



## Broadvoice Launches Advanced Call Center Feature

### **BROADVOICE, A FAST GROWING VOIP COMPANY, IS PLEASED TO LAUNCH THEIR MONITOR-WHISPER-BARGE FEATURES FOR BUSINESS**

Los Angeles, CA (PRWEB) November 10, 2014

Los Angeles, CA - November 10, 2014--Broadvoice (<http://www.broadvoice.com>), a national leading hosted voice and communications company, announced today that it has launched a suite of new features for its Cloud PBX hosted phone service for businesses. The new enhancements include Monitor, Whisper, Barge features for call center deployments. These features are commonly used by businesses that want to help their representatives give better customer service by listening in on calls and actively offering their advice.

There are three elements that make this enhancement extremely useful to businesses. Monitor allows a supervisor to silently listen in on an agent's active call. Whisper enables a supervisor to speak directly to the agent on the active call without the other party hearing the comments. Barge lets the supervisor speak to both the agent and the other party. This effectively creates a 3-way call which is initiated by the supervisor.

Shawn Jones, Vice President of Business Sales said, "Our nimble nature allows Broadvoice to quickly meet the changing needs of our customers. We listen to our clients and keep our finger on the pulse of what is happening in our industry. Then, our development team and engineers work diligently to roll the features out, tested and ready to go. But most importantly, we continue to develop cutting edge technology while maintaining competitive pricing."

In addition to the Monitor-Whisper-Barge features, Broadvoice offers other premium features, such as auto attendant and HIPAA-compliant virtual fax that are available on an a la carte basis for a minimal fee. More than 45 other advanced features are provided at no additional charge by Broadvoice for all their business customers.

#### **About Broadvoice**

Headquartered in Los Angeles, CA, Broadvoice is a premier provider of hosted voice and data products in North America. Utilizing a nationwide fault-tolerant network, Broadvoice helps businesses improve efficiency while reducing overall costs. Broadvoice customers range in size from single line businesses to deployments of over 18,000 phones. The company continuously designs and implements new features and services that allow companies to focus on growing their business. Broadvoice has been ranked in the Deloitte Technology Fast 500 and INC500 Fastest Growing Private Companies in America. More information about the company may be found at <http://www.broadvoice.com>