

**WORK FROM HOME with
Unified Communications
from
Louisville Telecom**

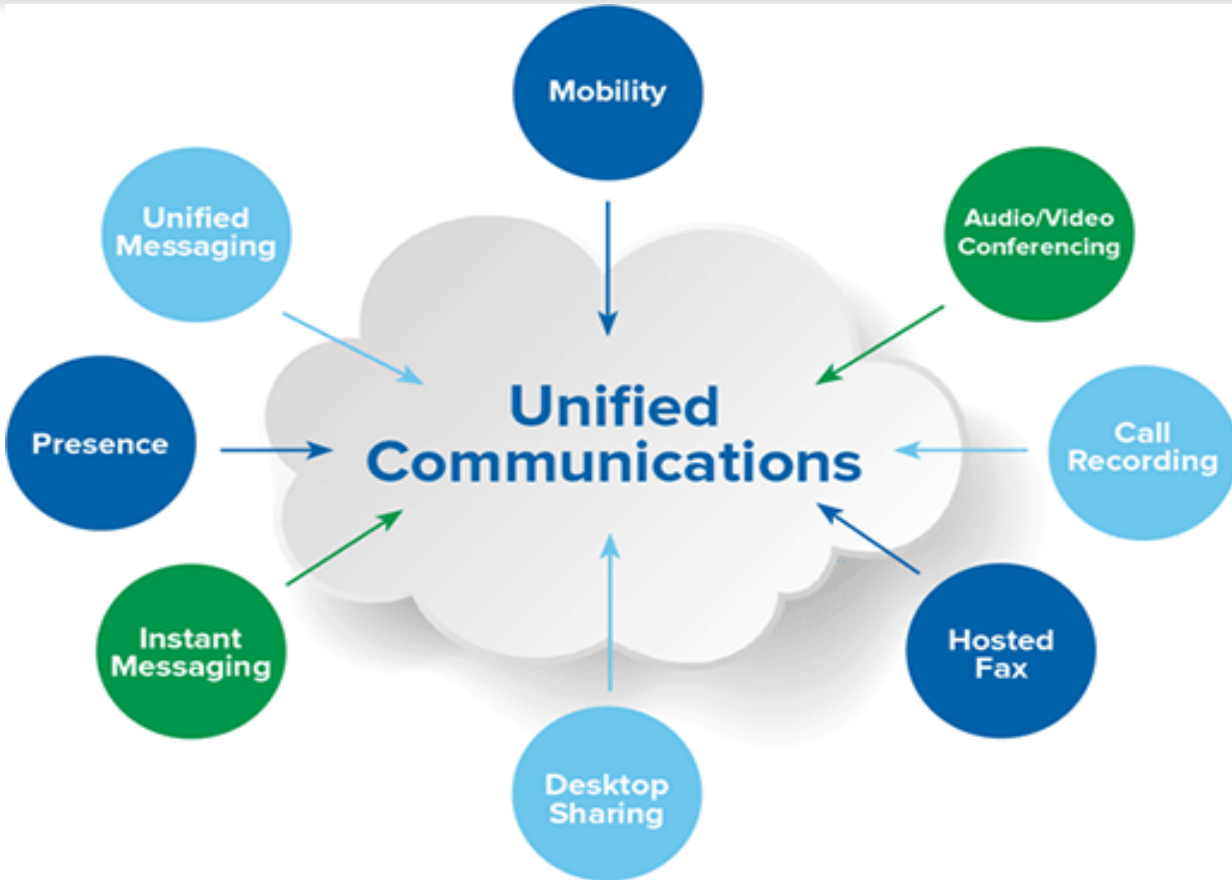


Agenda

- Introducing Unified Communications
- Why effective communications is so important today
- Working From Home (WFH) with a Technology assist from Louisville Telecom
- Upgrading to Unified Communications could not be easier
- Returning to the office with new Polycom phones

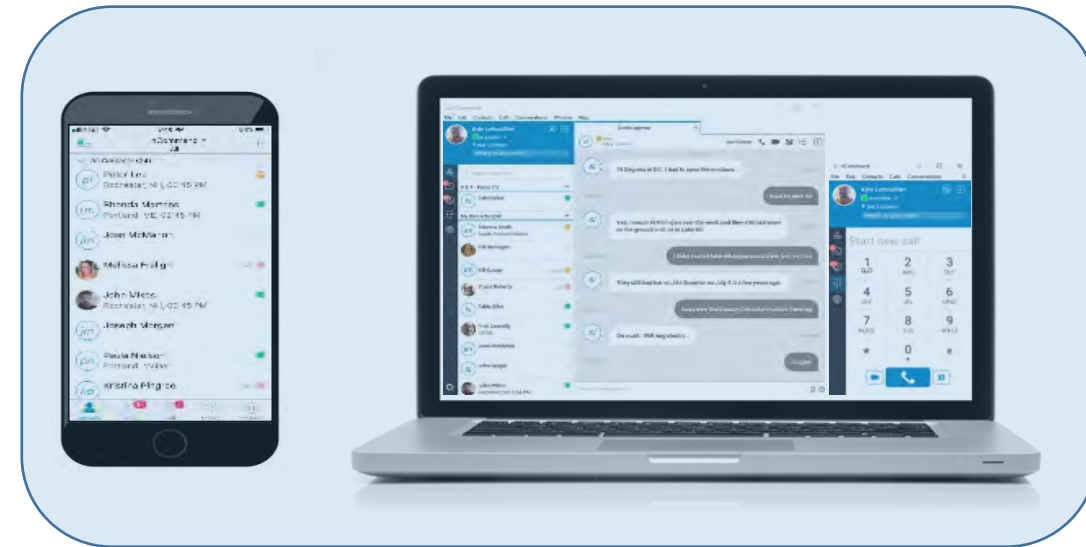
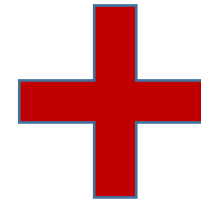


What is Unified Communications ...



Functionality

Access



Today's Business Climate

Millions of employees are required to Work From Home.

- Until April 30, May 30 or June 30,?
- Could there a round 2 in the fall?

How are the WFH requirements effecting your business & your customers businesses?

- Do you/they look and feel like a home (hobby) business (think Gmail & mobile phones)?
- What are the Immediate/Short-term solutions vs sustainable solutions

How will this effect your business over the next 30, 60 or 90+ days if the curve does not flatten?

- This is what we need to plan for.

*Coronavirus
(COVID-19)*



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Today's Very Difficult & Uncertain Business Climate

Critical Importance of:

1. Maintaining existing **customer relationships** (virtually)
2. Improving **employee productivity**
3. Strengthening **employee communications**
4. The overall **customer service experience**
5. Managing business expenses (**costs**)

What are you doing to ensure they are addressing these five critical elements in a WFH environment?

What can Louisville Telecom do to help? An Excellent question.



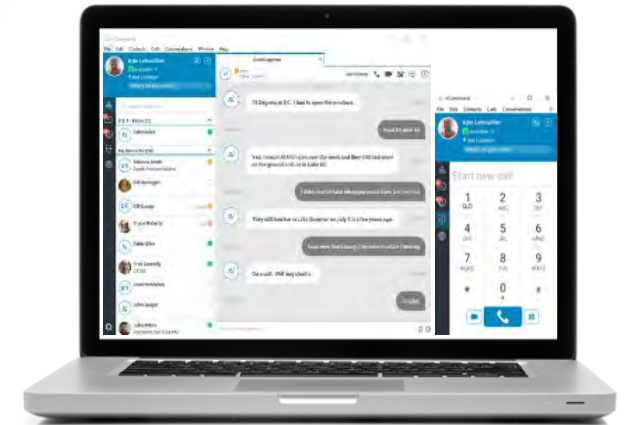
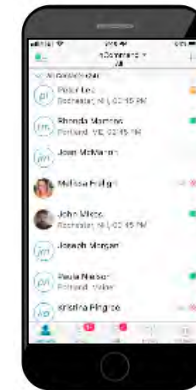
Work From Home (WFH)

Pre-Louisville Telecom



VS.

Post-Louisville Telecom



The Louisville Telecom Work From Home (WFH) Solution (Functionality)

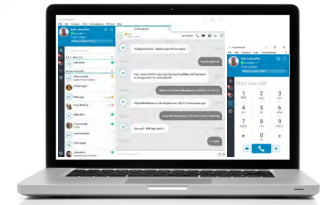


- ✓ Remote Call forwarding to house phone or Mobile
- ✓ No control for the business owner

VS.



- ✓ Present their office phone number (NOT their mobile phone number) whenever they make an outbound call.
- ✓ Transfer calls to another employee
- ✓ Visibility - See if another employee is available
- ✓ Share screen with a single click
- ✓ Voice-mails are left on a company platform and can be forwarded
- ✓ Hunt groups / call routing ensures customer calls are maintained
- ✓ Quickly identify office v. personal calls
- ✓ FREE calls within the continental U.S.
- ✓ Hosted Fax Services
- ✓ Use office speed dials
- = No longer look and sound a like a home business



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To UC or not to UC?

Painting the Picture

With Unified Communications	Without Unified Communications
Present Office Phone number when you call	Present mobile phone number when you call. Customer elects to call back on Saturday evening.
Transfer a call to a co-worker	Can you try and reach Jan at 123.456.7890.
I see Mike is available, let me transfer.	You can try calling Mike, but he may be a lunch or out for a walk
Let me share my screen with you	If you go to the third field in the fourth column
Voicemails are always left on the company platform	Urgent message was left on Mary's mobile voicemail.....
An incoming call on the App on Friday evening, let it go to voicemail	An incoming call on the App on Friday evening, is that work related with your mobile number or is that your new best friend
Free calls within continental U.S. International calls are charged to office	Did I use-up my mobile minutes? How do I expense international calls?
Use office speed dials and directories for outbound calls	I don't know his phone number. Who do I call to get it?
Let me access your fax	Sorry I can get faxes until the office opens
Really, you are not if the office	Sounds like you are working from home



Upgrading to Louisville Telecom's UC Service Could not be Easier

- No contracts required
- No equipment required
- FREE calls to anywhere in the Continental U.S.
- One FREE conference bridge for every new account
- Live product training & real customer support
- Louisville Telecom will port your current phone numbers.
- Cost is just \$20.99 per employee per month
- Just call Louisville Telecom to get set-up and be App-ready within hours
 - Simply download Louisville Telecom's App to any smart-phone or computer
 - Almost everyone has downloaded and used a new App at some point



Returning to the Office

Customer can sign a two-year service agreement and Louisville Telecom will provide them with FREE Polycom phone for each seat installed.

(This credit can also be applied to more expensive phones)
(No need for phones, receive a one-time \$55 credit for signing a three-year service agreement)



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