BROCHURE

Take your business to the next level with fully integrated Unified Communications

ALL-IN-ONE COMMUNICATIONS AND COLLABORATION

Wherever work takes you, a better way to communicate needs to come, too. With our Unified Communications (UC) solution, a full office communications suite goes wherever you go.

Our UC solution combines a feature rich business phone system with video conferencing, chat, contact center, file sharing, and more with the integrated mobile and desktop apps that allow for wherever, whenever communication.

And all of this is available on one integrated, highly reliable, secure, and easy-to-use platform.

UC BENEFITS

INCREASE PRODUCTIVITY AND COLLABORATION

- Communicate how you want, wherever you are, with integrated voice, messaging, text, video meetings, screen and file sharing, and file backup
- Work from virtually anywhere, at anytime, on any Chromebook, iOS or Android-enabled smart device
- Switch seamlessly from your desktop to your mobile device, and vice versa, with integrated mobile and desktop apps

LOWER COSTS

- Consolidate voice and data onto one network
- Reduce infrastructure and operating costs with no additional hardware to buy

UC BENEFITS (CONTINUED)

INCREASED RELIABILITY

- Proprietary VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency

HIGHLY SECURE

- Triple Guard Security protects user access, secures applications, and defends the cloud infrastructure
- Secure datacenters, a certified security team, encryption, password management, 2FA and more safeguard your data against cyberattacks
- Multi-pronged approach eliminates the complexity and gives you peace of mind that your data is protected

SIMPLIFIED SCALING & MANAGEMENT

- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy and can be done online
- Manage service and features using a user-friendly control panel
- Gain insights on UC services with the Service Adoption Dashboard to get the best value out of your cloud communication solutions

BUSINESS CONTINUITY

- Our UC automatically rings to all of your end points (desk phone, mobile, etc.) with every call
- In the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)

OUR UC SOLUTION

PHONE SYSTEM

- Cloud-based phone service with 90+ enterprise-grade calling features and excellent network call quality and uptime
- System configuration and call reporting are managed from a single web-based portal
- Protect your business and increase employee productivity with built-in Spam Caller Protection

MOBILE

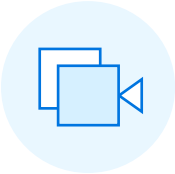
- Our UC Mobile App makes any smartphone an essential collaboration tool
- Place and receive calls, see who is available, respond to chat conversations, join video meetings, and more from your mobile device
- Extend your business phone number and extension to your mobile phone
- Sync contacts from popular third-party platforms (Microsoft 365, Google, and more) to your desktop and mobile devices

DESKTOP

- View real-time working statuses of colleagues, place and receive calls, communicate in real-time with team chat, meet face-to-face in HD video, share and store files, and more

MEETINGS

- Meet face-to-face in HD video and share your screen for more interactive and productive meetings with colleagues and customers
- Access to advanced features – like automatic meeting lock, virtual backgrounds, meeting transcriptions, and more



ROOMS

- Enjoy an enhanced video conferencing room solution that allows remote and in-office employees to be seen, heard, collaborate and fully participate in their work meeting no matter their location
- Works with existing audio and video equipment and only requires a small PC and an Android tablet

OUR UC SOLUTION (CONTINUED)

CONTACT CENTER

- Voice, chat, and email queues combine into a single omni-channel experience
- Provide exceptional customer interactions with customizable call flows

PHONES AND DEVICES

- Devices are plug and play, delivered pre-configured to work seamlessly with the UC service
- No special setup or technician required
- Includes world-class manufacturers with many models to choose from to meet any business need

VOICEMAIL

- Voicemail can be managed and accessed according to user needs. Listen and manage from the desktop phone, or through the mobile app
- Transcribed voicemail messages can be delivered via email, or viewed on the mobile app
- Voicemail can be received or forwarded as a downloadable email attachment

PRESENCE INDICATOR

- UC desk phones and applications include presence – the ability to see whether your company contact is available or busy on the phone
- Desktop phones include a busy lamp field (BLF) in the LCD display that indicates presence
- The UC desktop and mobile apps display presence information alongside each contact in the Active Directory

FAX

- UC WebFax is a “virtual” fax service that allows users to receive and manage faxes via the web or email
- Transmits faxes directly from a Windows®-based PC

OUR UC SOLUTION (CONTINUED)

MESSAGING[1]

- Communicate with more than voice and email – use direct chat and private and public channels to have conversations, share files, and more in real-time
- Send and receive unlimited text messages across US, Canada, and Puerto Rico
- Access advanced collaboration features like @ mentions, search in chat, replies, rich text editor, and more
- All messages automatically sync across mobile and desktop apps, and are securely encrypted in transit and at rest

AI ASSISTANT

- A business productivity tool in our UC app using Generative AI
- Users can access information more easily
- Helps with daily tasks right where you do all your business communication and collaboration
- Designed so your data is not used for training any AI models[2]

FILE MANAGEMENT

- Access files from desktops, laptops, smartphones, tablets, file servers, and the web
- Full control over files, users, devices, and sharing activities
- Real-time backup of all files, mobile photos, and videos
- Point-in-time file restoration for quick recovery from ransomware and other types of data loss
- Up to 200 GB per user of ShareSync file storage included[3]

ADVANCED HUNT GROUPS

- Provides supervisor monitoring ability, scheduled reports, extended storage, a real-time dashboard, smart greetings, and much more
- Choose how calls will be distributed across agents with ringing order such as round-robin, sequential, longest idle or ring-all at once
- Specify the agent wrap time or the number of seconds after an agent ends a phone call before the system routes the next incoming call to their phone
- May be additional charge based on UC license

1. Chat only available on Essential, Pro and Enterprise licenses. Texting only available in North America on With Teams, Pro and Enterprise licenses.
2. Please refer to AI Notification for additional details.
3. 200GB is only available for Elevate Enterprise licenses. 50GB available on Pro and 5GB available on Essentials.

UC ADD-ON SERVICES
(ADDITIONAL CHARGE)

COMPANY MESSAGING

- Enable the ability to send and receive text (SMS) to and from your main company number or Toll-Free number
- Send customers instant, customized responses directly from subject matter experts
- Provide effective communication by assigning labels (like Sales or Support) to phone numbers for clearer outbound communication
- Instantaneously respond to customer messages from anywhere using the seamless integration of the UC Mobile and Desktop apps

TOLL-FREE CALLING

- Multiple toll-free numbers[4] can share the same bucket of minutes
- In-bucket minutes for calls to/from US and Canada (including Alaska and Hawaii) AND any overage minutes are the same consistent rate, so you have a more predictable bill
- After the first 18 seconds[5], calls are metered at 6-second increments instead of rounding up to a full minute of usage, making your buckets last longer

ARCHIVING FOR UC

- Automatically captures and retains calls, chats and SMS to help ensure your communications are preserved in one place
- Powerful, contextual search to quickly find UC conversations when you need them
- Facilitates compliance with internal governance and regulatory requirements for retention, retrieval and security
- Data is encrypted at rest and in transit, and multifactor authentication protects data from access by unauthorized users
- Seamlessly integrates with our UC and deploys in minutes with everything needed to enable compliant retention for your communications
- Have continual historical access to your company's last 30 days of Elevate calls, video meetings, chats and SMS
- Free 30-day archiving retains communication data for 30 days[6]. For longer retention periods, upgrade to one of our 1-year to 10-year plans.

4. $1 for each additional toll-free number.
5. The first 17 seconds of a call will round up to 18 seconds.
6. For additional information regarding Archiving tier and limitations, please refer to the Product Schedule for UC Archiving.

UC EXTEND PLATFORM

Our UC Extend integrations platform connects powerful voice, chat, video conferencing, and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce® and more – driving higher productivity and increasing customer retention at no heavy cost.

salesforce · slack · ORACLE NETSUITE · sugarcrm

Microsoft Dynamics 365 · Microsoft 365 · Outlook · Microsoft Teams

zendesk · G Suite · servicenow · ZOHO · CRM SCREEN POPS

The UC Extend API platform allows you to integrate the features of our voice, video, contact center, and analytics services into business applications (CRMs, ERPs, Ticketing Systems, etc.). Developers can leverage our UC APIs to build custom solutions to meet your specific needs and deliver key benefits for your business:

Increase Productivity

Improve employee and customer experiences by enabling communication capabilities in everyday business apps.

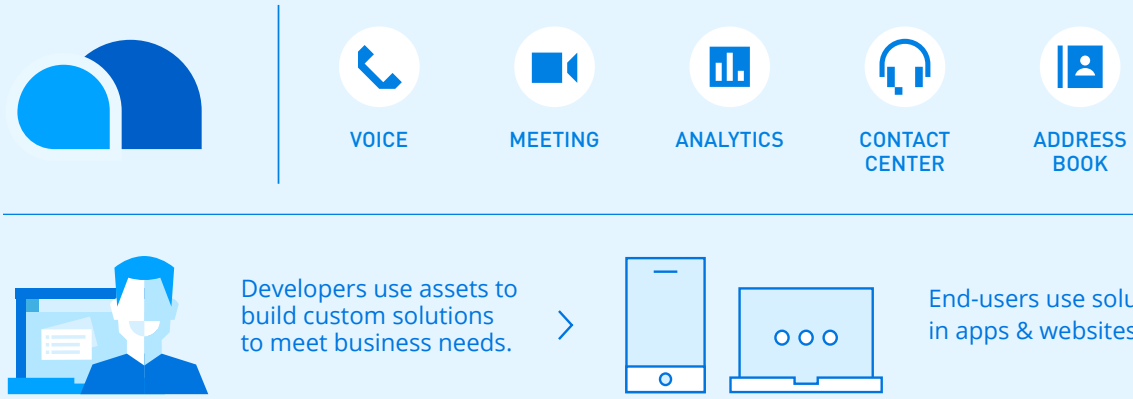
Better Customer Experience

Access relevant customer data at the right time to deliver a more personalized experience.

Access Critical Data

Add employee calling and communication data to your business reporting tool(s).

HOW IT WORKS



UC APPS

UC DESKTOP AND MOBILE APPLICATIONS

Our UC desktop and mobile applications transform devices into powerful communication tools, giving users access to:

- **Messaging:** Communicate with more than voice and email – use direct chat and private and public channels to have conversations, share files, and more with colleagues in real-time
- **Meetings:** Meet face-to-face in HD video and share your screen for more interactive and productive meetings
- **Calling:** Place, receive, and manage calls from your desktop or mobile device
- **File sharing:** Easily access, share, and collaborate on documents securely from any location
- **Presence:** Real-time working status of colleagues gives more transparency and increases efficiency by letting you know who is available for a quick call, chat, or meeting
- **Mobility:** Place and receive calls, respond to chat conversations, join meetings, and access files from your mobile device – making it easier than ever to stay connected and be reachable wherever you go

QUESTIONS? CONTACT US TODAY!

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