



AUTO DEALERSHIPS & AUTOMOTIVE

VOICE – Cloud phone systems.

- [Cloud communications](#) mean one phone number, always available service, and the ability to keep working over your remote device
- Your Norstar UCaaS phone number works on your desk-phone, mobile phone, and tablet. No need to give out more than one number any more, or manage multiple voicemail boxes
- Office receptionists can manage and route incoming calls for a work group or the whole office. Or, your office can rely on an [automated receptionist](#) (auto attendant) it sends callers to the right person or department, plays messages for general information (like business hours), or can even deliver personalized information (like the status of their service case).
- Calls transferred from the office receptionist will reach the intended agent or broker, anywhere, on their choice of device.
- sends callers to the right person or department, plays messages for general information (like business hours), or can even deliver personalized information (like the status of their service case).

- Voicemail is delivered to your email inbox. Listen to the audio recording or read through the transcribed text
- [Norstar Hosted Exchange Email](#) syncs with your mobile device, so you can respond to work messages wherever you are
- Hear your clients clearly with superior voice call quality. Everyday interactions with clients and business partners are made simpler with powerful Hosted Voice [calling features](#).
- Simultaneous ring: One feature lets agents have calls ring to their desk and their mobile phone simultaneously – so they are always within reach of a calling customer. Best of all, clients only have to remember one phone number.
- Call jump: This feature transfers the call seamlessly from your office to your mobile phone (and back) without the caller even noticing.
- Voicemail with notification management: If agents happen to miss a call, they can receive an email transcription of any voice mails so they can more easily follow up with every caller.
- Hold a video conference for staff. Offer webinars for staff or clients. Share your screen and conduct an IM chat. Norstar One provides five real-time collaboration tools in one easy-to-use app, available for virtually any device
- Access voicemails in your Inbox, delivered as audio files and transcribed to text
- Norstar's Auto Contact Center application helps consolidate phone lines and centralize calls across multiple locations, reduce overall communications costs and create standard reports for your entire business.
- Auto-Attendant: Interactive Voice Response sends callers to the right person or department, plays messages for general information (like business hours), or can even deliver personalized information (like the status of their service case).
- Increase productivity & communication - Presence, collaboration, and sharing tools.
- Better manage your business with reliable business intelligence – track and monitor voice mail, call history before, during, and after sale or service; view call logs from central interface.
- Streamline sales and customer service - Instant messaging, chat, and back-office communication.
- Advanced call routing, messaging on hold, outbound interactive voice response (IVR) helps dealers manage high call volumes, extend business hours virtually, enhance callers' experience.
- Streamline sales and customer service with instant messaging, chat, and back-office communication.
- Our solutions feature powerful analytics and they integrate with your CRM systems to ensure your staff always have up-to-date information for making and taking customer calls. That's a great revenue booster and a personalized service that helps strengthen relationships.

Our team of experts stay up to date on the ever-changing technology landscape and how it impacts you. We take our partnership seriously, so we're always looking out for your best interests and we stay with you every step of the way.

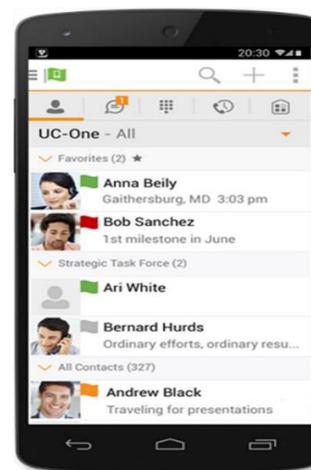
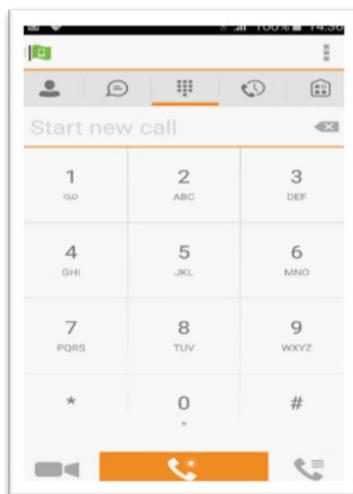
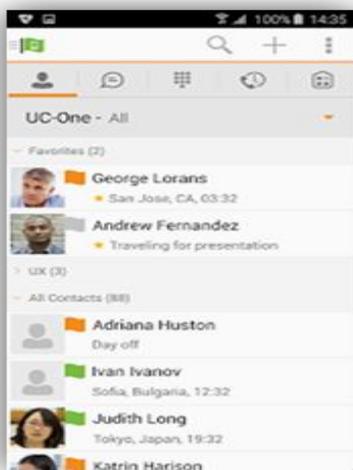
Mobile Applications



Sales and service staff aren't always at their desks. They could be on test drives, checking vehicles or in meetings. But, when customers call you want to be confident the calls get through. Our communication solutions feature sophisticated call routing to direct calls to the right individual or department, plus call forwarding to push calls from desktop to mobile for staff on the move.

We also incorporate unified messaging, text, voicemail, chat and email in our Unified Communication solutions, so customers can make contact through the channel of their choice.

Norstar UC-One Mobile allows you to connect to coworkers and clients from your mobile devices. With the Norstar UC-One mobile application, you have the power of your entire business phone system in the palm of your hand. Norstar Cloud provides full video communication from our Video Phones, Video on the Desktop and Video on your mobile devices. Video calling is a default standard on the Norstar Cloud platform and it even supports Video Voicemail.



Mobile caller ID matches office phone identity

- Use your business phone number from your cell phone.
- Switch from Wi-Fi to your cellular network in times of bad connectivity.
- Send and receive business SMS
- Use internal instant messaging

- View personal presence
- Access voicemail
- Check call logs



Automobile dealerships have a very highly mobile workforce. Sales and support staff are constantly wandering the showroom, outdoor dealership footprint as well as going for test drives with customers and searching the warehouse for parts. Much of their business is conducted over the phone. Not being able to locate an expert on a particular car model when a customer is in the moment of purchase or not being able to capture inbound calls for sales inquiries or service appointments means lost opportunity and revenue.

- Communicate more efficiently with staff in multiple locations
- Easy to use and deploy.
- Easy to add future applications.
- Decrease customer wait times.
- Intelligent call management and auto-attendant.
- Instant messaging.
- Streamline sales and customer service.
- Instant messaging, chat, and back-office communication.
- Monitor customer communications across all of your dealerships.
- Track the value of the connections being made by phone, email, or text.
- Presence management tools enable employees to signal their availability for calls at any given time.
- Mobility applications for use in the showroom, on the lot, to connect employees' mobile devices with desktop, and more.

Affordable Pricing

- UNLIMITED CALLING US, CANADA & PUERTO RICO.
- A plan for every budget. Hosted Voice customers typically save 30% to 50% compared to traditional phone systems.

COMPARE PLANS

See All Our 50 Feature Sets



- Norstar Desktop is a powerful collaboration tool that combines all of your business communications in to a simple and easy to use application. Norstar Desktop provides:
 - Internal Instant Messaging
 - Personal Presence
 - Video calling
 - Audio Conferencing
 - Unified Communications
 - Integrated Softphone
 - Call Control

• SIP Trunking / VoIP



• **Consolidate Voice & Data with Business Class SIP Trunking**

- Bring together your data, voice, and Internet over your IP connection to improve network capacity, increase productivity, and reduce costs.
- SIP Trunks are significantly less expensive than traditional analog lines and PRIs.



WIFI

Connect your employees and your guests the moment they step foot on the property. Managed WiFi is a secure, scalable, end-to-end wireless networking solution that helps Auto Dealerships provide seamless WiFi Internet access virtually anywhere across its premises with comprehensive management tools that help manage and maximize wireless access. Connect customers with special promotions directly to their mobile devices. Ultra-high capacity WiFi easily supports large conference attendees with advanced capabilities such as band steering, airtime fairness, and client load balancing.

Internet & Data

Norstar's Auto Dealership service allows customers with a high number of users to obtain much higher bandwidth for a much lower price. That's why organizations large and small count on our fast and low-latency network to deliver data at speeds from 20Mbps up to 100Gbps. Securely and reliably connect all of your properties whether across the street or the country.

Network redundancy and business continuity solutions are available through our fiber networks and broadband wireless connections. Norstar develops comprehensive and customized networks designed to meet your business's front and back-office needs. Norstar's bandwidth management solutions reduce and often eliminate network overload by encompassing a wide array of solutions to help businesses allocate and prioritize the bandwidth usage across their networks.

Managed Network Security



We live in a new world where hackers and cybercriminals can effectively derail an entire organization. Ensuring security for your organization and your customers is of critical importance. Our comprehensive security solutions allow you to achieve that safety. Firewalls, intrusion prevention/detection, encrypted communication, and virtual private networks are all tools which we don't hesitate to use and recommend for your complete security. However, no matter how effective a tool may be, it must be handled correctly. This is where our expertise really comes into play. We have an experienced and knowledgeable team, that is ready to act at the shortest notice in order to keep the data flow flowing. We believe in fast response, competence and accountability and we don't hesitate to assume these roles.

Cyber Security



Preventing fraud is among the top challenges that businesses continue to face. Norstar's data security methods and security platforms will detect and mitigate threats in a timely manner.

SD-WAN



A reliable and resilient SD-WAN with automatic failover and load balancing allow hotels to operate and serve their guests 24x7, without any interruption. Cloud optimized networks connecting branch and remote sites, leveraging software defined intelligence for superior network performance, reliability and control.

- Secure data paths using latest technologies
- Replace costly MPLS circuits with DIA (Dedicated Internet Access)
- Carries the VOIP and back office traffic

Backup & Disaster Recovery



Deploy a customized solution that precisely fits your performance requirements and risk profile. Choose from simple data backups to complete business continuity solutions with guaranteed recovery SLAs and full IT support.

Contact Center



Provide amazing experience for your customers with Norstar's analyst-acclaimed omnichannel contact center solution. Enhance your CRO with our powerful omnichannel support capabilities. Norstar's portfolio of flexible contact center solutions provides advanced features such as intelligent call routing and media handling and Interactive Voice Response (IVR). Contact center agents can respond to all customer requests through a single interface that is easy to use and navigate.



Data Center Services

Secure, compliant data center colocation to run your servers.

Norstar offers the highest quality protection for your data and information in our secure, redundant and geographically diverse data centers.

Norstar Benefits:

- The ability to bring in new technology at a reduced to no cost.
- Greater flexibility and scalability
- Norstar Unified Communications is more nimble.
- The purpose built design of a VoIP system for applications
- Integration with CRM Tools
- Hot Desking
- Staying productive on the go.
- All your mobile conversations can appear as though you're calling from your office phone.
- Connect multiple locations.
- Easily connect multiple locations with a cloud phone system's conferencing options, and reach remote workers as if they were in-office with extension dialing.
- Controlling dealership budget.
- Consolidate Communications for All Your Storefronts

- **We help dealerships to stay productive and efficient by enabling them to analyze call trends, review recordings, and create unique call-flows for each department.**
- **Call us and receive a personal consultation to discuss your current needs and optimal solutions.**



Or Call Customer Service 1-888-755-4589