

CLOUD VOICE. CHAT. VIDEO. SHARE.

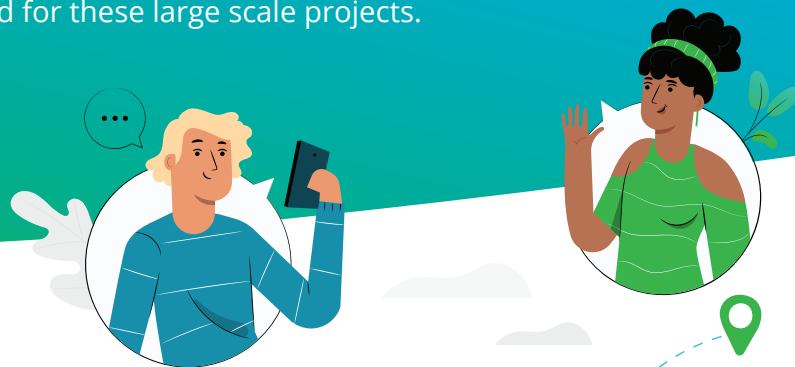
# Unified Communications



**rhipe**

 **access4**

In the past decade businesses have experienced a massive shift in the way they manage and interact with customers. The best players create a full range of digital interactions to enhance customer experience and people and culture, but this came with huge development, change management and technological developments. Today, businesses of all sizes can **access enterprise level unified communications to streamline operations and increase customer experience** without any of the hassle or time commitments that were once expected for these large scale projects.



Our unified communication platform gives you access to flexible cloud voice, video, chat and share functionality on an industry preferred platform without any compromise in the telephony features your business needs. It eliminates investment and technical costs and **allows you to scale with ease** – you're no longer restricted by sophisticated hardware or technical costs.



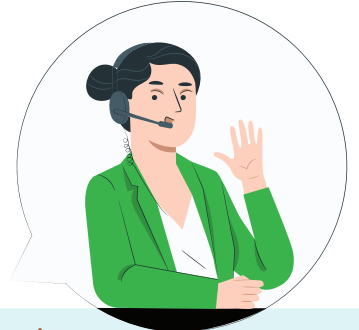
We make it even easier by eliminating support requests and maximising efficiencies with our self-serve call management platform SASBOSS. SASBOSS gives you the power to create, change and remove services directly within our centralised platform.

We live by the rule of platform over technology. With our unified communications solutions you'll always have access to the latest and greatest in applications, features and integrations without ever having to change provider. We're bringing the best technology to you.

# Unified Communications

## Cloud voice. Video. Chat. Share.

Extend the power of a cloud voice solution into a complete cloud collaboration experience, with carrier grade infrastructure and advanced telephony features to improve customer experience such as call recording (with PCI compliance), call routing, call queuing, IVR, CRM integration, custom-music on hold, call analytics and more.



# Microsoft Teams

## One touch voice and collaboration

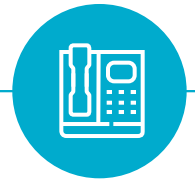
A complete PBX replacement with call centre functionality powered directly within Microsoft Teams. Extend a single number range across devices and access advanced telephony features synced across every device. With flexible licences that allow you to split users between collaborative and call-intensive roles, this solution gives every business access to the flexibility of unified communications.



## Call Centre

Scalable solutions to suit a range of needs from basic front of house to full service desk requirements. Access on every device with no installation or onsite configuration, connecting users to multiple call centres and queuing up to 525 calls.

- ◆ Check employee presence and transfer calls with ease.
- ◆ Simple dashboards for call centre agents to queue, triage and escalate.
- ◆ Team leader insights with real time data and reporting.
- ◆ Supervisor monitoring capabilities



## Cloud Voice

Carrier grade, enterprise level solutions to replace expensive, aging PBXs. Connect to the cloud and experience advanced call features for call handling, call management and productivity, proven business continuity and reliable call services, and simple online tools for self-serve set up, monitoring and reporting. Customers can keep their phone number and choose from flexible licensing plans with included calls or PAYG.

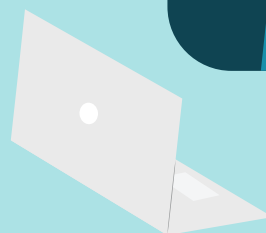


## Devices

Unified communications is all about flexibility, but when you're at work, reliability is key. We support over 150 industry preferred devices including Cisco, Poly, Yealink and more. Set up is simple, with plug and play functionality that automatically configures your devices with zero touch provisioning.



**We've developed flexible pricing to suit the needs of every business** – from basic in-office requirements to complete remote functionality, there's a solution for every employee and every department. Choose from included calls in Australia and New Zealand or PAYG – and scale up and down directly within our SASBOSS platform with no lock in contracts.



Advanced telephony features are a must for customer experience and compliance. With unified communications, there is no compromise on features. **We've got all the tools you need to run your business with ease.**



- ◆ **Call recording** – available for softphone, desktop and mobile. Stored within a private cloud, which adheres to PCI compliance.
- ◆ **Call Centre/Call queue** – queue calls with custom on-hold messages until your staff become available to take calls, reducing risk of missed calls going to voicemail or going unanswered.
- ◆ **Web receptionist console** – provide real time information around user presence in your organisation and call handling in real time via a web console.
- ◆ **Web supervisor console** – tools to visually monitor your team's performance for inbound/outbound calls and reporting.
- ◆ **Auto Attendant** – direct your calls to the appropriate department reducing double handling.
- ◆ **Hunt groups** – distribute calls to available agents, includes voicemail options.
- ◆ **Selective call routing** – redirect calls based on time and day policies to suit your business hours across multiple sites and timezones.
- ◆ **Customisable announcements** – upload your own announcements for day, night, voicemail, IVR, and more to suit your business operations.
- ◆ **Call analytics** – review your business performance as a whole not just as an individual and ensure the customer experience is maintained in distributed working environments.

# It's your solution, your way.

HOW IT WORKS		COLLABORATION	EXECUTIVE	OFFICE	MICROSOFT TEAMS BASIC + CHANNEL	MICROSOFT TEAMS ENHANCED
Standard features	Call forwarding, waiting, anonymous calling	✓	✓	✓	✓	✓
Voicemail	Collect from phone or email	✓	✓	✓	✓	✓
Hunt groups	Distribute calls to a group of users	✓	✓	✓		✓
Three way calls	More than 2 parties on a call	✓	✓	✓	✓	✓
Call queues	Ability to hold calls in place until a resource is available	✓	✓	✓	✓	✓
Selective call handling	Redirect calls based on criteria, time or number	✓	✓		<i>Time only on IVRs</i>	✓
BroadWorks shared call appearance	Make or receive calls across multiple SIP devices	✓	✓			✓
Busy lamp field	See if a colleague is on the phone on your SIP device	✓	✓			✓
Softphone	Make or receive calls via PC or mobile	✓	✓		✓	✓
Call park	Park call to a virtual location	✓	✓		✓	✓
Push to talk	Call automatically answers to speaker mode	✓	✓			
Do not disturb	Reject calls when busy	✓	✓		✓	✓
Instant messaging	Chat to colleagues	✓			✓	✓
Presence	See colleagues current status	✓			✓	✓
Collaboration	Personal meeting room allowing instant video conferencing	✓			✓	✓
Video on demand	Video calling	✓	<i>On video compatible handsets</i>	<i>On video compatible handsets</i>	✓	✓
File sharing	Share a file	✓			✓	✓
App for desktop, tablet and mobile	App for Android and iOS	✓			✓	✓

1

## Select a base license

- Office:** Cloud based core telephony for office based employees
- Executive:** Cloud based core telephony best for employees who work between the office and remotely (mobile solutions)
- Collaboration:** Carrier grade unified communications across every device with chat, presences and video conferencing.
- Microsoft Teams:** (Enhanced/Basic or Channel) Carrier grade unified communications directly within Microsoft Teams to suit your business needs.

2

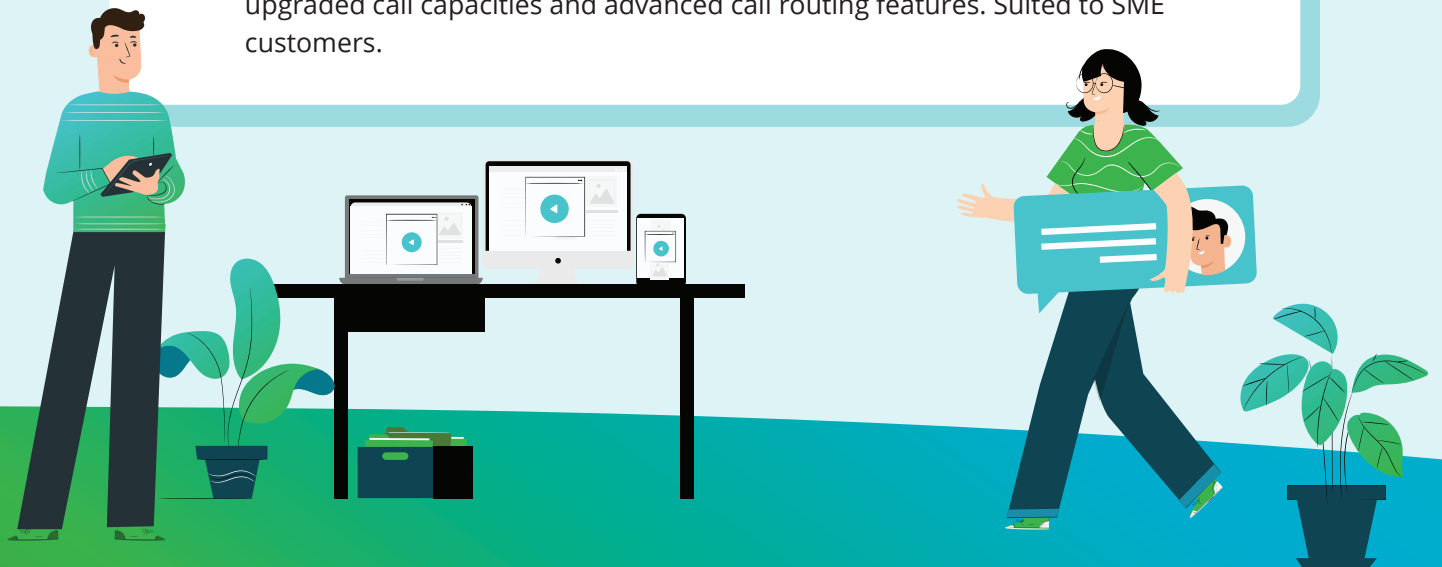
## Choose your add-ons

- Call recording:** Mitigate risk and ensure PCI compliance with automated or user initiated call recording.
- CRM integration:** Integrate call data directly within your CRM to personalise and enhance customer experience and improve agent efficiency.
- Call Centre:** Advanced call centre functionality including queuing, call distribution routing, conditional announcements and reporting.
- Web Receptionist console:** Manage inbound calls with transfers through a web interface.
- Dashboard:** Leverage live data insights from your call centre to optimise call management, productivity and customer experience.
- Auto attendant (IVR):** Design a multi-tier IVR with announcements and call routing options.
- Inbound numbers:** Utilise 1300, 1800 and 0800 national smart numbers directly within the platform.

3

## Streamline inbound calls

- Hunt groups:** distribute calls sent to a single number across a specific user group, add time of day routing to allow additional forwarding settings. Suited to SMB customers.
- Call centre queues:** Call centre services for larger organisations featuring upgraded call capacities and advanced call routing features. Suited to SME customers.



# Distributed teams for your business.



**rhipe**

 **access4**