

Power Your Business with Cloud-Based Communications



WITH UNIFIED COMMUNICATIONS & CONTACT CENTER SOLUTIONS

Unified Communications as a Service (UCaaS) is a cloud-based alternative to on-premise phone equipment that will leave you hard pressed to find a downside. UCaaS provides incredible scalability, easy employee onboarding, detailed analytics, remote work capabilities, and heightened customer experiences. With a single platform, your teams can engage with and resolve customer inquiries from anywhere in the world. Among the many features of UCaaS, an organization can expect to receive telephony, instant messaging, artificial intelligence with call routing, video/audio conferencing, and better security, all in one environment, and all with substantially reduced costs than traditional phone systems.

STAY CONNECTED

- Answer calls and texts from any device, anywhere
- Transfer calls, forward messages, record calls and switch between devices in one click
- Sync your contacts, enjoy seamless messaging, and access and share all of your documents
- Provide strong collaboration tools to engage and enable remote workers

A UCaaS platform will improve your productivity, better engage your clients and take your business to the next level. Let LightPoint help you choose the right UCaaS platform for your business. Contact us today to schedule a free demo or to learn more.



**TECHNOLOGY
SOLUTIONS FOR
YOUR BUSINESS**

503-297-0337

info@lightpointnw.com

www.lightpointnw.com

NEXT GENERATION PHONE SYSTEMS

- Powered with Artificial Intelligence to improve the client experience
- Automatically record transcripts and next steps based on real-time conversations
- Gain real-time, shareable transcripts and organized notes so your teams can focus on the conversation

IMPROVE YOUR CLIENT EXPERIENCE

- Automatically match caller inquiries to the right person with call routing based on availability
- Monitor and listen in on live calls and serve up recommendations to improve the conversation

REPORTING THAT INFORMS YOUR BUSINESS

- Keep managers aware of their team's performance with real-time dashboards, call volume and hold queue metrics, and customizable wallboards
- Receive alerts when metrics or client sentiment changes including service levels or wait times

INTEGRATE WITH YOUR TOOLS

- Connect phone support with your ticketing system, CRM, Microsoft Teams and more



"From the very start, we noticed immediate benefits with our new Unified Communications platform. First of all, just getting a new employee set up with a number, voicemail, call recording and ready to take calls used to require going to four separate systems, as well as involving our IT team. Even though we had gotten the old PBX process down to 10 minutes, we were happily surprised when a lone manager could get it done by going to just one place, and the set up time was reduced by 90 percent."

Mike Monteiro

BUSINESS OPERATIONS MANAGER; EDUCATION FIRST