



AT&T Collaborate™

2017



Changing Work Environment



Mobility of business

Business anytime, anywhere

Change is constant

Need for real-time information



Changing workforce

Sharing is the new default

Tyranny of the inbox

Video is the new Voice



Globalization

Greater business complexity

Increased competition

Cultural and regulatory demands





*Employees just want to get things done
But, they contend with 'collaboration silos'*



What is AT&T Collaborate™ ?



A hosted voice and collaboration service that allows you to use multiple devices and applications, all from a single phone number. It's a cohesive service that integrates your voice, video, web, and messaging tools.

AT&T Collaborate™ includes more than 30 hosted voice features, including mobile client, call forwarding, three-way calling, auto attendant, music on hold, and more. Three separate add-on options are available that include all basic features.





AT&T Collaborate™ offers flexibility to communicate the way that matters to you

Voice

- Talk on virtually any device anytime, anywhere
- Never miss a call.
- Choose the advanced features that set your business apart



- Increase your voice range
- Fixed and mobile capability with a broad range of features

Unified Communications

- Share your desktop and video conference to
- Get work done more quickly and efficiently
- Collaborate across devices



- Give your employees a flexible working environment with the ability to work from virtually anywhere
- Collaboration feature package or a la carte





Scalability and Flexibility

Highly secure in AT&T's Cloud



Geo-redundancy



Virtualized environment



Global reach (2017+)



Customer Focused

Predictable per seat pricing (OpEx)



Transport agnostic



Rapid order provisioning



Self Service

Order



Install (2017)

Ticketing

Productivity

Audio, video, web conference IM & Presence



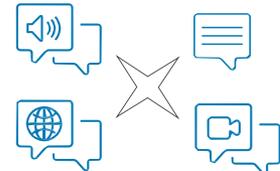
Content Sharing

Contact Center



Virtually any device – mobile or desktop

3rd party app integration



Get easy access calling features your staff uses most



Capture calls

- Voice Mail
- Mobile Client (voice only)
- Call Forwarding features
- Call Notify, Call Pick Up
- Call Return, Call Transfer

Manage your office

- Account/authorization codes (CHARGE)
- Auto Attendant basic features
- Calling line ID, name and number
- Management tools

Manage your calls

- Busy Lamp Field and DND
- Call Waiting
- Fax Messaging
- Intercom
- Three Way Calling
- And more



Local Garden Center scales to address increased business



Profile

- Expanding business locations
- Increasing, unpredictable call volumes
- Antiquated PBX

Solution

- AT&T Collaborate

Benefits:

- Improved customer satisfaction
- 50% of calls answered without employee disruption
- Ability to scale as needed
- Capital flexibility, increased savings





AT&T voice and collaboration solutions that can enable employees to be more productive, while being easy to deploy across your business



Back-up Slides





What matters to you.....

Build your business

- 1 Simple communications w/ features you want
- 2 Easy to use
- 3 Productivity gains
- 4 Efficient cost structure

Communicate

- 5 **Office**
 - Add and change calling features yourself
 - Assign features based on need or function. Pay only for what you need
- Mobility**
 - Add the ability to integrate mobility to your office
 - Keep your office number

Integrate

- 6 **Collaboration**
 - Share information via desk top
 - No need to wait for anyone to get to the office. Integrate with mobile devices
- Conferencing**
 - Voice conference
 - Web conference
 - Video conference
 - Integrate with mobile devices and share ideas virtually anywhere





ADD A FEATURE BUNDLE



Basic Voice Seat

30+ features; below are a few key ones:

- **Mobile Client**
- Auto Attendant
- Voice Mail
- Music On Hold
- Sequential Ring
- Simultaneous Ring
- Hunt Groups
- Call Forwarding
- Call Transfer
- Call Waiting
- Three Way Calling



Enhanced Voice

All features included in Basic Voice Seat plus:

- Account/Auth Codes
- Alternate Numbers
- Barge-in Exempt
- Busy Lamp Field
- Call Park
- Intercom Group
- Instant Group Call
- Location Night Forwarding
- N-way Call
- Off Net Abbreviated Dial
- Selective Call Acceptance



Unified Communication

All features included in Basic Voice Seat Plus:

- Instant Messaging
- Employee Presence
- Desktop sharing client
 - Desktop
 - Mobile device
 - Tablet
- Meet Me Conferencing



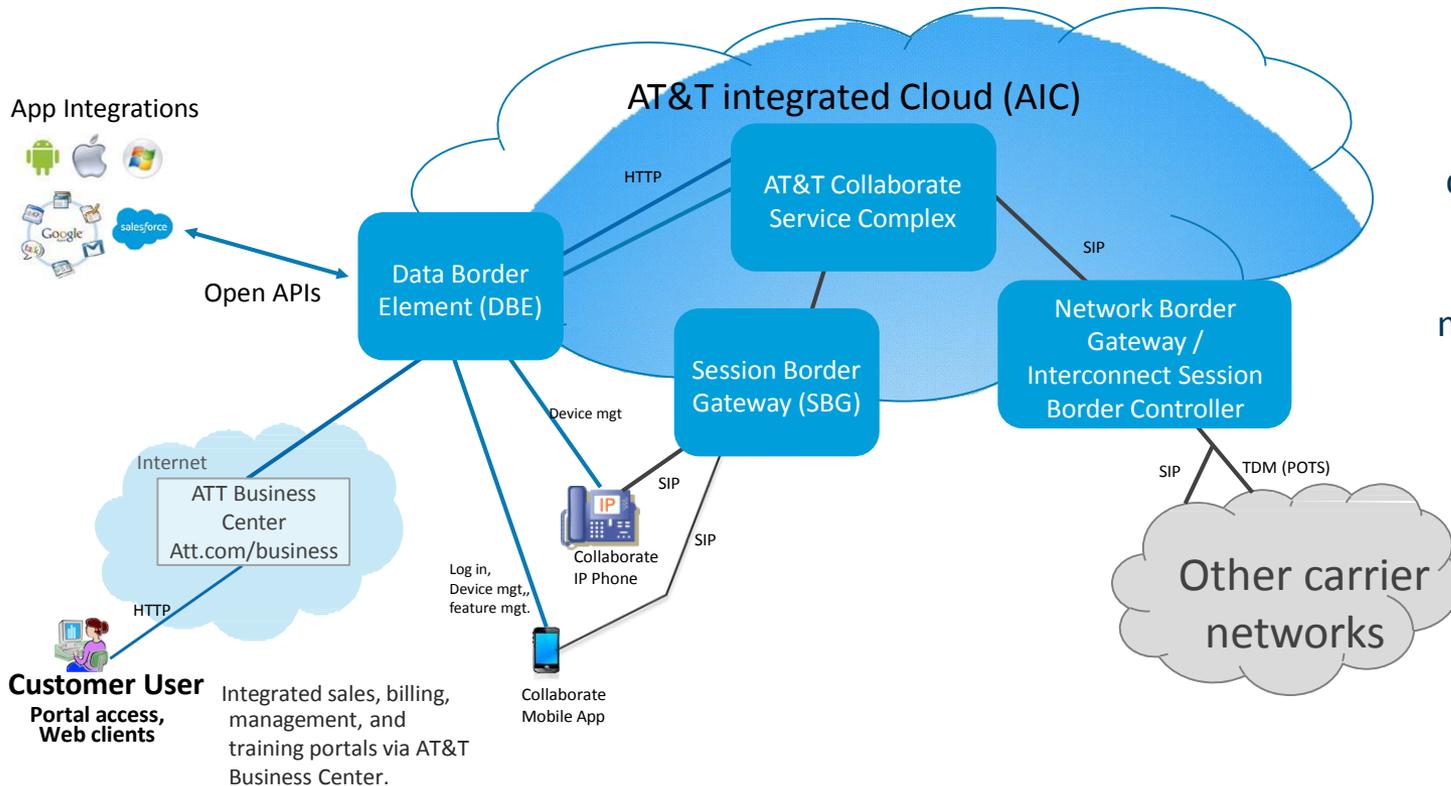
A La Carte

Purchase as needed:

- Auto Attendant
- Receptionist Web Console
- Pre-alerting Announcement
- Agent Web Client (1)
- Supervisor Web Client (1)
- Shared Workspace (Hoteling)



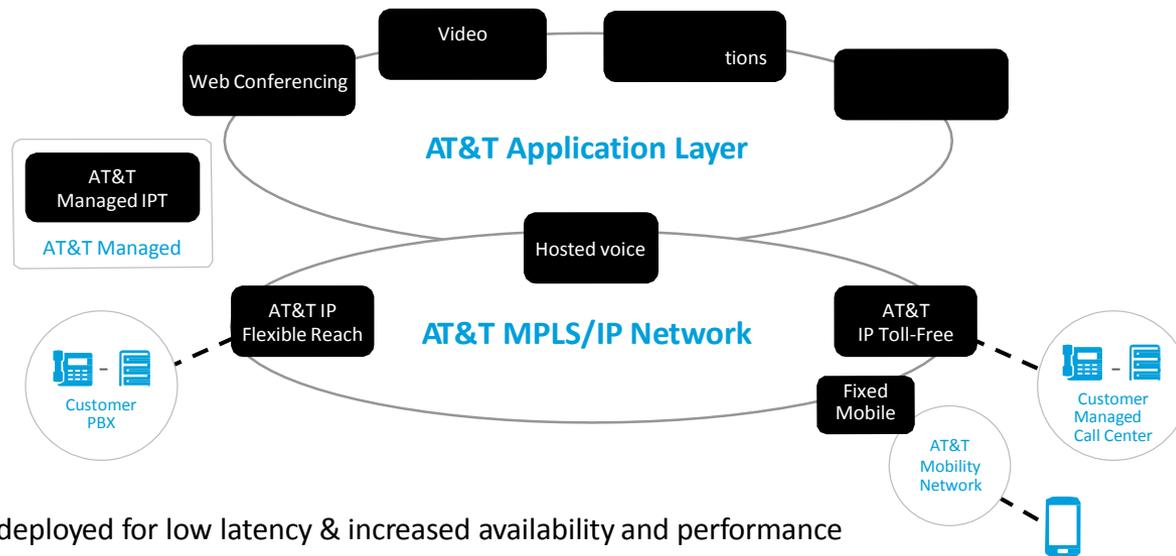
AT&T Collaborate™ Cloud Architecture



AT&T Collaborate service elements are deployed in the AT&T Integrated Cloud, on Virtual Machines meeting AT&T Domain 2.0 guidelines.



IP networking enables collaboration



- Geographically deployed for low latency & increased availability and performance
- Security to and through the network, with QoS
- Redundancy, resiliency & reliability built-in
- SIP signaling to efficiently connect services and drive media
- SIP-enabled end-to-end with the advantages of on-net



MOBILIZING
YOUR
WORLDSM

