



**JJR**

COMMUNICATIONS

# Cloud Solutions Built for Business

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JJR COMMUNICATOINS

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CONFIDENTIAL



# CRAZY

## VIDEO MEETINGS



ZOOM

CISCO WEBEX

GOTOMEETING

## BUSINESS PHONE



AVAYA

RINGCENTRAL

MITEL

## EMAIL/PRODUCTIVITY



GSUITE

OFFICE 365

ZOHO

## CONTACT CENTER



FIVE9

NICE INCONTACT

GENESYS

## STORAGE



DROPBOX

BOX

GOOGLE DRIVE

## SECURITY



PROOFPOINT

OKTA

MCAFEE

## CHAT

MS TEAMS

SKYPE

SLACK

# SIMPLE



**ONE** Communications Platform  
**ONE** Low Monthly Rate

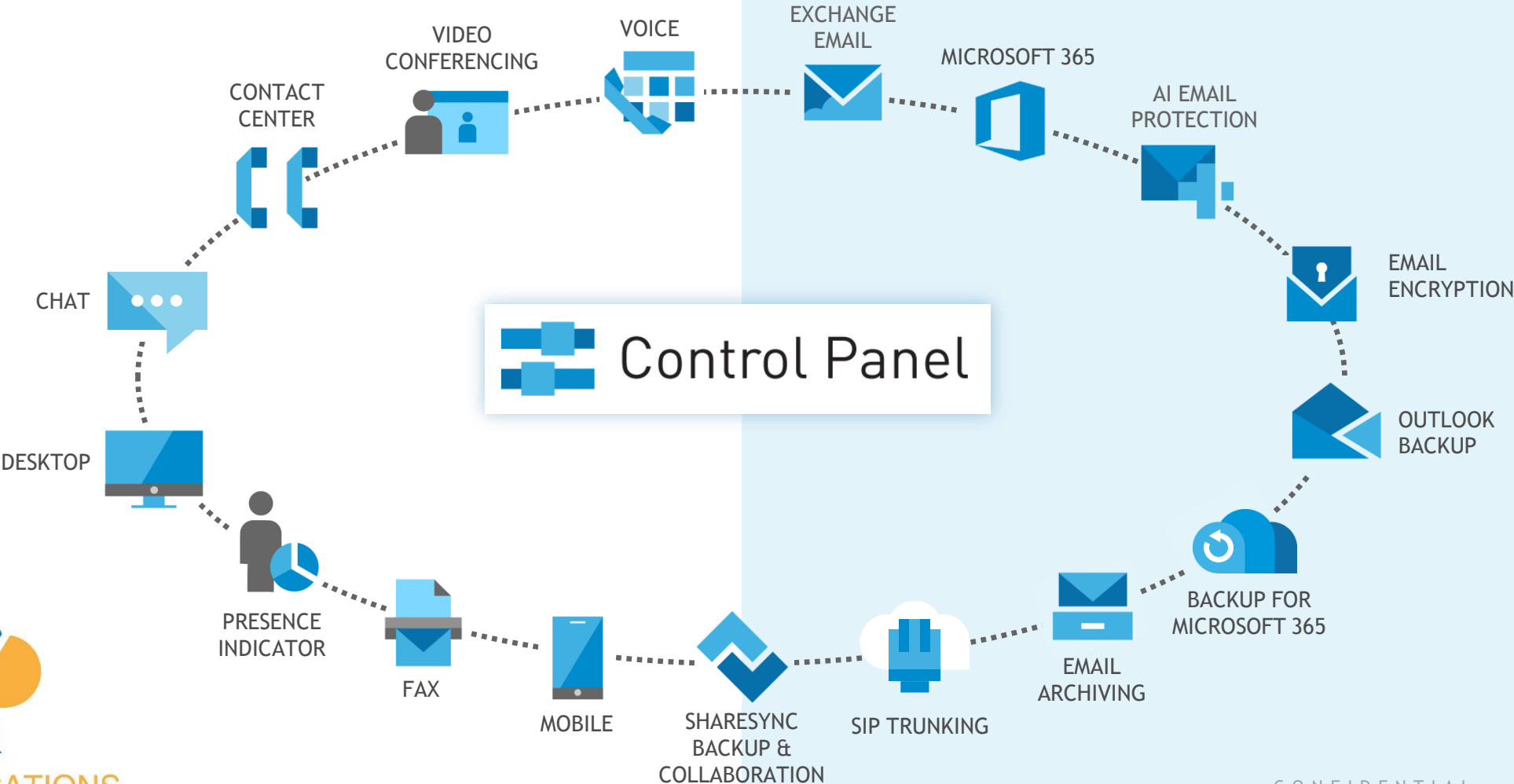
VIDEO / PHONE / CHAT / CONTACT CENTER / FILES / EMAIL



# Comprehensive, Tightly Integrated & Easy-to-use Product Portfolio

## Elevate Solutions

## Business Cloud





# Comprehensive UCaaS and CCaaS portfolio



# Elevate - Complete Communications Solution

Empowering Connected and Productive Hybrid Workforces



COMMUNICATIONS

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# Wireless Headsets

FREE

YEALINK WH62 MONO



YEALINK WH62 DUAL



POLY SAVI 8210



POLY SAVI 8220



## Elevate Headsets:

- Both single and dual ear options  
- complete with charging base
- No special setup required or special technician/IT resources
- Fully integrated with Elevate services for ease of use and exceptional audio



# Plug and Play Phones

YEALINK T57W



YEALINK W70B



YEALINK CP925



POLY VVX 450



## Elevate Phones:

- Delivered pre-configured to work seamlessly with Elevate service
- No special setup required or special technician/IT resources
- Management and configuration of phones from simple web-based management tool

# Fully Integrated Experience

PC and Mac Platforms, iPhone and Android Devices

Phone with caller ID, hold, park, flip, transfer, conference & more

Global search

Group chat, SMS/MMS

Video conferencing & calendar integration

File sharing & collaboration

Call history

Transcribed voicemails

Receptionist view

Contact Center

Presence & Settings

Start meetings & place calls

Personal card & chat controls

New chat, file drag & drop, reactions, emojis, GIF, replies & more

Member management







Easy access to all files in this chat

Integrated company directory, contact sync & chat federation

HD-quality video conferencing, screen sharing, recording & transcription, annotation, notes & AI virtual assistant



# 90+ Enterprise-level Features Included

 <b>Full featured phone system</b>	 <b>Automated Attendant</b>	 <b>Call Center</b>
<ul style="list-style-type: none"><li>• Call transfer</li><li>• Hold</li><li>• Park</li><li>• Monitor</li><li>• Conference</li><li>• Contact list</li><li>• BLF</li><li>• Follow me forwarding</li><li>• Call flip</li><li>• 3-way calling</li></ul>	<p>Multi-menu, scheduled routing with easy graphical setup and management</p>	<ul style="list-style-type: none"><li>• Flexible call delivery- simul, round robin, sequential, least recent</li><li>• Multiple recording, override, reporting</li></ul>
 <b>Call Recording</b>	 <b>Receptionist Routing</b>	 <b>Multi-site</b>
<ul style="list-style-type: none"><li>• Automatic call recording: Records <u>all</u> calls placed to a hunt group</li><li>• On-Demand call recording: Decide when to record a call on the fly</li></ul>	<ul style="list-style-type: none"><li>• Route to one or multiple receptionists</li><li>• Scheduled routing based on time of day</li></ul>	<p>Easily deploy phones at remote and home offices</p>

\* Customer is responsible for ensuring that all call recordings comply with any applicable federal or state law (including consent requirements).

# Elevate's Approach to Security



**TRIPLE GUARD  
SECURITY™**

- ✓ Protect user access
- ✓ Secure applications
- ✓ Defend the cloud

# Securing Your Business Communications

Keeping your communications secure is critical to protecting your business data from cybercriminals. Communications tools for voice calls, chat, SMS, video meetings and file sharing all require specific security approaches to ensure your business doesn't fall victim to a cyberattack. **Elevate takes a Triple Guard approach to security:**



## Protect User Access

The greatest vulnerability and easiest target for hackers to exploit are end users. Elevate protects against unauthorized access and flags suspicious activity.



## Secure Applications

Data is encrypted and applications are built and tested to help ensure your business communications are secured against cyberattacks.

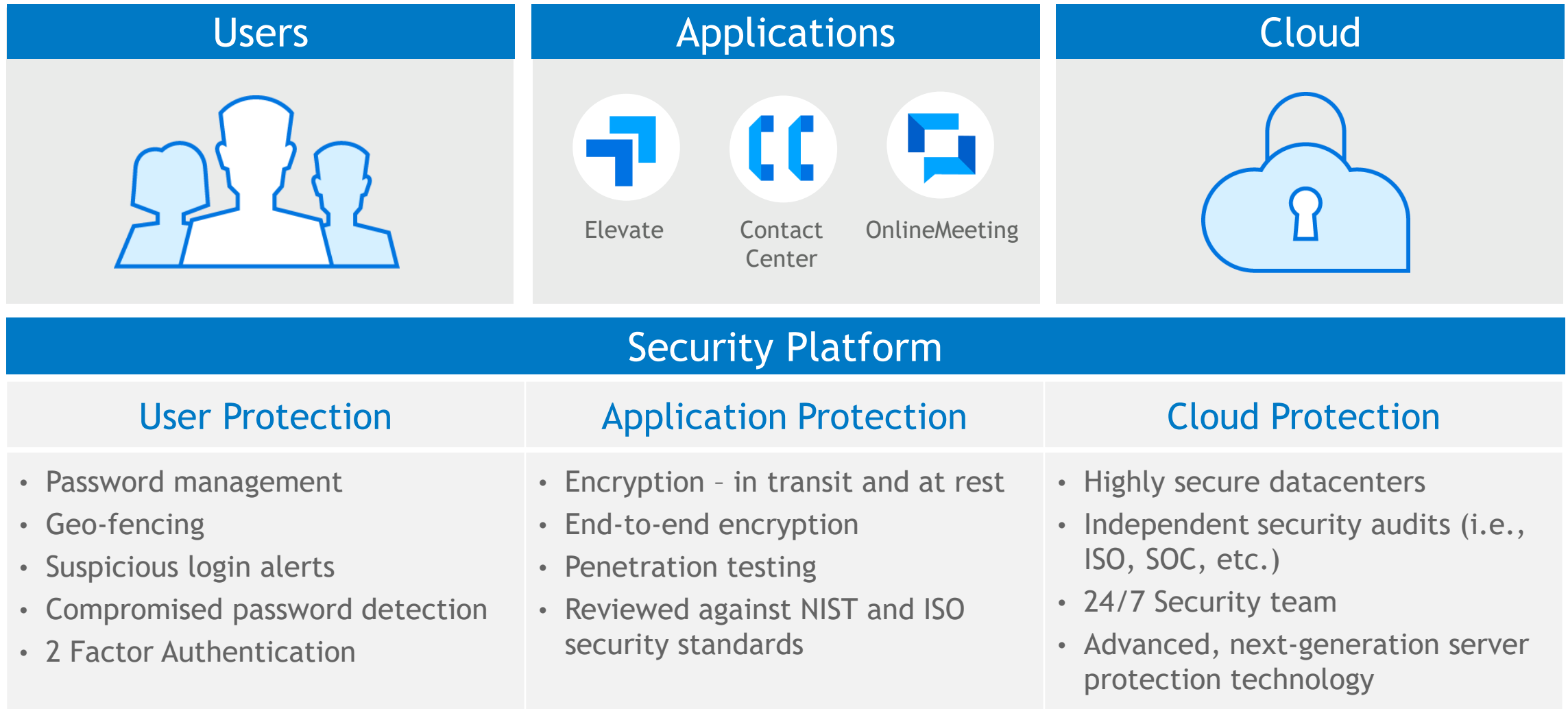


## Defend the Cloud

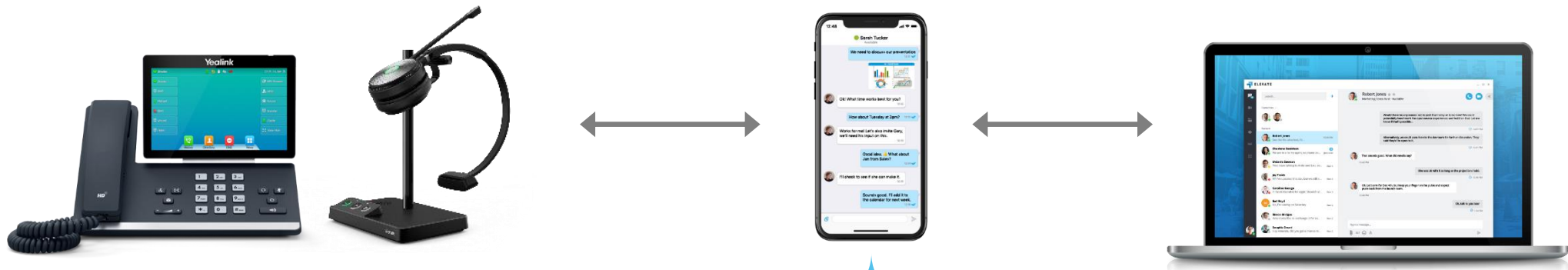
Highly secure datacenters, a 24/7 security team, intrusion detection and more help safeguard your data against the most sophisticated hackers.



# Security Architecture



# Fully Integrated, Highly Efficient



## INTEGRATION



PHONE SYSTEM



CONTACT CENTER



VIDEO CONFERENCING  
& SCREENSHARE



TEAM CHAT  
AND SMS



FILE COLLABORATION

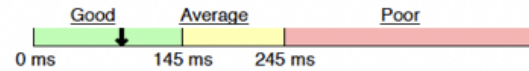


# Network Testing and Real-time Analytics

## VoIP Scout for Network Testing

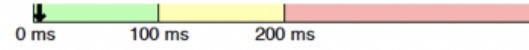
### Quality of Service

Average Round Trip Delay 85.7 ms

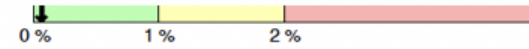


#### Downstream

Average Jitter Buffer 5.3 ms



Average Packet Loss 0.065 %



Number of disconnects/restarts 0

Number of 3-minute calls 1270

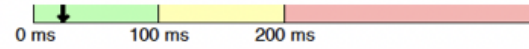
Good quality calls 97%

Medium quality calls 3%

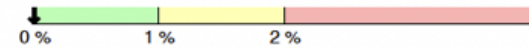
Bad quality calls 0%

#### Upstream

Average Jitter Buffer 23.5 ms



Average Packet Loss 0.005 %



Number of disconnects/restarts 0

Number of 3-minute calls 1270

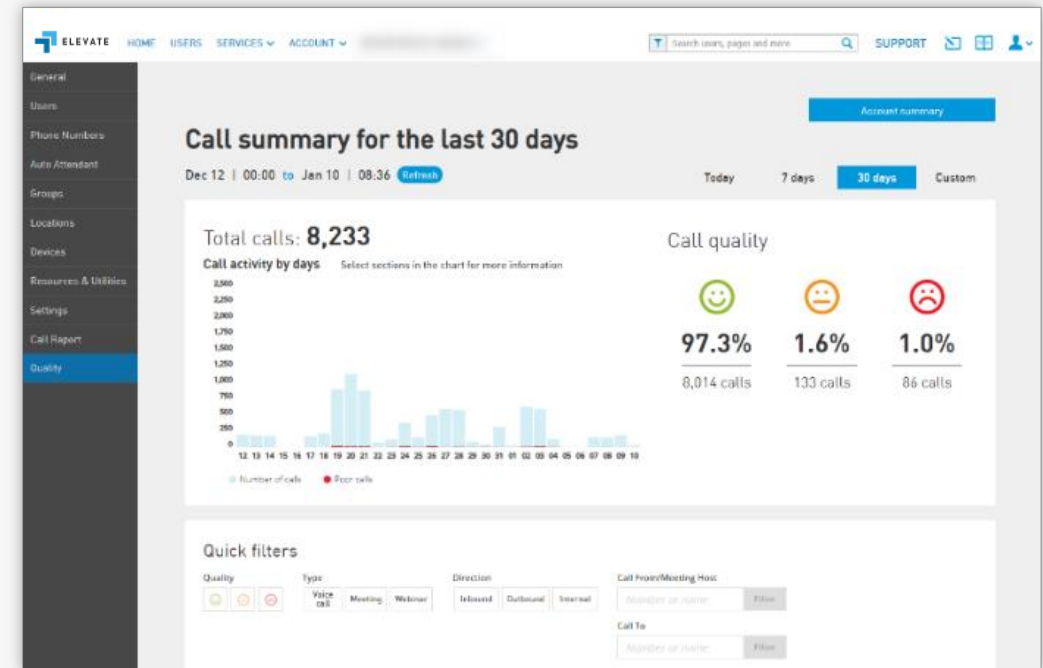
Good quality calls 96%

Medium quality calls 4%

Bad quality calls 0%



## Customer QoS Dashboard





# Elevate with Microsoft Teams

Get the best of Elevate and Microsoft Teams - together

Designed for businesses who have oriented their collaboration around Teams, yet need enterprise-grade PBX, contact center capabilities, SMS, and/or a desk phone.

## The right apps for the right services:


Users work within Teams for chat, meetings, and files, and use Elevate desktop and mobile apps for all phone-related services.

**Easy-to-use:** Elevate collaboration features (chat, meetings, and file sharing) are disabled, so users aren't faced with confusing options.


**Advanced capabilities:** In addition to communicating through enterprise-grade cloud PBX, organizations have access to Business SMS, Call Center and CRM integrations thru Elevate at no additional cost.


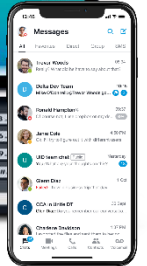
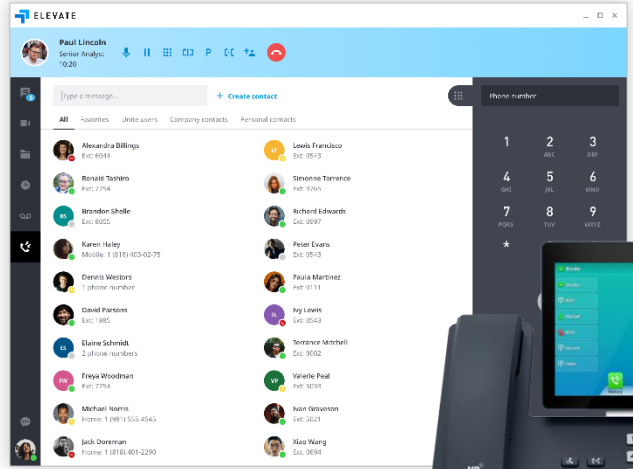
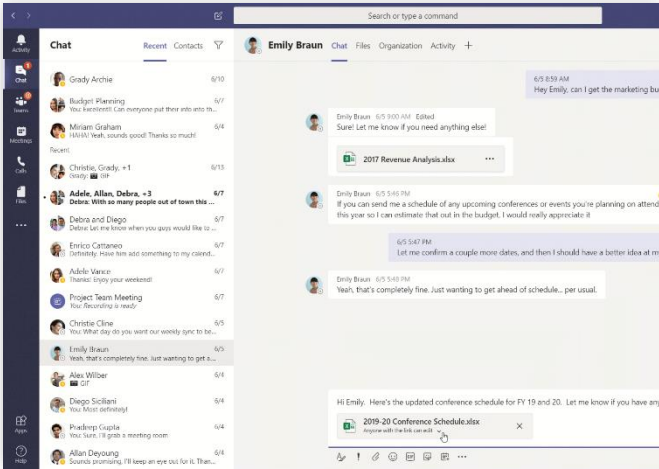
**Single sign-on:** Users sign into Elevate with their M365 credentials.

Teams for Collaboration



+

**ELEVATE**  
UNIFIED COMMUNICATIONS



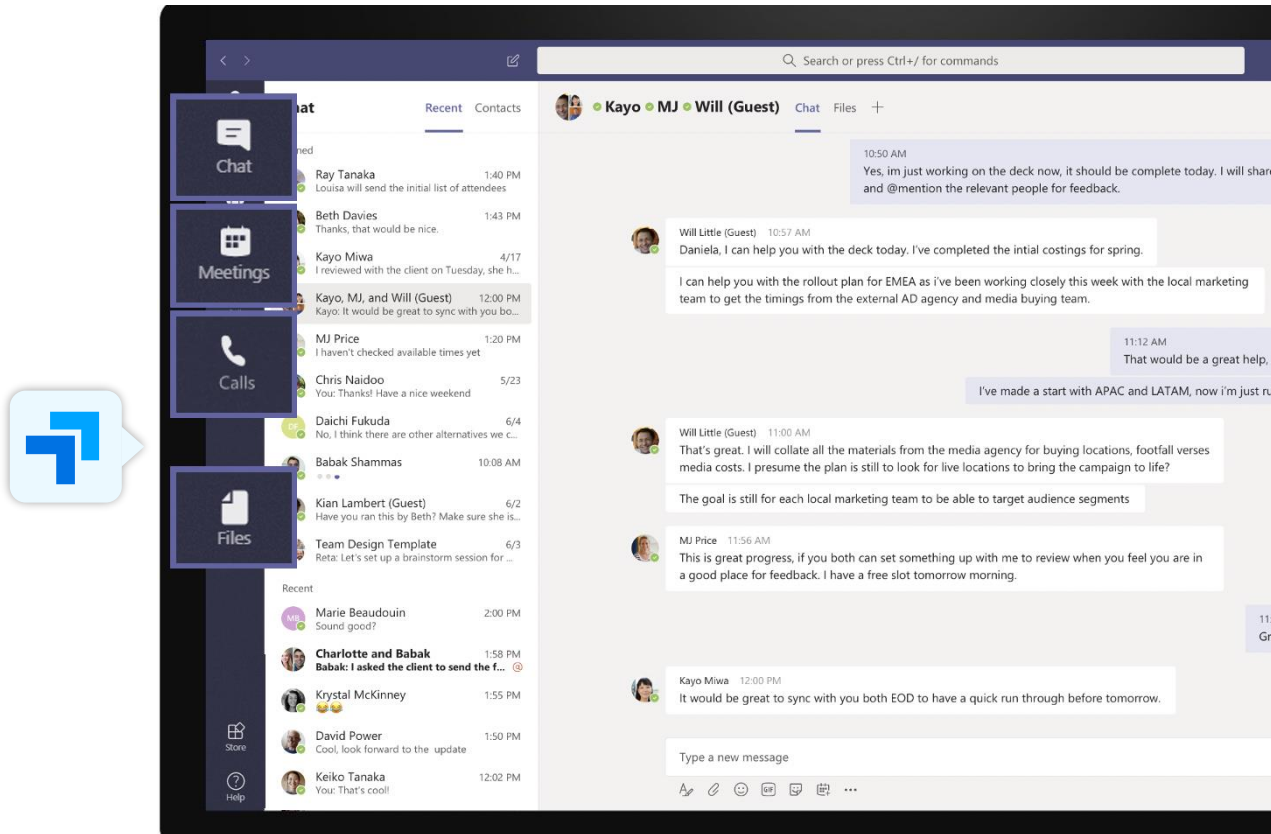
**USE TEAMS FOR**  
Chat, meetings, files

**USE ELEVATE FOR**  
Native Phone, Contact Center,  
SMS, Presence and Integrations

# Elevate *for* Microsoft Teams

For businesses looking to add reliable, award-winning PBX into their Microsoft Teams application.

Designed to boost the power and functionality of Microsoft Teams through the enterprise-grade Cloud PBX of Elevate.



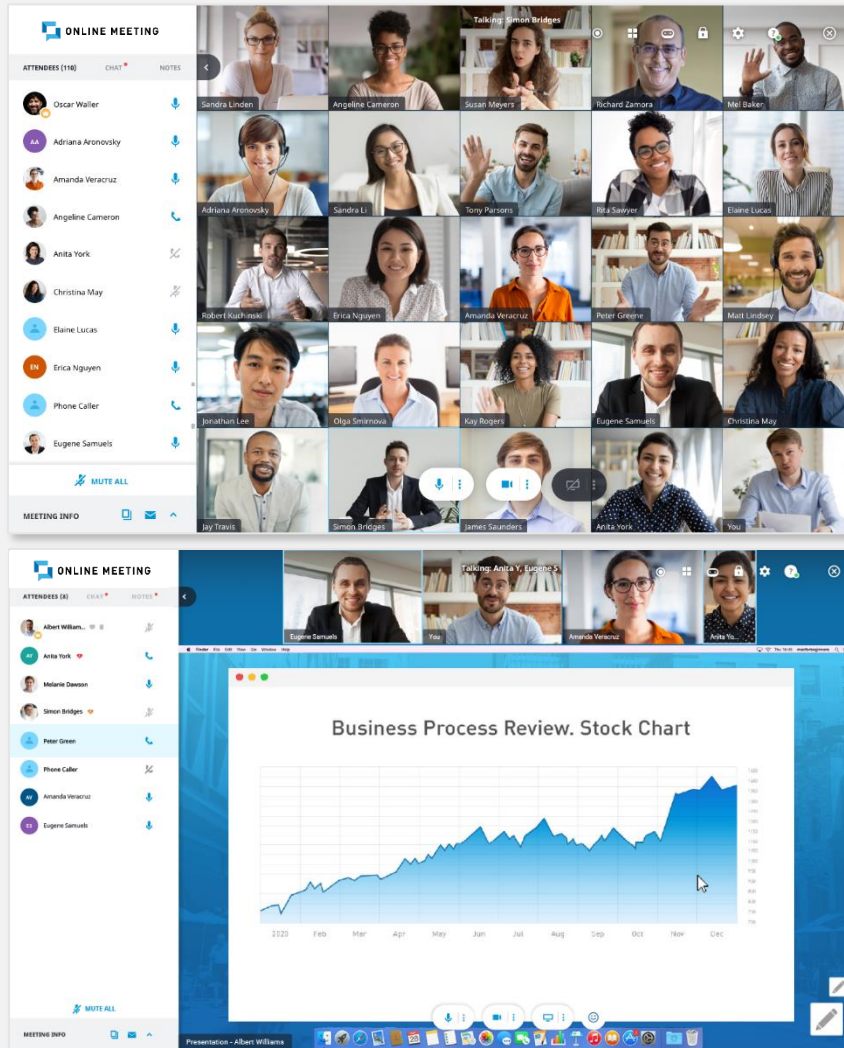
**Seamless user experience:** One app for both collaboration and voice means users manage calls through the native Teams application

**Advanced capabilities:** Leverage Elevate's enterprise-grade calling features, including auto attendant, call queuing, automatic company-wide call recording, and more within the Teams applications.

**Familiar Tools:** Working 100% within Microsoft Teams applications, users can keep their Elevate phone numbers, extensions and call flows, no additional training or hardware required

# Online Meetings

Easy, Affordable, Reliable, Secure Online Meetings



## A comprehensive online meeting service:

- Full HD video and audio
- One-click join - no downloads
- Screen sharing and annotation
- Custom branding
- Outlook, G-Suite, Slack, MS Teams integrations
- AI-based transcription and meeting Insights (Virtual Assistant)
- Meeting lock and unique passwords
- And much more



# Elevate Rooms

Elevate Rooms is 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.

Elevate Rooms is built to deliver the simplicity of Elevate meetings through a consistent and familiar user experience from desktop to conference room.

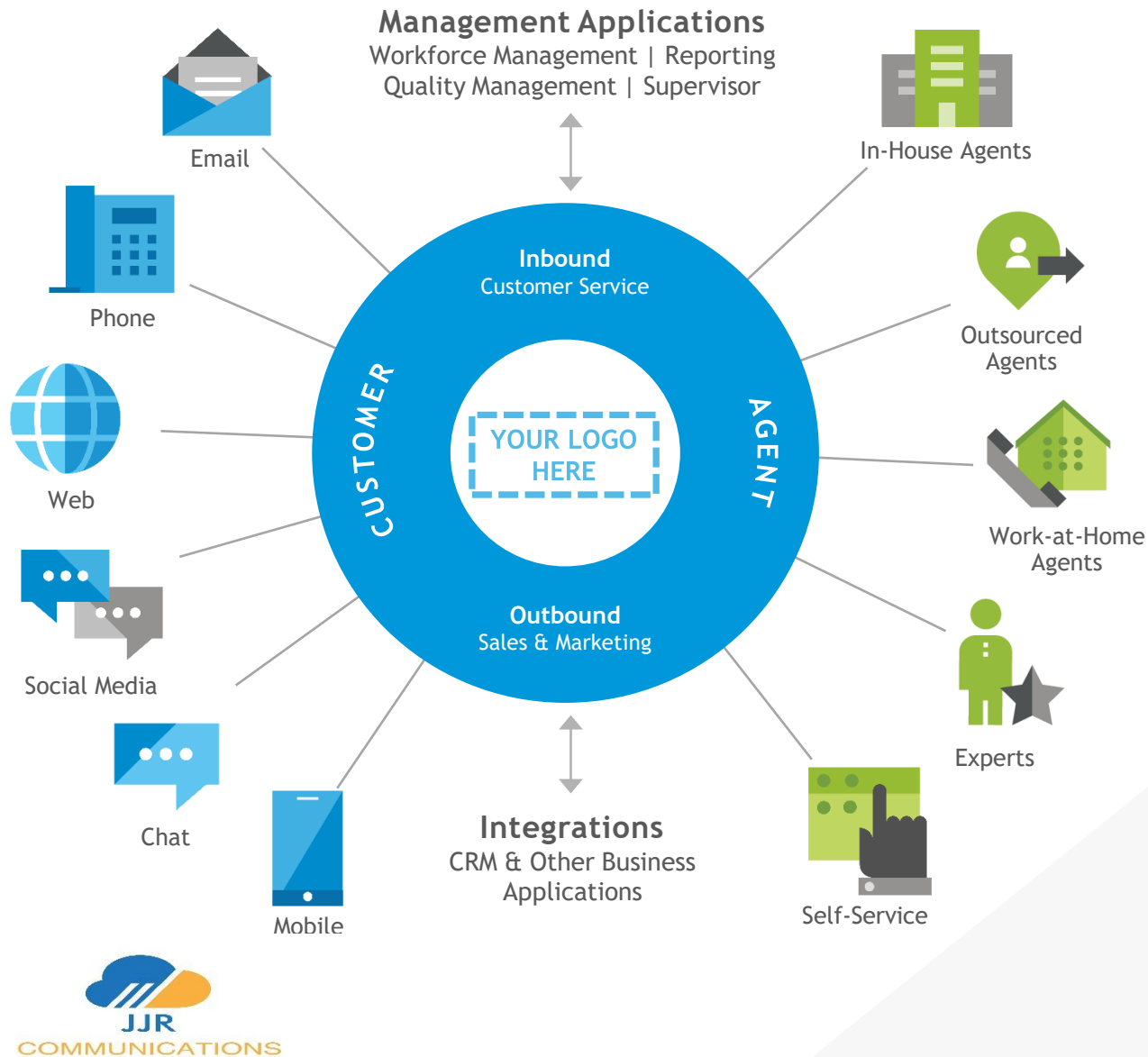
## Rooms requires the following:

- Windows PC/NUC
- Android tablet
- USB Webcam & Room Microphones
- TV or projector/screen



# Contact Center

Delivering Superior, Responsive Customer Interactions from Wherever



## Customer care in a single, omnichannel experience:

- Centralizes the handling of web chat, email, and SMS interactions in a single application
- Supports multi-site contact centers and remote agents - **deploys in days, not weeks**
- Easily manage and route interactions based on agent skillsets and statuses
- Customized IVRs in minutes with “Easy IVR”
- AI-driven interaction analytics
- Real-time performance dashboards and advanced historical reporting
- Ready-built CRM and WFM integrations (e.g., Dynamics, Salesforce, Zendesk, Slack)



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# THANK YOU

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