Allied Voiceworks

Connected Communications.
Intelligent Solutions.

LOCAL EXPERTS. ENTERPRISE RESULTS.

HOSTED, AI-POWERED BUSINESS PHONE SYSTEM

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. We are **a division of Allied Telecom, LLC**, which has been helping organizations design, implement and support business communications for **more than two decades**, with sales, engineering and support based right here in **Boerne, Texas**.

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

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

SOLUTIONS

One partner for your whole technology stack

Communications, IT, infrastructure, security and life-safety systems, designed, installed and supported by one accountable partner.

Managed Services

We host your critical applications and data in a professional data center and become your first call for IT.

- Hosted servers with predictable, fixed IT costs
- Managed desktops refreshed every three years
- Data backup and business continuity
- 24×7 help desk

Hosted Voice

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

Infrastructure

Every technology investment depends on a solid network. We take projects from consultation through design, installation and support.

- LAN, WAN, VLAN, VPN and SD-WAN
- Wireless networks and structured cabling
- NAS/SAN storage, backup and Office 365
- 24×7 network monitoring and SLAs

Security

Peace of mind for your people and property.

- Video surveillance with remote viewing from computer, tablet or phone
- Smart video analytics with SMS and email alerts to staff
- Door access control by PIN, badge or biometrics, with complete access history

Life Safety & Nurse Call

Integrated care communication that gives staff real-time information to respond faster.

- UL-certified wired and wireless nurse call
- Alerts sent straight to the right staff device
- Real-time locating (RTLS)
- GPS wander alerts and fall detection

Senior Living

Resident voice and internet services that add value to any senior living community.

- Resident voice: residents keep their existing numbers and personal phones
- Centrally managed, with voicemail and E911
- Resident internet: a private network for each apartment

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 your free consultation & live demo

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

Call 830-388-7535 to get started

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