

my1voice Allows Construction Consultant Customers to Reach Multiple Teams Using One Phone Number

Virtual phone service for small business keeps distributed workforce connected with features like call routing and smart call forwarding

Ottawa (April 21, 2010) - KBCm Group provides consulting services for building owners looking to build, expand or redevelop properties. But owner Ken Blankenfeld realized the communications challenge associated with this business model since each strategic partner had their own contact information. By setting up virtual phone service [my1voice](#), Blankenfeld found a cost-effective way to connect all parties. This meant building owners no longer had to make dozens of calls to different phone numbers before obtaining an answer to a simple question.

"I tell every small business I come into contact with that they should get rid of their old PBX and replace it with my1voice," Blankenfeld said. "When you look at the cost, the time and the effort those systems require versus the 'get in and drive it' simplicity and especially the customer service that comes with my1voice there's no comparison."

Blankenfeld built his business to be a one-stop solution for project owners, developers and institutional end users. He brings together design and construction professionals that need to function as a cohesive team from six months to two years or more. Blankenfeld knew he wanted a phone system that was flexible and scalable while being easy to use. He didn't want anything to do with technical configuration, regular maintenance or updates.

"I had six or eight teams with varying numbers of people on them," Blankenfeld said. "My goal was to allow building owners to call one number - my number - and then reach key members of a specific team."

Blankenfeld settled on [virtual phone service](#) my1voice, the sister product to the Internet fax service he was already using: [MyFax](#). The core my1voice features he needs are unlimited extensions, call routing and smart [call forwarding](#).

"When clients call my main number they are prompted to enter a code, which is the last three digits of their KBCm job number," he said. "The code automatically routes the call to the cell phone of the team lead at the time. I can login to the Web portal to change the team lead in a minute or two as-needed. And since it's web-based, I administer it anywhere I get an Internet connection."

If the team lead doesn't pick up the phone, the call is then forwarded to another team member's mobile phone. my1voice allows calls to be forwarded to up to five

different team members, assuring that building owners will be able to reach a live person. In addition, each call that comes from my1voice is uniquely identified on the phone's caller ID. This allows each team member to be better prepared when answering the phone.

For more information about my1voice or to sign-up for a free 30-day [virtual phone trial](#), please visit www.my1voice.com and <http://blog.my1voice.com>.

About my1voice

[my1voice virtual phone service](#) is a cost-effective, feature-rich solution designed specifically for small businesses that want professional-quality telephone services without the overhead of installing and maintaining special equipment. my1voice allows companies to gain benefits including a virtual receptionist for voicemail and call forwarding, and a single local or toll free number with unlimited extensions to reach all employees, whether in the office, mobile or working remotely. my1voice is a Software-as-a-Service (SaaS) business communications service provided by Protus. Other offerings from Protus include [MyFax](#), the fastest-growing Internet fax service and [Campaigner](#), the email marketing service that is easy-to-use, affordable and provides step-by-step coaching tips and tools. Additional information is available at www.my1voice.com.

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