

Why Unified Communications (UCaaS)?

Top 10 Reasons to Transition to a UCaaS Solution

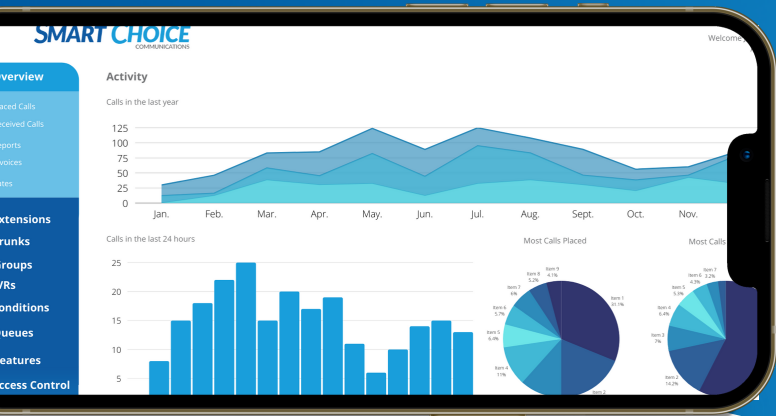
01

Cloud-based hosted PBX solutions provide resiliency and eliminate the dependency on physical connectivity.



02

Access to a web-based management tool to perform all moves, adds and changes at any time.



03

Mobility features make remote working simple - work from anywhere, at any time, using your office phone on your laptop or smartphone.



04

Over 100 features are included "out of the box" without the need for additional licensing and costs.



05

Collaboration is further improved with the ability to integrate your phones with Microsoft Teams.



06

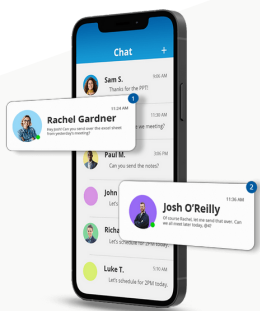
Visibility into various call metrics through a full suite of call reporting functions, including automation of reports.



Agent	Contact Center Engagement			
	Answered	Cancelled	Session Time	Hold Time
Lorne - 1425	214	1	21:36:04	00:01:13
Rodriguez - 145	124	2	24:20:41	00:01:20
Stoenberg - 1442	165	1	15:30:28	00:00:50
Lee - 1485	45	1	21:34:51	00:01:02
Contreras - 1496	125	3	13:45:38	00:02:01
Polley	142	2	18:42:31	00:01:23
Stare	130	1	15:12:41	00:01:55

07

Send and receive text messages from your office phone number via a mobile app, creating a single number reach.



08

Easily scale as your business grows with predictable, reduced costs.



09

Reduce the burden on your IT staff - all system maintenance is covered and managed by the UCaaS provider.



10

UCaaS allows you to future-proof your voice solution - all new features/functions are rolled out without having to upgrade your on-premise equipment.



Contact Us

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