

# Hosted Unified Communications



## *Enterprise-Grade Communications on Any Budget*

Hosted Unified Communications (Hosted UC) from CBTS combines all the features of an enterprise-grade, cloud-enabled unified communications solution with the flexibility and scalability to meet the needs of your growing business. Hosted UC enables customers to improve productivity, efficiency, and collaboration with next-generation technology. Whether you're a start-up business or a large enterprise, CBTS has a cloud-based voice solution to help your business succeed.

### Transform the way you do business

#### **Gain a competitive edge**

- Enterprise-grade solution at an affordable price.
- Intelligent call routing to enhance your customer's experience.
- Hosted UC utilizes Webex to provide world-class mobility & collaboration for increased productivity.
- Emergency routing and other disaster recovery tools ensure automatic business continuity.

#### **Easy to use, simple to manage**

- One vendor for your business' unified communications and collaboration.
- Simple web-based user and administrator portal.
- Route any number anywhere needed, so no customer calls are ever lost.
- Consolidate multiple locations into a single virtual office.

#### **Flexible, scalable and on-demand**

- Scale easily in increments of one as your business grows.
- Easily deploy technology enhancement and new features.
- Delivers the most important calls wherever users are located.
- Technology roadmap with the latest features for your business.

#### **Monthly charge for equipment and support**

- No capital expense on equipment or service contract.
- No unexpected maintenance costs.
- Predictable monthly cost.
- Full life-time warranty on all desk phones.
- End of technology obsolescence.
- Monitored 24x7x365 by certified engineers.

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## World-Class Features and Virtual Applications

Hosted UC offers a wide variety of premium applications that boost productivity and enable your business to handle calls more efficiently. These features and applications include:

- Contact Center.
- Webex application - Soft phone, Messaging/Presence, and video conferencing all within a single application.
- Interactive Voice Response.
- Call recording.
- Extension dialing across all locations.
- Powerful receptionist software.
- CRM integration.
- Unified messaging/voicemail.
- Outlook and mobile integration.
- Find Me/Follow Me – When you receive a call, you can ring up to 10 numbers simultaneously.
- Nationwide DID coverage.
- Virtual auto attendants.
- Work-from-anywhere mobility.

## Best-of-Breed Equipment

- Cisco MPP desktop and conference phones.
- Managed Cloud Networking available as add-on for utility network services -Integrates into your existing environment.
- Managed Cisco routers & switches available to add on.
- Integrates into your existing environment with support for VLANs and existing wiring.



Contact us for a *FREE* consultation at [cbts.com](http://cbts.com).