



AXION COMMUNICATIONS

25 years of keeping businesses
talking, texting, sharing,
and thriving.

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Axion Communications

Modern Technology. Classic Service.

COMPANY OVERVIEW

Since 2001, Axion Communications has been a trusted partner businesses rely on for clear, stable, and dependable communication. Our cloud-based communication solutions unify calling, texting, chat, VFAX, and essential workflow tools in one place, supported by a dedicated team that ensures everything works the way your business needs it to.



Our Promise

Customer First, Always.

We design every feature and service around how people actually work. No hidden fees. No over-hyped claims.



25 YEARS OF PROVEN EXPERIENCE

Helping businesses modernize communication without complexity.



HARDWARE AGNOSTIC

Choose from a long list of supported IP phones to best fit your needs and budget.



24/7 SUPPORT

We're here all day every day with real experts and no delays.



ENTERPRISE-GRADE RELIABILITY

Multiple secure data centers and industry-leading uptime guarantee your communications stay live and secure around the clock.



Axion Cloud PBX: Powering Seamless Business Communication

Axion Cloud PBX keeps your team connected anywhere, lets you manage calls effortlessly, and scales as you grow with the reliability and expert support you can count on.



Scan to Learn More

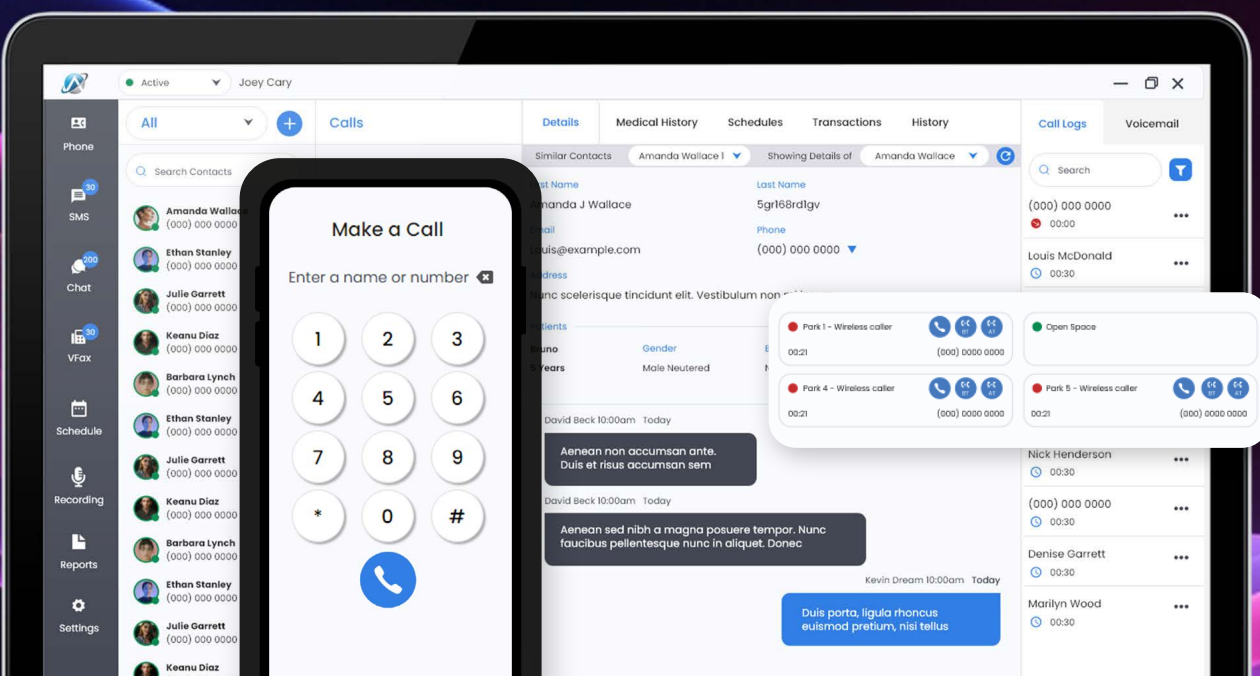
WHAT IS A PBX AND WHY YOUR BUSINESS NEEDS IT

A Private Branch Exchange (PBX) is your business's own phone network for managing calls, routing, handling, and connecting both internal and external communications. Axion's Cloud PBX offers a modern, flexible solution that eliminates costly hardware, supports remote teams, and ensures your customers always reach the right person.



WHY IT'S ESSENTIAL:

- **Eliminate Downtime:** Never miss a call with a system that's always online.
- **Save Money:** Ditch expensive hardware and maintenance for good.
- **Work Anywhere:** Keep your team connected, whether in the office or on the go.
- **Serve Customers Faster:** Smart features ensure every call reaches the right person quickly.





Traditional phone systems drain your budget and limit your growth. Axion’s Hosted PBX delivers a smarter, more reliable solution that keeps your business ahead. See the difference for yourself:

Category	Axion Cloud PBX	Traditional Phone System
Technology	Cloud-based, internet-powered	On-premises hardware, analog lines
Setup Cost	Low (no major hardware needed)	High (hardware, installation, wiring)
Scalability	Instantly add users/lines, flexible	Difficult, costly, limited by hardware
Flexibility	Use from anywhere, any device	Tied to office location, desk phones only
Reliability	Disaster recovery, automatic failover	Vulnerable to outages, physical damage
Ongoing Cost	Predictable monthly fees	High maintenance and upgrade costs

FEATURES THAT DRIVE YOUR SUCCESS

Axion's Hosted PBX is packed with tools to streamline your operations, empower your team, and impress your clients:

Feature	What It Means for Your Business
Unlimited Inbound Calling	Receive unlimited incoming calls and free extension to extension calls so your team can talk without limits.
Unlimited Outbound Calling	Place unlimited calls to residential and business numbers in the US and Canada, helping you control your monthly costs.
Dashboards	See live call volumes, durations, and results so you can monitor and improve performance in real-time.
Automatic Call Distribution (ACD)	Send calls to the right agent or team based on rules so customers reach help faster.
Advanced Ring Groups	Distribute calls across selected users using custom ring strategies so no call is left unanswered.
Time Conditions	Control how calls route during business hours, evenings, weekends, and holidays using simple schedules.
Follow Me Routing	Ring your desk phone, mobile, and other numbers in sequence or at the same time so clients always reach you.
Number Porting	Move your existing local or toll-free numbers to Axion without losing any of your current phone numbers.
Voicemail Customization	Give each user their own mailbox and greeting so your business sounds professional on every call.
Device Provisioning	Add and configure phones quickly so new users get up and running with minimal setup.
Call Recording	Record calls and run AI analysis for quick summaries, transcripts, action items, and sentiment tracking.

Feature	What It Means for Your Business
Dedicated Phone Numbers (DIDs)	Assign a direct phone number to every extension so callers can reach staff directly.
Caller ID	See who is calling before you answer so staff can prepare and respond appropriately.
Call Transfer	Move live calls to another extension, voicemail box, or outside number with a single action.
Call Waiting	Put the current caller on hold and answer a new call when needed, without losing either.
Call Forwarding	Forward calls to another extension or external number through the phone or user portal.
Do Not Disturb	Send calls straight to voicemail when users need quiet time or are in a meeting.
Music on Hold	Play built in music or upload your own MP3 messages, so callers hear music or marketing message while waiting.
Paging and Intercom	Speak instantly to individuals or groups over office phones for quick announcements and coordination.
Name Directory	Let callers search your company directory by typing the first letters of a person's first or last name.
Admin Web Portal	Adjust system settings, reset passwords, and view reports from a secure web console anywhere.
User Web Portal	Allow users to listen to voicemail, review call history, and manage their routing rules online.
Voicemail to Email	Send voicemail messages to a user's email with the audio file attached so they can listen on the go.

Feature	What It Means for Your Business
Call Parking	Place a caller in a shared parking slot so any authorized user can pick up the call from any phone.
Call Queues	Create queues with custom greetings, on hold messages, agent priority, max caller limits, and optional recording to handle high call volumes.
Automatic Failover	Automatically forward calls to a backup mobile or landline if an office loses internet or power so you stay reachable.
Auto Attendants	Greet callers with a professional menu that routes them to extensions, queues, ring groups, or voicemail without a live operator.
Toll-Free Numbers	Add toll-free numbers with or without international support so customers can reach you at no cost to them.
Conference Bridge	Host secure conference calls with access codes and support for up to 25 participants

All these features and more make Axion
The Feature-Rich PBX your business deserves.



AXION COMMUNICATIONS BUSINESS SMS SOLUTION

In business, how you communicate speaks volumes about your brand. Axion's Business SMS solution allows you to maintain professional, secure, and consistent communication with your clients and team.



KEY FEATURES OF AXION BUSINESS SMS

Feature	Benefit
Professional Number	Communicate using your business number for a professional image.
Sync Across All Devices	Access and manage your messages from mobile, tablet, and desktop for seamless operation.
Group Messaging	Send messages to multiple recipients with ease, ideal for team communication or reminders.
One-on-One Conversations	Easily manage personalized communication with clients or team members.
Real-Time Notifications	Get instant alerts for new messages to ensure timely responses.
Compliance & Security	Secure and compliant messaging ensuring you meet industry regulations for business communication.

WHAT MAKES AXION BUSINESS SMS STAND OUT?



All-in-One Platform

Unlike standalone Business SMS services, Axion integrates voice, chat, file sharing, SMS, and more into a single platform. This means one platform, one login, and one solution for all your communication needs.



Reliability & Professionalism

Your business is always available when clients need you. Axion provides a reliable, professional-grade communication system that ensures your messages get delivered without fail.



Scalable & Future-Ready

As your messaging needs evolve, Axion supports a scalable solution that fits businesses of all sizes, from startups to enterprise-level organizations.



WHAT YOU CAN USE BUSINESS SMS FOR



Customer Service:

Quickly handle customer service inquiries or offer direct support via SMS. Ideal for addressing simple queries and providing swift resolutions.



Internal Communication:

Send team updates, shift schedules, and urgent messages. Whether it's a group message or private communication, your team stays aligned.



One-on-One Message:

Use SMS for promotions, announcements, and updates. Axion's SMS service works great for quick, direct communication with customers

PERFECT FOR EVERY BUSINESS

Axion Business SMS works for businesses of all sizes and industries. Send one-on-one or group messages, all delivered reliably and professionally via your main number. Here's how Axion Business SMS benefits different sectors:

- **Finance & Banking:** Send transaction alerts, payment reminders, loan status updates, and account notifications.
- **Real Estate:** Keep clients informed with property updates, appointment reminders, and meeting confirmations.
- **Healthcare:** Send appointment reminders, follow-ups, and health-related notifications to patients.
- **Corporate:** Communicate meeting reminders, task updates, and urgent notices to your team.
- **Service Providers:** Notify clients about service appointments, status updates, and important changes.



KEEP YOUR TEAM **ALIGNED, CONNECTED, & MOVING.**

Designed for businesses that depend on speed, clarity, and seamless collaboration. Axion Team Chat keeps every conversation organized, every message accessible, and every team member connected, no matter where they are.



WHAT IS TEAM CHAT AND WHY YOUR BUSINESS NEEDS IT?

Communication is everything. When messages are scattered across emails, apps, and disconnected systems, productivity slows and details fall through the cracks.

Axion Team Chat centralizes your conversations, giving your team a single place to collaborate with clarity and speed. With real-time messaging, multimedia sharing, and organized group discussions, your team moves faster, stays aligned, and operates with confidence.



Work Without Delay

Real-time messaging keeps your team moving without waiting on email responses.



Stay Organized

Dedicated one-on-one and group chats keep every department aligned.



Share Smarter

Send documents, images, and voice notes in seconds.



Stay Notified

Alerts ensure you never miss an important message or update.

Axion Team Chat brings your people together, strengthens coordination, and cuts communication time in half, all inside the Axion platform your business already trusts.

FEATURES THAT KEEP YOUR TEAM CONNECTED

Feature	Why You Need It
Real-Time Messaging	Keep your team in constant motion. Instant messages mean no waiting, no delays, just fast, clear communication.
One-on-One Chat	Quick, private chats that help your team stay focused. Solve problems, share updates, and keep things moving without distractions.
Group Conversations	Keep departments, project teams, or business units connected through organized group channels.
Multimedia Sharing	Send documents, images, and voice notes instantly so your team has everything they need to act without switching platforms.
Conversation History	No more digging through emails, decisions, updates, and shared files are always within reach.

THE SMARTER WAY

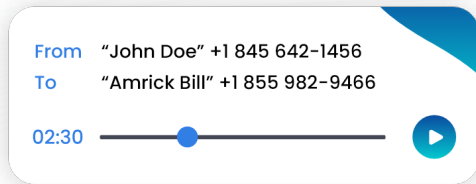
TO UNDERSTAND EVERY CALL

With Axion's AI Analysis, you can instantly access concise call summaries, actionable next steps, transcripts, and a clear read on customer sentiment, **all with just a single click.**



WHAT AXION ONE-CLICK AI ANALYSIS DELIVERS IN SECONDS

Stop guessing and start knowing exactly what happened in every call your business made, without spending hours sifting through recordings. Axion AI Analysis lets you skip the guesswork and get exactly what you need from every conversation through these powerful features:

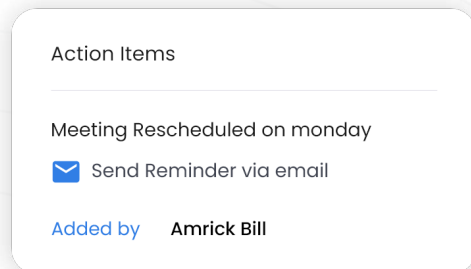
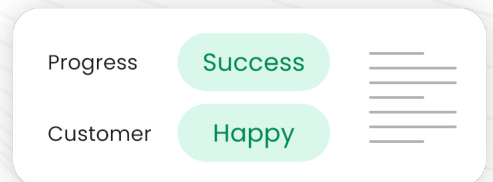


Call Recording with Integrated AI Analysis

Every call, whether inbound or outbound can be recorded. Alongside each recording, the AI Analysis button appears, providing instant access to summarized insights and other AI-powered tools.

Intelligent Summary

Get a concise, accurate overview of what was discussed. The summary quickly highlights the key topics and decisions so you can assess calls without investing time in full playback.

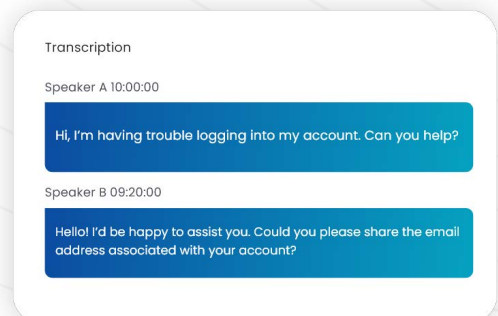


Action Item Management

Pinpoint and extract all follow-up tasks automatically, with an option to add new action items manually. The system also flags rescheduled meetings or postponed calls, preventing slips in your workflow.

Speaker-Tagged Transcript

Access the entire conversation in detailed, speaker-labeled text. Easily follow who said what and quickly search specific exchanges to simplify compliance, training, and fact-checking.



Sentiment Analysis

An objective mood indicator shows customer satisfaction or concern, helping teams prioritize follow-ups or escalations based on real-time emotional context.

FEATURES, FUNCTIONS & BENEFITS AXION AI ANALYSIS BRINGS TO THE TABLE

Axion AI Analysis equips your team with essential tools for managing calls effectively, improving accountability, and gaining actionable insights that save time and drive better business outcomes. You can skip the guesswork and get exactly what you need from every conversation with powerful features like:

You Get	Why it matters	You Win
Call Recording	Record every call and access AI-powered insights with one-click.	Capture details without manual review; start analysing instantly.
Intelligent Summary	Automated overview highlighting conversation essentials and decisions.	Save time; know what happened at a glance.
Action Items	Auto-extract and track follow-ups; flag meetings and tasks.	Stay organized; never miss important next steps.
Speaker Transcript	Detailed text, labeled by participant for easy reference and search.	Guarantees clarity, accountability, and supports compliance.
Sentiment Analysis	Unbiased indicator of emotional tone and customer satisfaction.	Prioritize responses and resolve issues quickly.

THE VALUE YOU CAN'T IGNORE

Axion empowers your teams to focus on what matters most, reducing manual workload while elevating the quality and speed of decision-making.



Time Saved

Instantly review call essentials instead of sifting through every single call.



Improved Follow-Up

Action items are automatically captured so you'll never miss any follow-up.



Smarter Decisions

Understand caller emotions with unbiased sentiment analysis to respond more effectively.

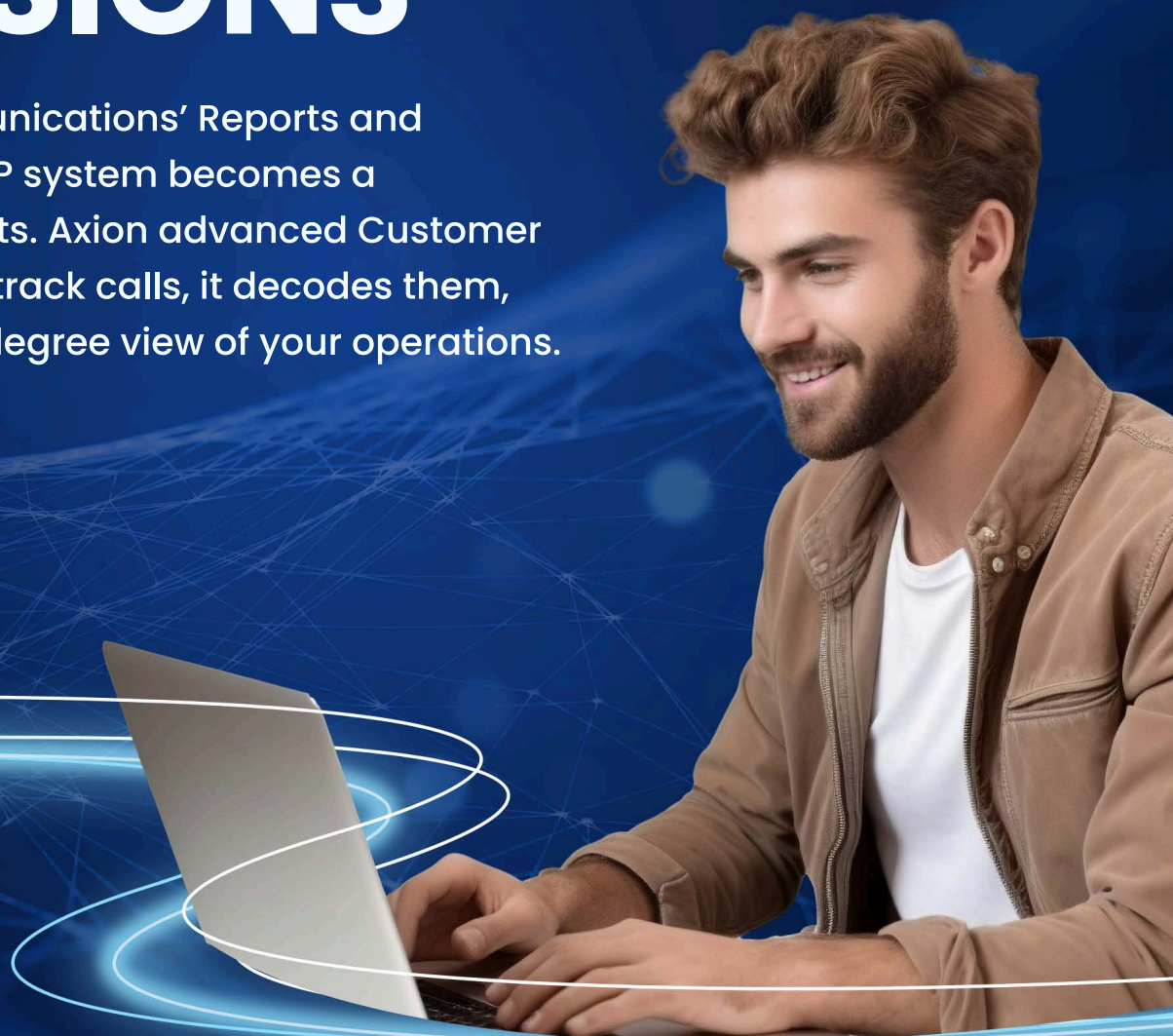


Consistent Quality

Every call is documented with accuracy, supporting compliance and performance monitoring.

CRYSTAL-CLEAR INSIGHTS TO DRIVE SMARTER DECISIONS

With Axion Communications' Reports and Analytics, your VoIP system becomes a goldmine of insights. Axion advanced Customer Portal doesn't just track calls, it decodes them, giving you a 360-degree view of your operations.



YOUR KEY TO OPERATIONAL EXCELLENCE

When it comes to running a smoother operation, having the right data at your fingertips makes all the difference. Axion's analytics give you the clarity you need to fine-tune your team's performance, manage your system effectively, and make decisions that lead to better outcomes. Here's how our core reports and analytics can fuel your progress:

You Get	Why it matters	You Win
Performance Reports	Evaluates your agents to identify productivity trends.	Boost team efficiency with data-driven performance gains.
Agent Detail	Get a quick snapshot of agent activity to spot performance gaps.	Keep your team productive and focused with performance boosts.
DID Summary	Tracks inbound call stats by DID to identify usage trends.	Improves call handling by aligning resources with demand.
CDRs	Logs detailed records of calls, and SMS.	Uncover actionable trends to optimize communication strategies.
Filter Insights	One-size-fits-all analytics leave critical gaps in your data.	Get insights filtered to exactly what drives your success.

ADVANCED ANALYTICS TO TAKE CONTROL

Elevate your operations with Axion's premium analytics, designed to give you a competitive edge. These advanced features go beyond standard reporting, empowering you with deeper insights into queue efficiency, automated data delivery, and AI-driven intelligence. Here's how they deliver unmatched value:

You Get	Why it matters	You Win
Queue Reports	Monitors wait times, abandonment rates and informs callers of their wait time and position in queue.	Slash hold times, reduce abandoned calls, and keep callers informed for a seamless experience.
Schedule Reports	Allows clients to schedule reports for specific dates or times, ensuring timely access to critical data.	Stay ahead with on-demand insights delivered exactly when you need them, saving time and effort.
Detailed AI Analysis	Detects caller emotions, summarizes calls, transcribes conversations, records audio, assigns action items, and ensures privacy with PII redaction.	Strengthen customer relationships, plan proactively, and stay compliant with secure, AI-powered insights.
Advanced Reports	Detailed reporting on advanced features, including queue insights and AI-driven analytics, reveals deeper trends, guided by our expert data analysts.	Unlock comprehensive insights to optimize operations with precision and intelligence.

AXION REPORTS: KNOW EVERYTHING TO ACHIEVE EVERYTHING

Axion hands you every report you need to understand your business inside out. Use core reports to nail the essentials and tap into advanced analytics for deeper insights that give you an edge. Check out the full lineup below to explore your options—step up to Advanced Analytics and seize the insights that drive extraordinary growth.

Category	Available Reports	Advanced	Standard
Agent Insights	Agent Summary, Agent Detail, Calls Per Day/Hour, Calls Per Day/Hour (Detailed), Calls by Day, Calls by Day of Month, Extension List Basic, Extension List Detailed.	✓	✓
Call & Number Analytics	DID Summary, Destination Summary, New Callers, Top Callers, Calls by Hour, Calls by Day, Calls by Day of Month, Calls by Disposition, Unreturned Calls.	✓	✓
Call Detail Records	CDRs for Calls (call type, caller ID, from/to, DID, and duration) and SMS (with time, direction, from/to, and number)	✓	✓
Filtered Insights Builder	Filter Reports (build reports with filters across core metrics to uncover insights)	✓	✓
Queue Optimization	Agent Performance, Abandoned Calls, Abandon Rate, Frequent Callers, Wait Time, Calls by Disposition, Calls by Hour, Calls by Day, Calls by Day of Month, Performance, Agent Log.	✓	
Automated Delivery	Schedule Reports (automated delivery via email with daily, weekly, quarterly, or monthly options)	✓	
AI-Powered Insights	AI Analysis (e.g., Sentiment Analysis, Predictive Insights, Call Summary, Transcription, Action Items, PII Redaction, and more)	✓	
Advanced Customization	Work with Axion business analysts to craft custom insights from all advanced features to outshine the competition	✓	

LEAD THE FUTURE WITH AXION'S ANALYTICS EDGE

Build a stronger foundation for your business with Axion's insightful analytics. Axion Customer Portal, powered by our advanced analytics, delivers actionable data to improve your choices, respond to new challenges, and stay on track for growth. With evolving analytics tools, you'll be prepared for what's next. Unleash your potential with a partner committed to your long-term success.

ANALYTICS TOOLS THAT WORK THE WAY YOU DO

Axion Customer Portal equips you with intuitive tools to manage and analyse your data on your terms:

- ▶ **Smart Filters:** Segment data by agent, date, or KPI with one-click for focused insights
- ▶ **Flexible Exports:** Share insights via PDF or CSV in seconds
- ▶ **Instant Search:** Find specific metrics fast with smart lookup
- ▶ **Live Refresh:** Choose auto-updates or manual control for real-time data

Whether you're analysing agent performance to optimize schedules, reviewing call trends to allocate resources, or refining operations with detailed stats, these tools make it seamless.

HOW AXION'S REPORTS AND ANALYTICS CAN MAKE THE DIFFERENCE



Elevate Agent Performance

Monitor activity to unlock your team's potential.



Optimize Call Queues

Slash wait times for happier callers.



Boost Customer Loyalty

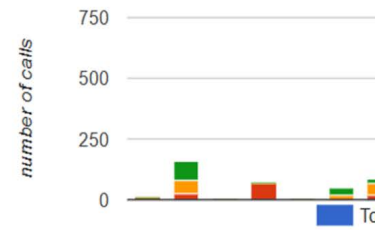
Deliver exceptional service with data-driven insights.



Scale Strategically

Use analytics to fuel smarter growth.

Agent Summary
05/19/2025 - 05/26/2025



15 (0.45%)
01:59:07 (2.09%)
Inbound

Agent ▾

VFAX

YOUR ULTIMATE
COMMUNICATION UPGRADE



Scan to Learn More

VFAX gives you a smarter, faster, and more secure way to send and receive critical documents from anywhere. Whether you're handling contracts, invoices, or sensitive records, VFAX keeps your communication professional, protected, and effortless.

TAKE CONTROL OF YOUR FILES

Business communication today demands speed, security, and reliability. But email inboxes overflow with spam, attachments get lost, and sensitive information is exposed to constant risks. There's a better way. Axion Communications' VFAX delivers the power of faxing without the paper, the delays, or the equipment. Built on Axion's proven expertise in VoIP and cloud-based communication solutions.

WHY CHOOSE AXION COMMUNICATIONS' VFAX?

Customer Portal – Your Centralized Fax Hub

Unlike email's messy threads, VFAX organizes everything in one secure, easy-to-use platform, accessible from any device. So, you can access and manage incoming and outgoing faxes, track history, and organize documents effortlessly.

Inbox – Never Miss a Fax Again

All received faxes are stored digitally in your secure inbox, accessible from any device. Say goodbye to lost or misplaced paper faxes.

Send New VFAX – Fast, Simple, and Professional

Send faxes in seconds—no need for a physical machine. Upload documents directly from your computer, email, or cloud storage.

Outbox – Track Sent Faxes with Ease

Monitor all outgoing faxes with time stamps and delivery confirmations. Know exactly when your important documents reach their destination.

Cover Pages – Professional Branding Every Time

Customize cover pages with your company logo, branding, and personalized messages for a polished, professional touch.

Templates – Save Time with Pre-Formatted Faxes

Create and save templates for frequently sent faxes, reducing repetitive work and ensuring consistency.

Notification Center – Instant Alerts for New Faxes

Get real-time email or SMS notifications when a new fax arrives, so you never miss critical communications.

Mail2Fax – Fax Directly from Your Email

Send faxes straight from your email inbox, no portal login needed. Your documents are securely routed through our VFAX system and transmitted as encrypted faxes, not emails, keeping your sensitive information protected and saving you time.

HOW VFAX WORKS

Start faxing smarter in three simple steps:

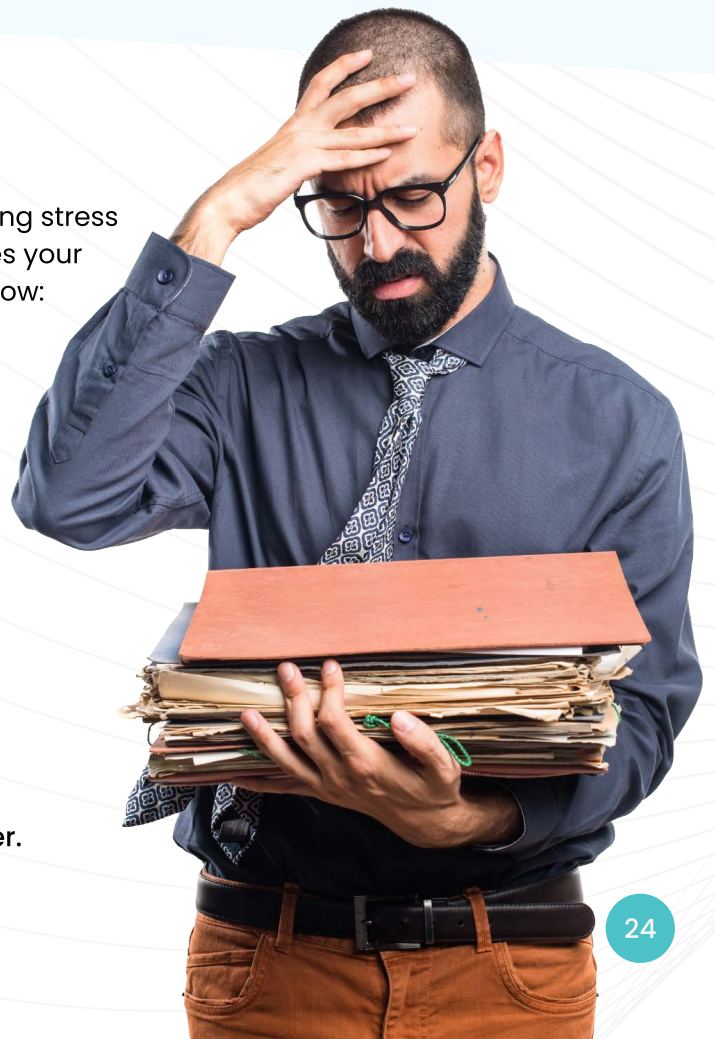
- 1 Get Started**
Pick a plan that fits your business and access the VFAX portal.
- 2 Customize**
Set up branded cover pages, templates, and notifications to align with your needs.
- 3 Send and Receive**
Send your first VFAX, without any hassle.

**VFAX ISN'T JUST A TOOL.
IT'S A GAME-CHANGER FOR HOW YOUR
BUSINESS COMMUNICATES.**

NO MORE PAPER, NO MORE PROBLEMS

Traditional faxing buries your business in paper clutter, creating stress that slows you down. Axion VFAX wipes out the clutter, digitizes your workflow, and delivers a seamless faxing experience. Here's how:

- VFAX stores all faxes digitally in a secure, searchable inbox, clearing your desk of endless paper stacks.
- Stop wasting hours searching through piles. Access any fax instantly in seconds from any device, anytime.
- Paper faxes get misplaced or damaged; VFAX keeps your documents safe in the cloud, guaranteeing every fax stays secure.
- With features like Mail2Fax and templates, VFAX cuts printing and scanning, making faxing smoother and faster.





MAKE YOUR FILE TRANSFERS HASSLE-FREE!



With Axion Communications' secure File Transfer System built directly into our unified communication platform, you can send, receive and access files instantly. Enjoy encrypted transfers, intuitive sharing and reliable access that helps your team and clients stay connected with ease.

FEATURES THAT DRIVE YOUR BUSINESS FORWARD

Axion Communications' File Transfer System empowers your team with tools that secure, simplify, and supercharge collaboration. Integrated into our HUD platform, these features tackle your toughest file challenges, helping you focus on growth, not chaos. Here's how we make file transfer effortless.

You Get	Why it matters
Secure Cloud Storage (Up to 100 GB)	Access your files anytime, anywhere, with robust security to protect your data.
Password Protection & Download Limits	Keep sensitive files safe and control who can access them, ensuring confidentiality.
Request Upload with One-Time Token	Enable secure file submissions from clients or partners with controlled access.
Flexible Sharing via Links or Email	Share files effortlessly with downloadable links, email, or chat sync for quick collaboration.
Expiration Times	Set deadlines for file access, ensuring sensitive data is secure and up-to-date.
Times Downloaded Tracking	Monitor usage to enhance security and gain insights into file engagement.
Support for Multiple File Formats	Upload documents, images, audio, video, and more, meeting all your business needs.

GAIN A COMPETITIVE EDGE WITH AXION

Stand out in your industry with a File Transfer System that allows you to:

- **Lead with Speed:** Collaborate seamlessly in real-time, leaving slower, disjointed tools behind.
- **Ensure Compliance:** Meet strict industry standards, like healthcare regulations, with ease.
- **Stay Ahead:** Gain insights to streamline operations, keeping you one step ahead of the competition.

WHAT SETS AXION FILE TRANSFER APART

- **Unified Communications:** Manage files, messages, calls, and more from a single, intuitive HUD. No need to juggle multiple apps.
- **Real-Time Collaboration:** Instantly share and update files within ongoing chats or calls, keeping everyone on the same page.
- **Request Upload Links:** Securely collect documents from clients or partners without granting full system access.
- **Usage Dashboard:** Instantly view storage use, file activity, and download history for better oversight.
- **Automated Expiry:** Files can be set to expire automatically, reducing the risk of outdated or unauthorized access.
- **Flexible Storage Plans:** Start small and scale up easily as your needs grow. No disruption, no downtime.

TAKE CONTROL OF YOUR FILES

Stop wasting time tracking down documents or dealing with security concerns. Axion Communications' File Transfer System makes managing your files efficient and stress-free.



Share files securely with links, passwords, and expiry times



Secure your files with advanced protection features.



Track and organize usage via real-time downloads and dashboards.



Communication Aligned With Your CRM Workflow

Salesforce is widely used to manage leads, contacts, and account activity. Axiom provides a cloud-based communication system with calling, texting, voicemail, and call management tools. The integration connects Axiom with Salesforce, allowing Axiom to fetch customer information from Salesforce to enhance calling workflows.

OPERATIONAL VALUE



Keep communication history aligned with CRM activity.



Recognize callers immediately.



Reduce time spent searching for the right record.



Support sales, service, and account management workflows more efficiently.



Improve response accuracy and customer context.

This integration enhances everyday communication without adding complexity.

CORE INTEGRATION FEATURES



Caller Match from Salesforce

Instant identification of callers by matching phone numbers with Salesforce Leads, Contacts, or Accounts.



Real-Time Context During Calls

Access actionable customer details such as recent notes and account status while on the call.



Enhanced Workflow Efficiency

Streamline follow-ups and customer interactions by providing your teams with rich CRM data directly in their communication environment.



Unified Communication Hub

Manage your calling, texting, and voicemail seamlessly alongside Salesforce CRM data in one intuitive platform.



Secure Data Handling

Maintain complete confidence with Axion's secure storage of call logs and messages, complemented by Salesforce's robust CRM data management.

A More Informed Customer Interaction

The Axion and Salesforce integration supports teams by pairing communication events with the CRM data they rely on every day, improving clarity before and after each call.



Bring Your Microsoft Calendar And Contacts Into Axiom.

INTEGRATION OVERVIEW

This integration allows you to link your Microsoft account so you can view your Office365 calendar and contacts directly in Axiom Communications. The connection keeps meetings, invitations, and contact information in sync across both systems, giving your team accurate context. With Office365 powering the schedule behind the scenes, Axiom becomes the single interface where work is organized and conversations take place.

WHAT THIS INTEGRATION MAKES POSSIBLE

- **One View of Your Schedule**

Axiom syncs with your Office365 calendar, so the schedule in Axiom is always up to date.

- **Schedule Synchronization**

New meetings, changes to existing events, cancellations, and responses are kept in sync between Office365 and Axiom, so both calendars stay aligned.

- **Recurring Event Support**

Recurring meetings created in Axiom are written back as full series, keeping long term schedules consistent in both platforms.

- **Microsoft Contact Insight**

Contacts from your Microsoft Office365 are available inside Axiom, including in the phone module, so names and numbers are easy to access when you need them.



Google

Unifying Your Schedule And Contacts In Axion.

INTEGRATION OVERVIEW

Axion connects directly to your Google account, by activating the integration in your settings, you can securely authenticate and select the specific calendars you need to sync. This connection ensures that your team is always aligned, removing the need to toggle between applications to view availability or find contact details.

WHAT THIS INTEGRATION MAKES POSSIBLE

- **One View of Your Schedule**

Axion syncs with one or multiple Google calendars from the same account. Personal, team and shared calendars are visible in a single Axion view so everyone knows what is happening and when.

- **Event Syncing**

New meetings, time changes and cancellations flow instantly between Google and Axion.

- **Recurring Event Support**

Handle complex scheduling needs with ease. You can generate recurring events or ongoing meeting series inside Axion, and the system will map them correctly to your Google schedule.

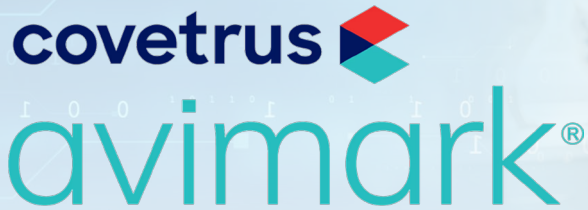
- **Contact Visibility**

Access your Google Contacts directly within the phone module. This allows you to identify incoming callers and view contact details instantly without searching external lists.

- **Send Two-Way SMS**

Axion allows two way texting tied directly to the same Google contact record.





A Connected Communication Experience for Veterinary Practices



INTEGRATION OVERVIEW

With this integration, Axion can identify AVImark client records associated with an incoming phone number, reducing time spent searching and improving readiness during each interaction.

Axion maintains call logs, voicemails, and message histories, while AVImark continues to be the system of record for appointments, treatment history, and client relationships.

COVETRUS VETERINARY SOFTWARE FAMILY

Covetrus provides a suite of technology solutions that support daily operations across veterinary clinics of all sizes. Many practices using AVImark also rely on additional Covetrus tools for inventory, client communication, and patient management.

Axion's integration is designed to complement practices already working within the Covetrus ecosystem, offering communication clarity regardless of which Covetrus applications they rely on.

Common Covetrus tools used alongside AVImark include:

- **AVImark** Practice management, records, scheduling
- **Pulse** Cloud-based workflow and operations

AVIMARK INTEGRATION FEATURES



Client Record Identification

When a call enters through Axion, the system can identify the matching client in AVImark based on phone number. This allows staff to quickly pull up the correct record and begin the interaction with clear context.

- **Caller Recognition from AVImark**

Axion can reference AVImark records using the incoming phone number, helping staff quickly understand which client and patients are associated with the call.

- **Patient and Appointment Awareness**

After matching a client, staff can view associated patient profiles and upcoming appointments within AVImark, helping front desk teams answer questions or schedule visits more accurately.



Aligned Call Handling

Axion presents caller information in real-time so the team knows who is calling before answering.

This supports smoother intake, fewer mistakes, and more efficient client service.



Call Logs and Voicemail Retention

Axion stores call histories, voicemail recordings, and message activity.

Staff can reference this information when needed while continuing to work normally inside AVImark.



Unified Communication Hub

Calls, texts, and voicemail are all handled in Axion while staying anchored to the client and patient information stored in AVImark, reducing back-and-forth between systems.



Designed for Busy Veterinary Teams

The integration is built around real-world workflows in veterinary practices, helping reception and clinical staff handle high call volumes with less friction.



Assisted Implementation

Axion's team supports practices during activation to ensure dependable matching accuracy and smooth daily operation.

Communication That Fits Your Practice

The Axion and AVImark integration helps your team stay organized and responsive by connecting everyday communication with the client and patient details they already work with, making every interaction feel more prepared and professional.



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A Connected Communication Experience for Veterinary Clinics

A direct integration that links Axion's cloud phone system with the Otto platform to help teams access client context faster and handle communication more efficiently.

INTEGRATION OVERVIEW

Veterinary clinics depend on timely and accurate communication. Axion centralizes calling, texting, VFAX and internal messaging in one cloud platform. Otto provides tools for scheduling, client information and workflow management. The integration connects both systems, allowing staff to see relevant client and appointment details during incoming calls.



CORE INTEGRATION FEATURES



Caller Information Display

When a call reaches the clinic through Axion, Otto can display matching client and patient details associated with that phone number. This gives staff quick context when handling incoming communication.



Aligned Communication and Workflow

Axion routes calls and messages into Otto. Staff gain visibility into who called and can take action inside Otto's workflow environment.



Access to Call Activity

Axion retains call logs, recordings and voicemails. Clinics can view call history from Otto while accessing the full audio and details in the Axion portal.



Consistent Appointment Awareness

When client information appears for an incoming call, staff can view associated appointments and scheduling data directly in Otto.



Supported and Guided Setup

The connection is supported by Axion's team. Clinics receive assistance during activation to ensure proper configuration and smooth operation.



Delivering Care Through Communication

The Axion and Otto integration creates a more connected communication process for veterinary clinics, improving clarity during client interactions and supporting smoother workflows.



The Reliable SMS Engine Behind Kennel Connection

INTEGRATION OVERVIEW

Pet care businesses use Kennel Connection to manage the daily chaos of bookings, pets, and owners. Text messaging is how you keep that communication flowing.

Axion Communications is the dedicated SMS backend for Kennel Connection. This means Axion provides the telecommunications infrastructure that powers the text messages you send and receive inside the software.

KENNEL CONNECTION WORK ENVIRONMENT

Kennel Connection supports daily operations across multiple service types. Axion works behind the scenes to ensure the text messages related to these services are delivered instantly.

- **Boarding** Reservations, feeding instructions, medication updates.
- **Grooming** Appointment reminders, pickup notifications, styling notes.
- **Daycare** Check-in/out alerts, daily photo updates.
- **Training** Session scheduling, progress tracking, owner updates.

You manage these workflows inside Kennel Connection. Axion simply ensures the critical text messages required for these services have a stable, carrier-grade path to your clients' phones.



INFRASTRUCTURE BUILT FOR DELIVERY



Seamless Background Operation

There is no new software to learn. You work in Kennel Connection while Axion manages the message delivery silently in the background.



Active Connection Monitoring

Axion's team monitors the technical connection between Kennel Connection and the mobile carriers to ensure consistent performance.



Carrier Compliance & Security

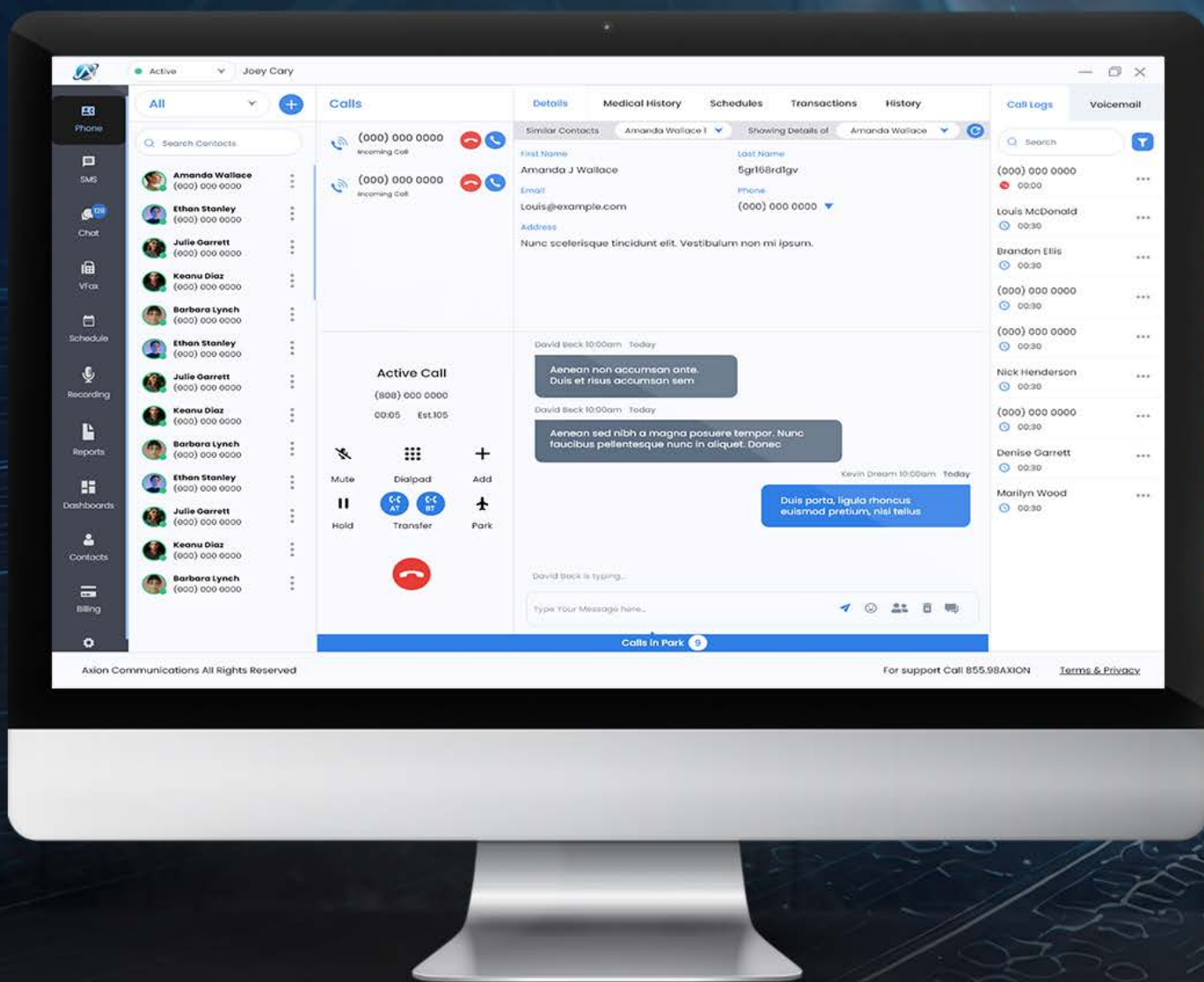
Navigating modern SMS regulations (10DLC) can be complex. Axion's infrastructure is built to meet industry compliance standards, reducing the risk of your business messages being flagged as spam.



Communication That Improves **Client Service**

The Axion and Kennel Connection integration strengthens daily operations by connecting calls with the booking and pet information staff need to work confidently and efficiently.

ALL-IN-ONE COMMUNICATION SOLUTION




THANK YOU FOR CONSIDERING AXION COMMUNICATIONS.

We are proud to have supported businesses for
25 years and look forward to supporting yours.



Scan Here
for more information

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