

Protect Your Customer Base with Company-Owned Telephone Numbers

With the advent of cell phones, businesses face new challenges—challenges that many businesses don't realize they have until it's too late. Before cell phones, sales and service employees provided customers and prospects with company-owned telephone numbers. Today, however, sales and service employees may provide customers and prospects with their personal cell phone numbers.

Why does it pose a problem for your company when sales and service employees provide customers with their personal cell phone numbers? When a sales or service employee no longer works for your company, customers may continue to call the employee's personal cell phone number. If the employee now works for the competition, your customers are calling your competition instead of you.

Address this problem head-on with a Company-Owned Telephone Number Policy and the Call Forward or Find Me Follow Me feature!

Company-Owned Telephone Number Policy

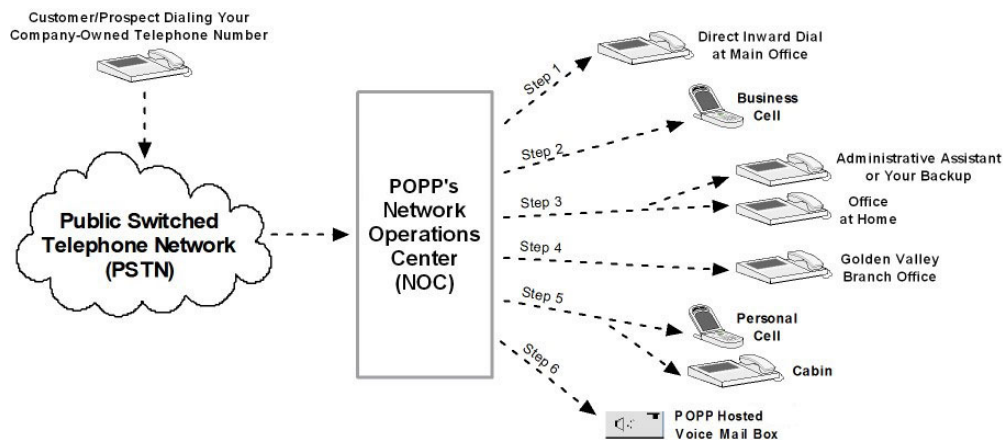
POPP recommends implementing a policy requiring employees to issue company-owned telephone numbers. Example: employees must provide one company-owned telephone number to all customers and prospects.

Call Forward Feature

When the company-owned telephone number is dialed, all calls forward to one telephone number. Example: John forwards his company-owned number to his personal cell phone so he can receive business calls at anytime.

Find Me Follow Me Feature

When the company-owned telephone number is dialed, all calls forward to multiple telephone numbers, ringing them simultaneously, sequentially or both. If the call is not answered after the specified steps/rings, calls forward to any voicemail box you choose. Example: John forwards his company-owned number to multiple numbers, including his personal cell phone, so he can receive business calls at anytime.



Call Forward and Find Me Follow Me Business Benefits

- Protects you from losing customers to former employees who now work for the competition
- Employees can still use their personal cell phones, but they don't give out the cell phone number
- More efficient and cost-effective than telephone system Call Forward and Find Me Follow Me—with POPP's Call Forward and Find Me Follow Me features, your phone lines aren't tied up because you're using POPP's network to make outbound calls to the devices instead of your own
- Customers experience improved service levels
- Never miss an important call again
- Save time by eliminating "phone tag"
- Improves access to management and sales and service team members who are mobile
- Cleans up business cards by reducing the number of telephone numbers printed

To order Call Forwarding or Find Me Follow Me, call your account advisor at 763-797-7900.

