INTERMEDIA CLOUD COMMUNICATIONS

Santel Communications

All Your Communications Within Teams

Unite's advanced communications, Contact Center capabilities, Archiving, and Microsoft Teams collaboration**—all in one seamless, embedded solution.**

VOICE / SMS

CUSTOMER EXPERIENCE

ARCHIVING

WITHIN

Microsoft Teams

Fully Embedded App:
Single-app experience with no Teams Phone license required.

Advanced Features:
Advanced cloud-based phone system, Contact Center, Archiving, and more.

Built-in Redundancy:
If Teams goes down, use Unite's mobile app for calls and SMS.

For businesses centered around Microsoft Teams, Unite for Teams Advanced and Contact Center delivers an enterprise cloud-based phone system, texting, and AI-powered customer communications - all directly embedded within Teams, eliminating the need for an additional Teams Phone license. Plus, you can capture, retain, and search Unite and Teams data in one platform, with retention from 30 days to 10 years for enhanced productivity and secure message preservation.
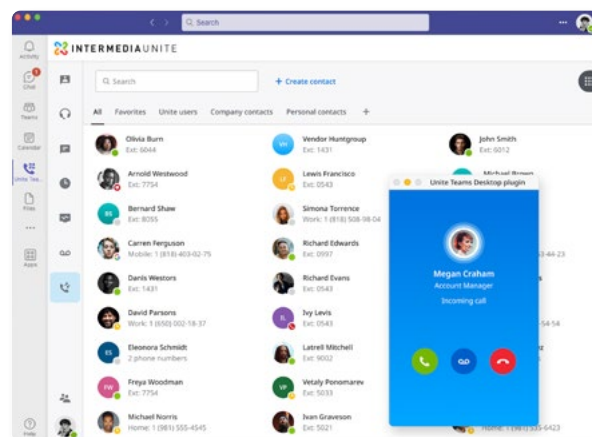
MICROSOFT TEAMS FOR COLLABORATION:
Use Teams collaboration tools to manage chat, file sharing, and video meetings.

UNITE FOR ENTERPRISE PHONE AND SMS:
Enhance your business communications with features like auto attendants, visual voicemail, call queueing, hunt groups, SMS, and more.

CONTACT CENTER FOR BETTER CUSTOMER EXPERIENCES:
Add Contact Center to Unite for Teams Advanced to upgrade customer interactions with omnichannel support, intelligent routing, AI Call Insights, advanced reporting, and analytics to ensure you're meeting customer expectations.

HOW UNITE, CONTACT CENTER, AND TEAMS WORK TOGETHER

	USE TEAMS FOR	USE UNITE FOR	ADD-ON USE CC FOR
FEATURES			
Chat/Instant Messaging	●		
Video Meetings	●		
File Sharing & Cloud Storage	●		
Enterprise PBX (100+ Calling Features)		●	
Unlimited Calling (Domestic + 33 countries)		●	
Archiving for Teams and Communications Data (Retention options up to 10 years)	●	●	●
Call Monitor, Barge, Whisper		●	●
Unite Mobile App		●	●
Advanced Hunt Groups		●	
3rd Party Integrations (Salesforce, ServiceNow, NetSuite, and more)		●	●
Dashboard & Reports		●	●
Advanced Reporting and Analytics			●
Omnichannel Support (Voice, SMS, Chat, Email)			●
Intelligent Call Routing			●
Call Queuing		●	●
Interactive Voice Response (IVR)			●
Customer Self-Service Tools			●
Outbound Customer Engagement (Voice, SMS, Email)			●
AI Interaction Summary			●
AI Sentiment Analysis			●
Real-Time Agent Management			●
AI Workforce Engagement			●
AI Quality Management			●
Post-Call Survey			●

QUESTIONS? CONTACT US TODAY!

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