

eMerge For Real Estate

Effective Communications are critical in real estate. Availability and responsiveness are essential for agents, mortgage brokers, and contract attorneys. With eMerge services, real estate professionals and staff are given the tools to accelerate deal closure and drive new revenue opportunities.

eMerge service delivers results by offering professionals and staff a suite of innovative and enhanced voice services that support activities in the office and the field. More importantly, eMerge services can work to better coordination interactions between the office and field for more productive overall branch operations.

Real Estate Communications Challenges

Real Estate transactions involve many moving parts: including buyers, sellers, agents, brokers, attorneys, a more. Mobile phones added to business lines add up to multiple numbers per person. To add to the challenge, communications are typically mixed between the field and the office.

With deals that often hinge on a single phone call, real estate firms need voice services that meet their unique mix of requirements. Current service offerings, whether Centrex or site-based PBXs, typically lack the features, especially the ability to bridge mobile and office lines.

eMerge offers a full range of web-configurable features that simplify communications, enabling staff to determine how, when, and where they are available. Capabilities important to real estate firms include One Number, Mobility, Multi-Site Support, and Unified Messaging.

eMerge Savings

Real Estate firms might be surprised to add up the total cost of maintenance, service, and support of their existing PBX or Key Systems. Add that to the likelihood that these systems are used less and less in favor of more expensive mobile services, and it suggests that firms are spending more than they need to.

eMerge service removes the layers of support and maintenance equipment costs necessary with PBX and Key System. eMerge can also simplify communications management and reduce costs by providing both voice and data services over a single channel. eMerge services are so powerful and easy to manage that it will drive call volume back to the office line, reducing mobile expenses. Some estimates show that eMerge service can save firms 30% or more on total communications costs while delivering better quality of service.

eMerge Service Bundles

eMerge service offers an inclusive bundle of voice and data services. Typical packages include connectivity, generous quantity of local and long distance minutes, enhanced voice features, IP data connectivity, and data services.

For firms with multiple offices, service bundles are matched to the office size and staff requirements, whether it's a home office or a branch with multiple connections. eMerge offers a consistent set of features to all employees regardless of location.



Key eMerge Capabilities

One Number. eMerge enables as many as ten phones to ring along with an employee's business line. This feature eliminates the confusion of juggling mobile, home, and second office lines. Ensure key employees are always available and keep mobile and home telephone numbers private.

Home Office. eMerge remote office extends the rich set of business line services to the employee's home office. Employees can place calls from remote phones while showing the business line ID and billing calls back to the office.

Unified Messaging. eMerge messaging features save staff time as messages are converted to .wav files and attached to emails. Forwarding these .wav files eliminates restatement of messages and potential inaccuracies. eMerge messaging also includes email notifications when messages are received.

Mobility. eMerge mobility features enable staff to forward calls to mobile phones, second office lines, home lines, and/or other phones. Often termed "find-me/follow-me", these features increase staff productivity and complement wireless service.

Multi-Site. eMerge removes service limitations associated with site-based equipment like PBXs and Key Systems, providing a single service instance to multi-site firms. Offer staff the simplicity of a single voice messaging system, call forwarding between sites, and a convenient private dial plan. Setup auto attendants/IVRs that direct calls between sites to leverage employee expertise. Use eMerge service to better integrate multi-site companies and improve company performance.

Web Interface. eMerge provides a web interface, the evolve dashboard, that enables staff to update their service settings in real-time. Change multiple settings with a single click.

Contact Info

For more information about eMerge service, please contact us at www.cincinnatiBell.com/evolve. Learn which eMerge package best suits your firm's needs. Rapid installation and low up front costs deliver quick financial returns. Proven training materials enable staff take advantage of new service to achieve faster deal closure and increased gross revenue.