UNIFIED COMMUNICATIONS AS A SERVICE (UCAAS)

Improve productivity and streamline communications for your team
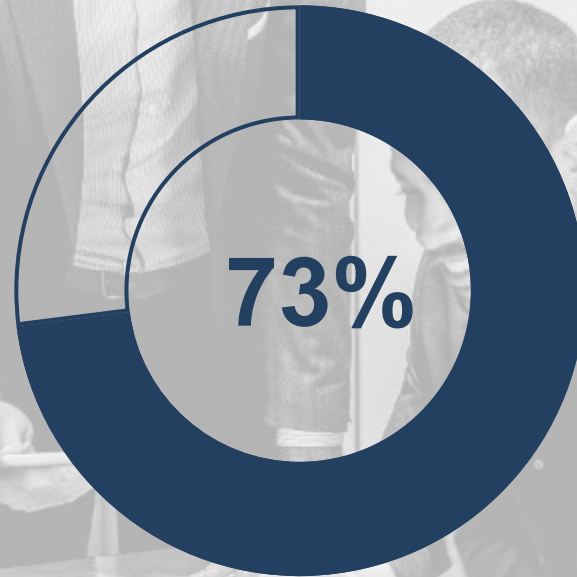
FAT PBX
FRESNO AREA TELEPHONE & PBX
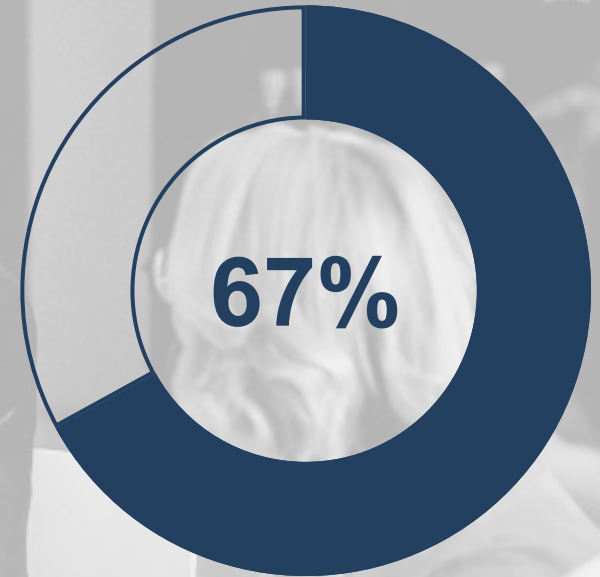
DID YOU KNOW?

The top-cited technologies seen as "very important" for getting work done efficiently

74%

communications tools

73%

remote work

67%

collaboration tools

Source: Harvard Business Review, *Making Technology an Integral Part of Your Employee Experience Strategy*, 2020

WHY UCAAS?

- Collaborate anywhere, anytime
- Reach your team in an instant
- Keep remote workers engaged
- Maintain productivity for road warriors
- Rely on flexible cloud communications
- Shift CapEx to OpEx
- Future-proof your communications
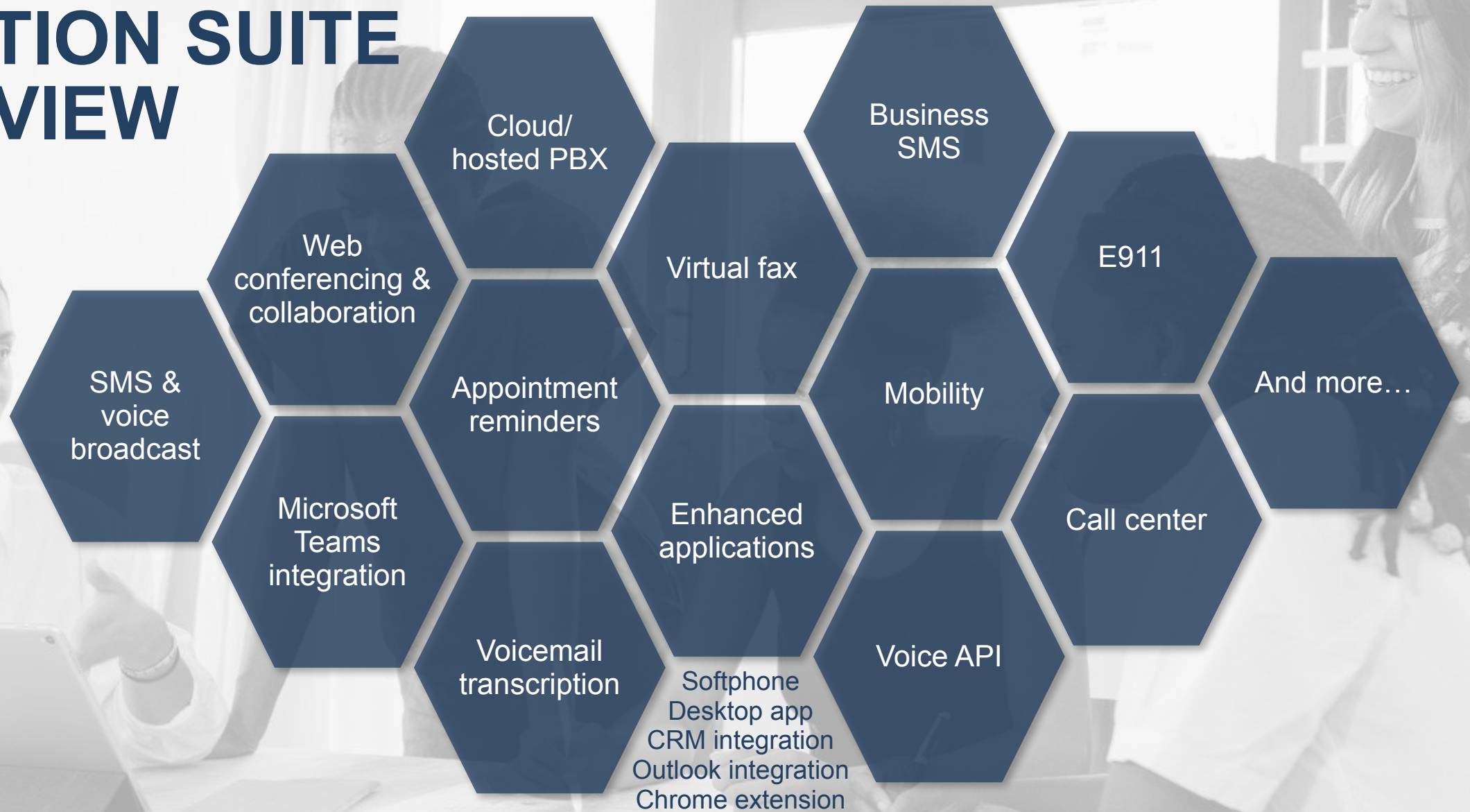- Enable zero-touch, remote support

DELIVERING PEACE OF MIND

- ✓ All the features you have today, plus advanced cloud-based calling features
- ✓ Flexible, efficient, and future-friendly format
- ✓ Service-level guarantees for all mission-critical functions
- ✓ Lower operating costs and remote-work-ready
- ✓ Disaster-proof and geographically redundant infrastructure

KEY FEATURES AND SOLUTION SUITE OVERVIEW

- Cloud/ hosted PBX
- Business SMS
- Web conferencing & collaboration
- Virtual fax
- E911
- SMS & voice broadcast
- Appointment reminders
- Mobility
- And more…
- Microsoft Teams integration
- Enhanced applications
- Call center
- Voicemail transcription
- Voice API
- Softphone
  Desktop app
  CRM integration
  Outlook integration
  Chrome extension

BUSINESS SMS

- Send and receive messages and images to and from extensions, 10-digit local, or long-distance numbers
- Message colleagues, clients, and departments with a business identity—even from personal devices
- Reply to an incoming message from a mobile app, desktop app, or by email
- Text seamlessly across devices, including smartphones, tablets, and computers
- Collaborate more effectively by communicating in a single text thread
- Broadcast capability, appointment reminder platform, and drip campaign

WEB CONFERENCING & COLLABORATION

- Seamless user experience
- Single sign-on
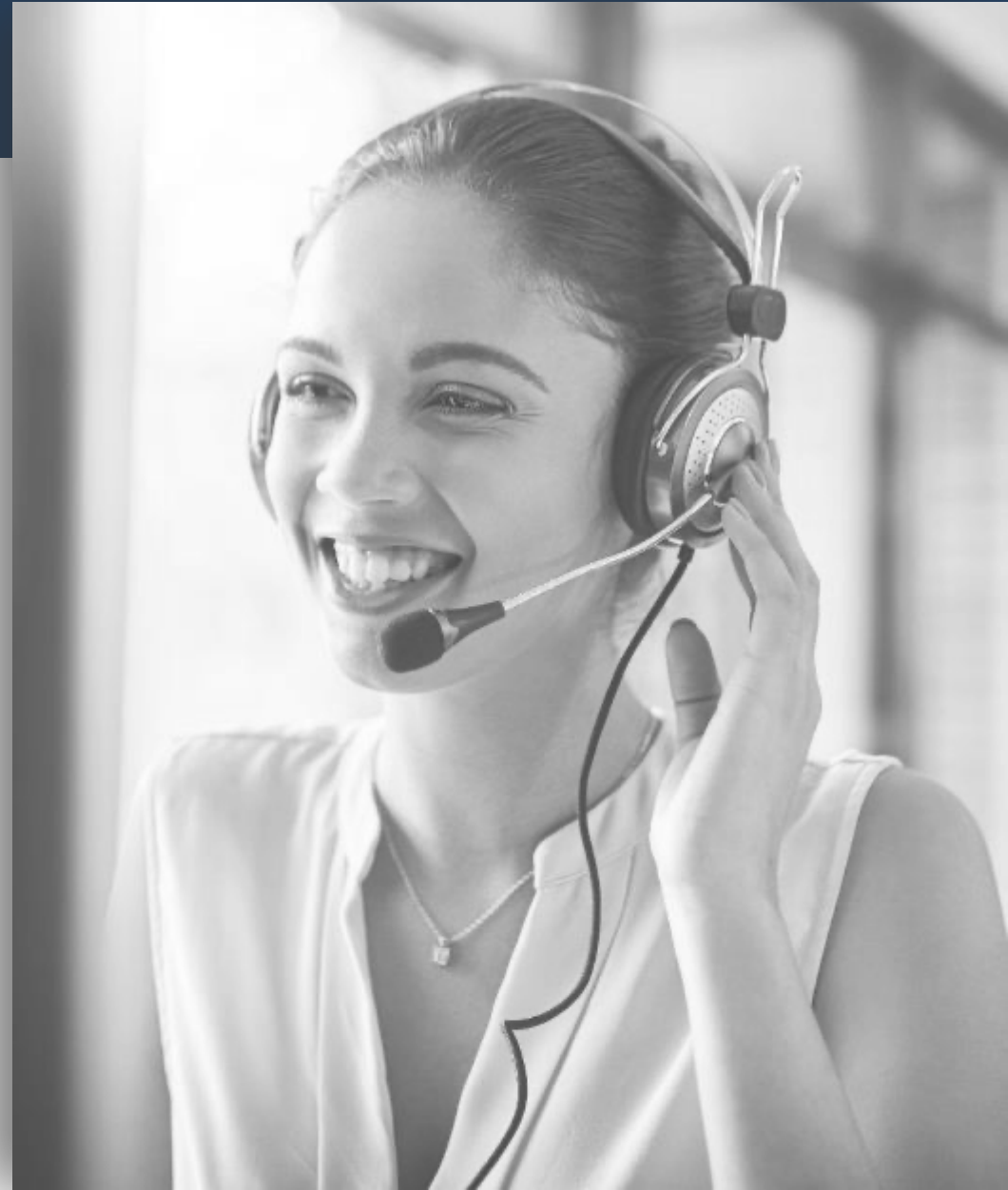- Webinars, conferences, and remote support sessions

VIRTUAL FAX

- Eliminate VoIP faxing issues with email- or cloud-based fax servers or store-and-forward
- Support for faxing via analog, email, and web
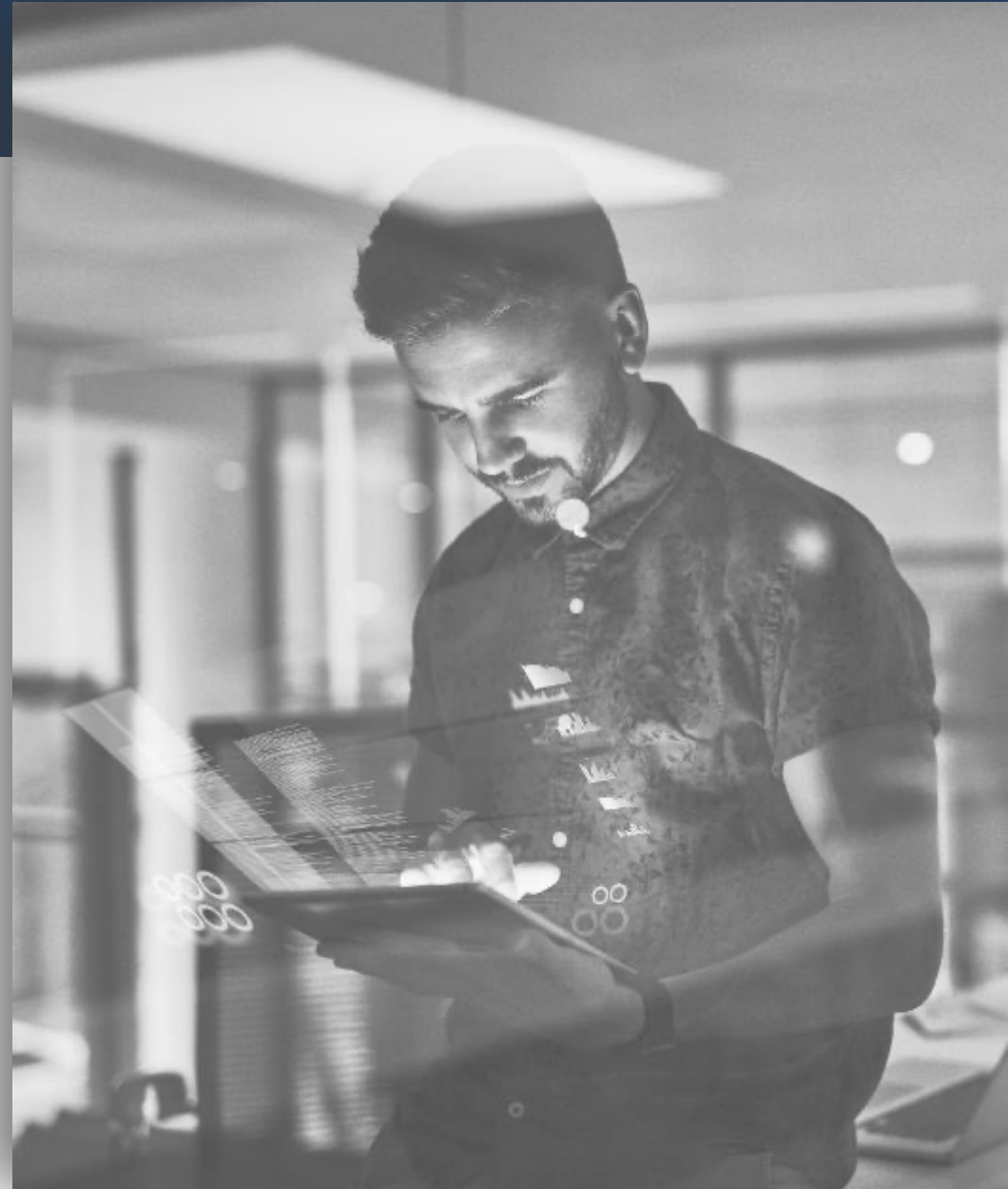- Email notification of successful fax delivery

CALL CENTER

- Carrier-class call center service
- An all-in-one virtual call center suite that includes:
  - ACD with call queuing
  - Recording
  - Administrative tools
  - Queue analytics
  - Extensive integration capabilities

ENHANCED FEATURES & COMPLIANCE

- Phone numbers
    - North American DID acquisition
    - Partial number searches
    - Purchase toll-free numbers
- E911 (Kari's Law and Ray Baum support)
- Spam prevention and STIR/SHAKEN
- Custom call routing
- 10DLC SMS
- Rapid activation, provisioning and deployment

VOICE API

- Innovative, integrated telephony, and UC services
- Control call flow, media handling, and business logic
- Integration with CRM and common billing systems
- Easy-to-build applications

QUESTIONS?

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