing and automated follow-up tasks.

Contact Center
Skills-based queues, real-time and historical reporting, and voice, email, SMS and chat in one workspace.

Mobile & Desktop Apps
Apps for iOS and Android plus a desktop softphone, so your team can work from anywhere.

Teams Integration
Microsoft Teams integration is available alongside video meetings and collaboration tools.

Business SMS
Text customers from your business number, with auto attendants and call routing built in.

24×7 Support
Around-the-clock help desk, with issues escalated and managed through to resolution.



HARDWARE

Premium Fanvil IP phones, ready out of the box

We deploy Fanvil Pro business phones such as the **Fanvil V66 Pro**. Phones are auto-provisioned from the platform, so they arrive configured and ready to use.

- **7" HD color screen** — Adjustable 0°–40° display
- **HD audio** — G.722 and Opus codecs
- **Wi-Fi 6 & Bluetooth 5.4** — Dual-band 2.4G/5G
- **Dual Gigabit + PoE** — 20 SIP lines, video call receive
- **Up to 116 DSS keys** — Line, BLF and speed dial
- **Antibacterial surface** — Handset and keypad

Trusted Caller ID: STIR/SHAKEN call authentication helps your outbound calls get through and avoid "Spam Likely" labels.

BUSINESS PHONE & AI

Every conversation working for your business

From the front desk to the contact center, one hosted platform with AI on every call.

Full AI Integration

Business AI and AI agent capabilities work alongside your team.

- Automated follow-ups after every call
- Searchable call transcripts
- AI summaries for review and coaching

Contact Center

A state-of-the-art workspace for agents and supervisors.

- Queues and skills-based routing
- Real-time and historical reporting
- Voice, email, SMS and chat in one place
- Canned responses and call recording

CRM Integration

Your phone system and CRM, working as one.

- Click-to-dial from CRM records
- Call activity logged automatically
- CRM-based call routing
- Automated follow-up tasks

Hosted Voice Plans

Enterprise calling features at small-business cost, over your existing data network.

Convenience Plan
Dial tone · Caller ID

Standard Plan
DIDs · Voicemail · Auto attendant · Conference bridges

Executive Plan
Admin portal · Softphone app · Mobility features

Work From Anywhere

Your business number follows your team.

- iOS and Android apps and desktop softphone
- Microsoft Teams integration available
- Video meetings and business SMS

Trusted Caller ID

Get your calls answered.

- STIR/SHAKEN call authentication
- Helps avoid “Spam Likely” labels
- Auto attendants and smart call routing

HOW IT WORKS

From discovery to go-live, we handle it

Professional implementation, training and project management, delivered by local experts.

1. **Discovery**
   We review your voice, network, CRM and contact center needs.
2. **Design & Configure**
   Users, numbers, routing, auto attendants, CRM integration and AI services are set up for you.
3. **Install, Test & Train**
   Fanvil phones are deployed, the system is fully tested, and your team is trained.
4. **Support 24×7**
   Ongoing monitoring, help desk support and a defined service level agreement.

SEE IT BEFORE YOU BUY

Schedule a consultation & live demo

We’ll learn your requirements, answer your questions and show you the options that fit your business, then put together a custom quote.

Call 830-388-7535 to get started

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