

The Sencomm Sound

www.sencomm.com

Spring 2011

Sencommunications, Inc.® is an established woman-owned business with over 20 years of experience in the telecommunications industry. The Sencomm® family is committed to the highest standards of business ethics and makes customer satisfaction our number one priority. Sencomm is a one stop shop for all your telecommunications needs and is constantly searching for new and exciting products to offer.

Sencomm will be at Enterprise Connect 2011

You can find Sencommunications at the Enterprise Connect Conference from February 28th - March 2nd at the Gaylord Palms Convention Center in Orlando, FL. Enterprise Connect is a conference and expo that focuses on voice, video and data media. Stop by the expo floor and visit us at booth **1233** to learn about the latest Plantronics UC endpoints and pick up a **FREE gift!** If you would like to attend the expo for free, register at https://enterpriseconnect.reg.techweb.com/orlando/2011/registrations?_mc=CNWTVR03 and enter code **CNWMVR01** to receive a complimentary pass from Sencomm. The expo hours are Monday, February 28th from 4:00 pm – 7:00 pm, Tuesday, March 1st from 12:00pm – 6:00 pm and Wednesday, March 2nd from 12:00 pm – 5:00 pm. We look forward to seeing you at the show!

3 Ways to Save with Sencomm!

Sencommunications recognizes that your communications needs may change at a time when your budget can't. To maximize that budget, we offer Sencomm Specialized Services. Save with fully-restored open-box products, take advantage of our rigorous 5-step Quality Controlled repair service or turn your used or broken headsets and phones into money you can use with our buy back program.

OPEN-BOX:

You can save up to 63% off the cost of new products with open-box headsets, amplifiers and phones. Plus, open-box products carry a one-year Sencomm warranty. All open-box products come with new ear cushions, voice tubes and mic screens along with a handy sani-wipe to keep your headset clean!

REPAIR:

Repair with Sencomm and save up to 79% off the cost of new and get a 120-day Sencomm warranty! All repairs come with new ear cushions, voice tubes and mic screens along with a handy sani-wipe to keep your headset clean!

BUY BACK:

Three easy steps to see if you are eligible to earn credit toward new products:

- Locate your old or broken headsets and amplifiers; place them in a box, ready to ship
- Call **800.654.2993** to obtain an RMA # (return material authorization)
- Include the RMA # on the address label, and ship the box to us.
- Once the old materials are evaluated, we will call you and let you know whether a credit is forthcoming.

Try these specialized services today and save money while stretching your telecomm budget!



Melinda Farmer,

Author of "Retaining Agents and Increasing Productivity through Six Sigma in the Call Center"

- Certified UC Voice Specialist
- Green Belt in Six Sigma
- 8 years of call center management
- Specialist in deploying agent retention and recognition programs
- Applied Project Manager
- Strategic Organizational Leadership

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Sencommunications^{INC.}

hear it with us[®]



Follow us on:



WHERE CAN YOU FIND ME?

February:

- 8- Orlando
- 9- Port Canaveral/Titusville/Flagler County
- 10- Sarasota/Bradenton
- 15- Clearwater/Dunedin
- 16- Orlando
- 17- Jacksonville
- 18- Tallahassee
- 22-24- Tampa
- February 28 - March 2, Orlando Enterprise Connect

March: Dates still available for on-site appointments

- 8-11- Georgia and Tennessee
- 16- Orlando
- 17- Tampa
- 22-23- Jacksonville
- 24-25- Tallahassee/Panama City
- 29- Orlando

April: Please call to book your appointment for on-site demo and product review.
20- Orlando

Plantronics 2011 UC Portfolio Preview

Sencomm and Plantronics are excited to share with you the next generation of UC audio solutions. The **Calisto 825** and the **Voyager PRO UC** are now optimized for Microsoft Lync™ 2010. The products are optimized to keep you connected anytime, anywhere with plug-and-play simplicity, multi-device connectivity, and unsurpassed audio quality. Sencomm and Plantronics continue to expand the features of our portfolio with hardware and software intelligence and seamless compatibility with UC solutions from Avaya, Cisco, IBM, Microsoft and more. *Stay tuned for the release of the complete 2011 Plantronics UC portfolio in late spring.*



Voyager PRO UC



Calisto 825

Follow us on Facebook

Sencommunications now has a Facebook page, designed to deliver the latest product updates, promotions and industry news the way you want it: brief, easy-to-read, and right in your news feed! Simply go to www.facebook.com/sencommunications and “Like” our page to stay up-to-date on the Sencomm information that’s important to you.



And remember, at Sencomm, we want to be your “friend” in the telecommunications industry, so our services don’t stop once you order a product. Experience the Sencomm Advantage with our headset cleaning programs, superior warranties, Smart Programs and more!

So why haven’t you liked us yet? Just click the link below!
www.facebook.com/sencommunications

The Sencomm Advantage

STAY ON TRACK WITH CUSTOM TELECOMMUNICATION REPORTS FOR YOUR BUDGET NEEDS!

Need a report on your company’s telecommunications spending? As an added benefit for being a loyal Sencomm customer, we can provide monthly, quarterly or yearly reports. Just email me at melindaf@sencomm.com and request your custom report.

STAY TUNED!

Watch for Sencomm webinars in 2011. If you have suggestions for webinar topics, please contact me at melindaf@sencomm.com

DON'T FORGET!

Try the latest telecomm products by requesting a 30-day demo online at <https://store.sencomm2.com/Support/RequestDemo>. Schedule an appointment when I am in your area and I will install it for you.

