



TELESPHERE
BUSINESS TELECOMMUNICATIONS. SIMPLIFIED.™

Hosted PBX Interactive Training Videos Announced by Telesphere

Web-Based Videos to Help Train Rapidly Increasing Customer Base

Scottsdale, AZ (January 19, 2010) – **Telesphere** (<http://www.telesphere.com/>), a nationwide hosted PBX and business VoIP provider, announced today the release of its custom-built, [interactive hosted PBX phone system training videos](#) for customers. The web-based videos demonstrate the use of more than 50 business phone features and services available to Telesphere customers.

“We decided to put the effort and capital into these training videos to help create a better user experience for our rapidly increasing customer base,” said [Bob Paulsen](#), COO of Telesphere. “Our number one value has always been ‘Wow the Customer,’ and this is just one more way we will accomplish that goal. With this effective resource in place, we are well positioned to ensure the best customer experience with our continued growth.”

View the interactive training videos here: www.telesphere.com/TrainingInteractive.html

The videos feature a left-hand navigation menu that allows customers to select the exact feature they want to view. Some of the features highlighted in the training videos include:

- Incoming call handling – Anonymous call rejection, call forwarding, simultaneous ring
- Directories – Group and personal directories, speed dials, web shortcuts
- Incoming-call control – Blind transfer, conferencing, web dialing, remote features
- Outlook™ and Internet Explorer Integration – toolbar setup and anywhere call control
- Receptionist console – Day/night mode, switchboard, drag and drop call control

“As we continue to grow and expand throughout the country, we need to continually stay close to our customers and be responsive to their needs,” said Christina Swift, Training Manager for Telesphere. “These videos will make it easy for our customers to get immediate answers to their most frequently asked questions – right from the convenience of the web.”

The videos are accessible from the [Learning Center](#) section of the Telesphere website. For a short time, they will be visible to everyone. After that time, they will be password protected for the use of Telesphere customers only.

View the MySphere Assistant Toolbar video: www.telesphere.com/TrainingVideos/custom/msatc.html

View the MySphere Receptionist Console video: www.telesphere.com/TrainingVideos/msrec/msrec.html

About Telesphere

Telesphere is a nationwide business phone and Internet services provider that delivers an innovative package of IP telephone services and Internet access to businesses throughout the United States. As one of the first companies to offer hosted enterprise level communications as a service (CaaS), Telesphere allows businesses to enjoy all the latest voice and data features of large enterprises without costly investment in on-premises equipment. Telesphere’s more than six years of CaaS experience to businesses throughout the United States places it at the forefront of companies that specialize in the convergence of office PBX phone service, cellular phones, PCs and Unified Communications features. Telesphere fully manages its customers’ services over a private IP facilities-based network.