



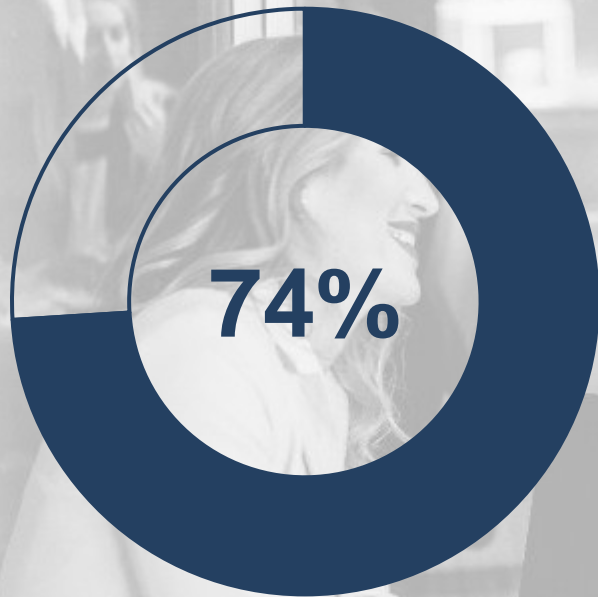
# UNIFIED COMMUNICATIONS AS A SERVICE (UCAAS)

Improve productivity and streamline  
communications for your team



# DID YOU KNOW?

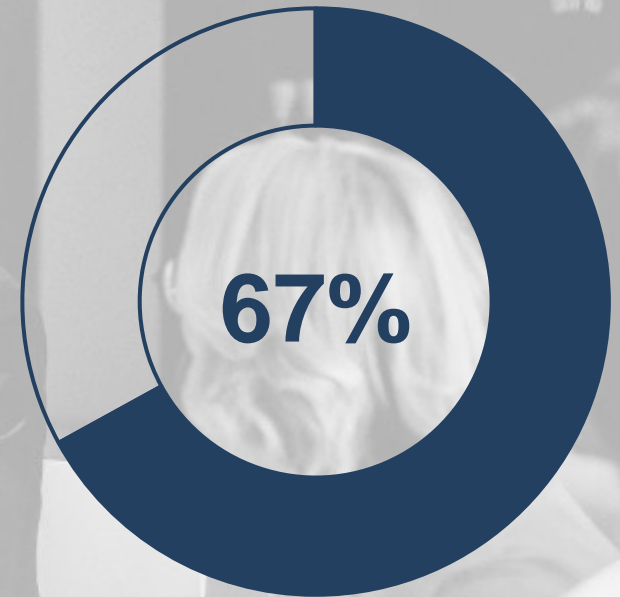
The top-cited technologies seen as “very important”  
for getting work done efficiently



communications  
tools



remote  
work



collaboration  
tools

# 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

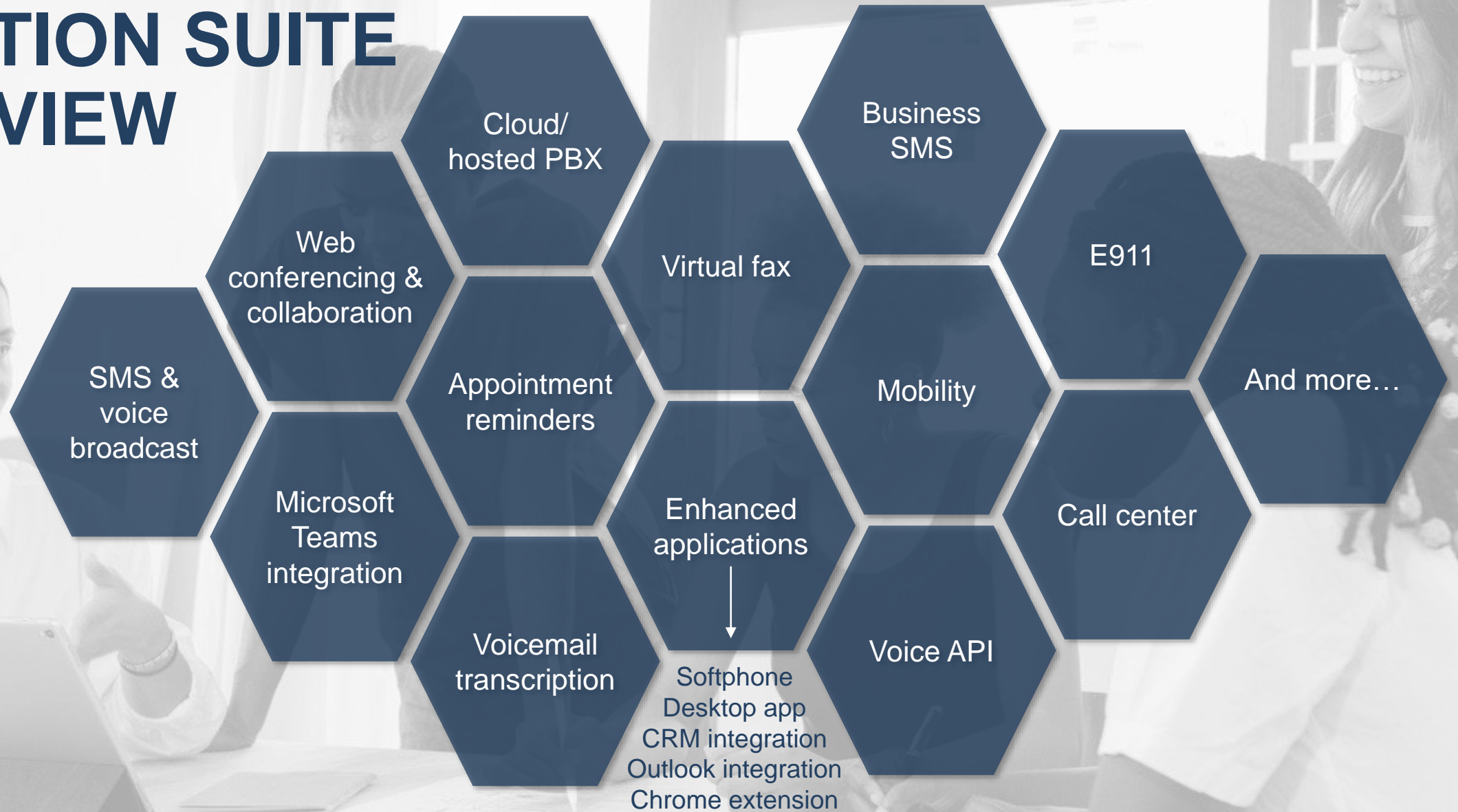


# DELIVERING PEACE OF MIND



- ✓ 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



solution detail

# 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



solution detail

# WEB CONFERENCING & COLLABORATION

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



solution detail

# 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





solution detail

# CALL CENTER

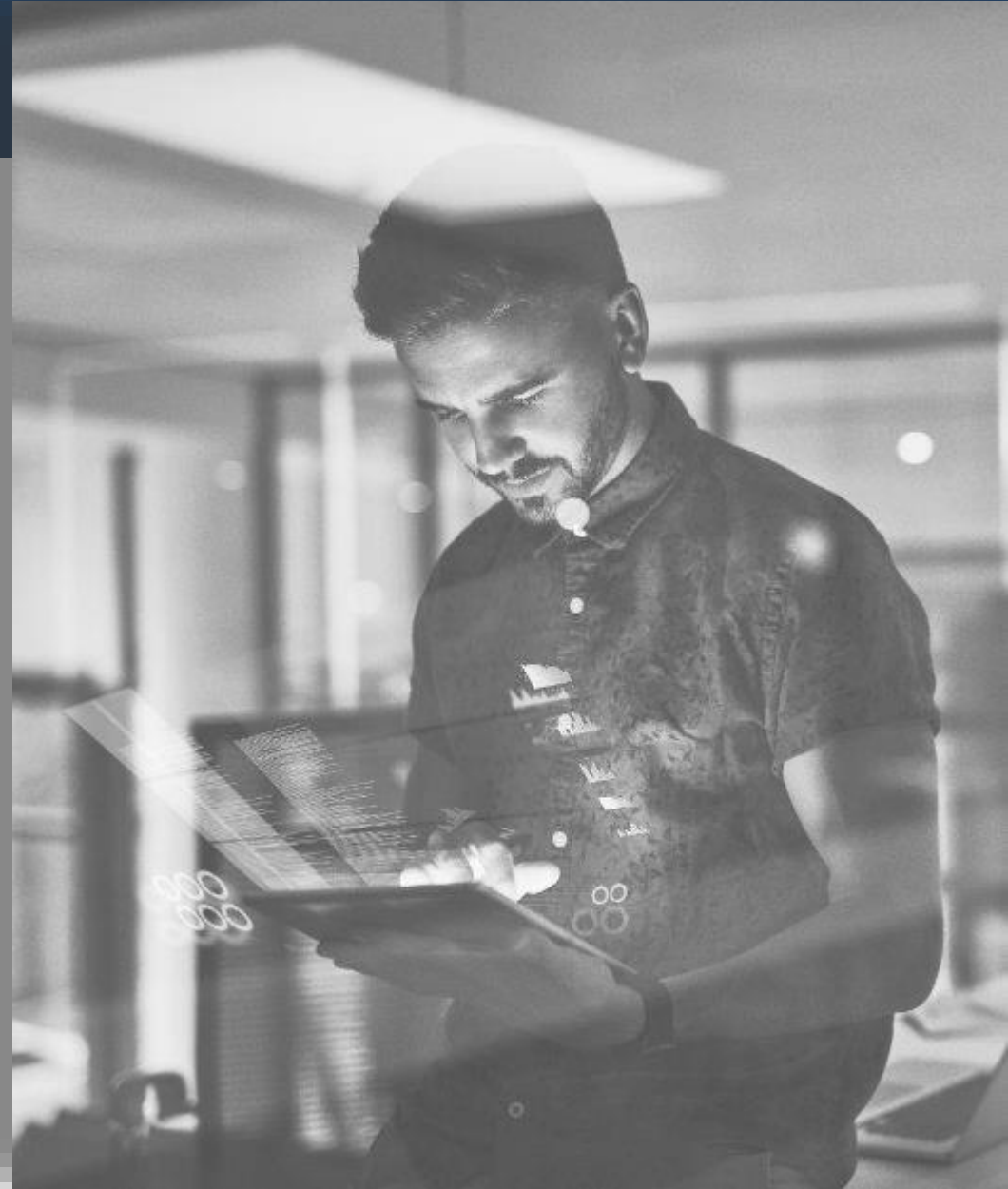
- Carrier-class call center service
- An all-in-one virtual call center suite that includes:
  - ACD with call queuing
  - Recording
  - Administrative tools
  - Queue analytics
  - Extensive integration capabilities



solution detail

# 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



solution detail

# 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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