

# Hosted Enterprise UC Remote Work Features



## Mobile/Remote Options

The impact of the Coronavirus (COVID-19) is being felt around the world. This event, first and foremost, has all of us focused on the health and safety of our families, friends, and colleagues. Indeed, the health and safety of our customers is CBTS' top priority.

As a current Hosted Enterprise UC customer, there are already several tools to which you have access that can be part of your contingency and mobile workforce plans.

***We encourage you to contact your SDM for more information, documentation, or assistance with the use or configuration of these options.***

- **Call Forward All:** This feature is available on all HEUC phones and can be configured by the user. This feature forwards all calls to a new number that the user sets. This new number could be any domestic number such as their mobile phone, home phone, or alternate office location. Please keep in mind that when using this feature, your mobile phone voicemail will be used.
- **Single Number Reach (SNR):** SNR functions similarly to the Call Forward option above but is more configurable. SNR can be set so that if you do not answer your desk phone, it can then "try" to ring your alternate number (again, a mobile, home, or alternate office phone). If you do not answer, it pulls the call back to the corporate voicemail (instead of your mobile phone voicemail). It can also be configured to send calls during certain hours, or even send only calls from certain callers.
- **Voicemail to E-mail:** This feature sends voicemails from your corporate phone to your e-mail. This option, if not already configured, takes additional configuration from CBTS.

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- **Jabber Softphone:** Jabber Softphone is an application that can run on a desktop (Mac or PC) to run a "soft" version of your phone. This enables you to take inbound calls directly to your corporate phone number *and* enables outbound calls using the corporate phone number. It operates almost exactly like your desk phone. This may require:
  - Configuration by CBTS to add Softphone.
  - Software installation by your IT team.
  - VPN connection to your corporate network.
- **Webex Meetings:** A collaboration solution that CBTS offers separately from Hosted Enterprise UC, Webex Meetings works in conjunction with HEUC to provide users a remote meetings experience, including the ability to meet "face to face" via video conferencing. Please consult with your SDM for more information on options available.

CBTS appreciates your business and wants to best support you, your employees, and your customers during this time. Please contact your Service Delivery Manager or Account Manager for further information, documentation, or assistance with any of these options.