



Jeff O'Neill
VP of Sales

Technolink of the Rockies Offers Business Critical VoIP Integrations to Maximize Customer Profitability and Productivity

Leading MTSP Enhances Communications for Local Organizations

ENGLEWOOD, CO – June 27, 2024 - Technolink of the Rockies, a leading managed technology services provider, has announced their comprehensive suite of integrations designed to supercharge VoIP communications for businesses and organizations of all sizes. These integrations are set to maximize profitability and productivity by seamlessly connecting various third-party software applications, including popular customer relationship management systems (CRM), enterprise resource planning systems (ERP), and enterprise management systems (EMS). While many VoIP providers offer unified communications (UC) systems, most are not seamlessly woven into the fabric of their existing systems. Technolink of the Rockies has taken a step further, by seamlessly integrating the power of a UC system into the most widely used organizational communications systems, like Microsoft Outlook, Microsoft Exchange, Microsoft Teams, Hubspot, Salesforce, and more.

“Our objective is maximum utilization of technology and we’re able to achieve this by integrating

with the most popular productivity boosting solutions on the market,” stated Jeff O’Neill, VP of Sales of Technolink of the Rockies. “By doing so we make everyone’s life easy to effectively communicate within any business, non-profit or institution.”

Technolink of the Rockies’s integration with Microsoft Outlook and Exchange brings unparalleled efficiency to business communications. Whether employees want full call control directly from Outlook, allowing users to dial contacts, synchronize presence with their Outlook calendar, and change presence status directly from Outlook, or other ways of improving their throughput and collaborative abilities, this integration ensures that users can manage their communications more effectively, reducing the time spent switching between platforms.

Technolink of the Rockies’s Microsoft Exchange Communicator further enhances this integration by automatically delivering and synchronizing voice mails and faxes to users’ email clients on Windows-based PCs. Changes made to these messages on the email client are instantly reflected on the system, streamlining the communication process and ensuring that no message goes

unnoticed. This is ideal for highly collaborative teams, which are looking to increase the pace of communication, which is essential for customer satisfaction.

For organizations that rely on Microsoft Teams, Technolink of the Rockies’s integration extends the platform’s capabilities far beyond its standard feature set. Users can make and receive customer calls within the Teams interface, with additional rich features such as complex routing plans, auto attendant, call handling rules, and call recording. Even the mere feature of call recording adds unprecedented value in the contexts of quality assurance, training, compliance standards and dispute resolution.

One of the most popular CRMs is Salesforce and this integration brings full call control to the application suite. Users can manage calls directly from Salesforce records. “Screen pops” for inbound calls display all known account information, allowing employees to provide informed and efficient customer service.

“Technolink of the Rockies’s technology integrations are designed to help businesses achieve higher efficiency and productivity, enabling seamless communication across various platforms,” added Mr. O’Neill. “By integrating these

powerful tools, organizations can expect to see significant improvements in their operations, ultimately leading to increased profitability.”

ABOUT TECHNOLINK OF THE ROCKIES

Founded in 1983, Technolink of the Rockies is able to fulfill all

of its customers' technology needs. The company is the premier resource for business phone systems (VoIP and Session Initiation Protocol (SIP) provisioning), Managed IT Services, Network Security, Video Conferencing and Disaster Recovery. Technolink of the Rockies has built a team of professional voice and data

specialists whose goals are maximum customer satisfaction through total customer service. The company designs, implements and monitors end-to-end solutions.

Technolink of the Rockies delivers the future by linking business technologies today! For more information, please call 303-790-8700 or visit us at www.asktechnolink.com.