



## ALL-IN-ONE COMMUNICATIONS AND COLLABORATION

**Wherever work takes you, a better way to communicate needs to come, too. With Unified Communications, a full office communications suite goes wherever you go.**

Our Unified Communications (UC) solution combines a feature-rich business phone system with video conferencing, chat, contact center, file sharing, texting and more, with integrated mobile and desktop apps that allow for wherever, whenever communication. And with our UC, they are all available on one integrated, secure, reliable, and easy-to-use platform.

### UC BENEFITS

#### INCREASED PRODUCTIVITY & COLLABORATION

Communicate and work from virtually anywhere, at anytime with integrated mobile and desktop apps.

With business continuity, our UC automatically rings to all your end points with every call and in the event you don't answer, it routes to any number you choose.

#### FLEXIBILITY AND EFFICIENCY

With our integrated voice and data network, ability to mix and match plans per user, and flexible contract options, your business will run more efficiently.

#### HIGHLY SECURE

Triple Guard Security™ protects users and their data from any potential cyberthreats with secure datacenters, a certified security team, encryption, password management, and 2FA.

## UC FEATURES

### PHONE SYSTEM AND HARDWARE

Cloud-based phone service offering 100+ enterprise-grade calling features and excellent network call quality and uptime.

System configuration and call reporting managed from a single web-based portal with built-in Spam Call Protection.

Variety of plug-and-play devices available, pre-configured to cater to your business needs.

### MOBILE + DESKTOP APPS

Our UC App transforms smartphones and computers into essential collaboration tools with calls, chats, video meetings, advanced voice mail features, texting and presence awareness.

### FILE MANAGEMENT

Seamless file access across devices with user control, real-time backup, quick recovery, and up to 200 GB<sup>1</sup> per user of file storage.

### MESSAGING

Real-time communication with direct, private, and public channels for unlimited conversations, file sharing, and more.

## UC ENHANCED FEATURES

### CONTACT CENTER

Voice, chat, and email queues combine into a single omni-channel experience. Customizable call flows provide exceptional customer interactions.

### COMPANY MESSAGING

Enable SMS (text) communication on your main or toll-free business number, giving your customers another way to engage with your business.

### TOLL-FREE CALLING<sup>2</sup>

Multiple toll-free numbers can share the same bucket of minutes. After the first 18 seconds, calls are metered at 6-second increments, making your buckets last longer and saving you money.

### UC FOR TEAMS ADVANCED

For Teams users, enhance your communication with our UC For Teams Advanced integration, seamlessly combining UC's advanced cloud-based phone system with Teams' collaboration features for a unified, single-app experience.

### AI ASSISTANT

Increase productivity using Generative AI to access information more easily and help with daily tasks right within the mobile and desktop app.

### MEETINGS

Meet face-to-face in HD video and share your screen for more interactive and productive meetings with colleagues and customers. Access to advanced features - like automatic meeting lock, virtual backgrounds, meeting transcriptions, and more.

### CALL CENTER FEATURES

Extended capability with supervisor monitoring, scheduled reports, extended storage, real-time dashboard, smart greetings, customizable call distribution, and agent wrap time.

### ARCHIVING

Automatically capture and retain calls, chats, meetings and SMS to help ensure your communications are preserved and archived in one place.

Have continual historical access to your company's last 30 days of UC calls, video meetings, chats and SMS. Free 30-day archiving retains communication data for 30 days<sup>3</sup>. For longer retention periods, upgrade to one of our 1-year to 10-year plans.

1. 200GB is only available for Unite Enterprise licenses. 50GB available on Pro and 5GB available on Essential.

2. The first 17 seconds of a call will round up to 18 seconds

3. For additional information regarding Archiving tier and limitations, please refer [here](#).

## QUESTIONS? CONTACT US TODAY!

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