

Take your business to the next level with fully integrated unified communications (UC)



# ALL-IN-ONE COMMUNICATIONS AND COLLABORATION

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

UC combines a feature rich business phone system with video conferencing, chat, contact center, file sharing, and more with the integrated mobile and desktop apps that allow for wherever, whenever communication.

And with UC, they are all available on one integrated, secure, reliable, and easy-to-use platform.

## INTERMEDIA UNITE BENEFITS



### INCREASE PRODUCTIVITY AND COLLABORATION

- Communicate how you want, wherever you are, with integrated voice, chat, video conferencing, screen and file sharing, and file backup
- Work from virtually anywhere, at anytime, on any Chromebook, iOS or Android-enabled smart device
- Switch seamlessly from your desktop to your mobile device, and vice versa, with integrated mobile and desktop apps



### LOWER COSTS

- Consolidate voice and data onto one network
- Reduce infrastructure and operating costs with no additional hardware to buy
- Flat, per-user rates with no hidden fees and month-to-month contract options



## ELEVATE UC BENEFITS (CONTINUED)



### INCREASED RELIABILITY

- Includes 99.999% financially-backed uptime SLA
- Proprietary Intermedia VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency



### HIGHLY SECURE

- Triple Shield Security™ protects user access, secures applications, and defends the cloud infrastructure
- Secure datacenters, a certified security team, encryption, password management, 2FA and more safeguard your data against cyberattacks
- Multi-pronged approach eliminates the complexity and gives you peace of mind that your data is protected



### SIMPLIFIED SCALING & MANAGEMENT

- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy and can be done online
- Manage service and features using user-friendly HostPilot® portal
- Gain insights on UC services with the Service Adoption Dashboard to get the best value out of your cloud communication solutions



### BUSINESS CONTINUITY

- Elevate UC automatically rings to all of your end points (desk phone, mobile, etc.) with every call
- In the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)

# THE ELEVATE UC PLATFORM



## PHONE SYSTEM

- Cloud-based phone service with 90+ enterprise-grade calling features and excellent network call quality and uptime
- System configuration and call reporting are managed from a single web-based portal
- Protect your business and increase employee productivity with built-in Spam Caller Protection



## MOBILE

- The Unite Mobile App makes any smartphone an essential collaboration tool
- Place and receive calls, see who is available, respond to chat conversations, join video meetings, and more from your mobile device
- Extend your business phone number and extension to your mobile phone
- Sync contacts from popular third-party platforms (Microsoft 365, Google, and more) to your desktop and mobile devices



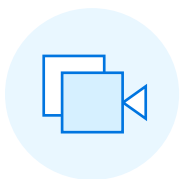
## DESKTOP

- View real-time working statuses of colleagues, place and receive calls, communicate in real-time with team chat, meet face-to-face in HD video, share and store files, and more



## VIDEO CONFERENCING

- 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



## ROOMS

- Enjoy an enhanced video conferencing room solution that allows remote and in-office employees to be seen, heard, collaborate and fully participate in their work meeting no matter their location
- Works with existing audio and video equipment and only requires a small PC and an Android tablet



## THE INTERMEDIA UNITE PLATFORM (CONTINUED)



### CONTACT CENTER

- Voice, chat, and email queues combine into a single omni-channel experience
- Provide exceptional customer interactions with customizable call flows



### PHONES AND DEVICES

- Devices are plug and play, delivered pre-configured to work seamlessly with the Unite service
- No special setup or technician required
- Includes world-class manufacturers with many models to choose from to meet any business need
- For more information on hardware, please call [801-486-7435](tel:801-486-7435)



### VOICEMAIL

- Voicemail can be managed and accessed according to user needs. Listen and manage from the desktop phone, or through the mobile app
- Transcribed voicemail messages can be delivered via email, or viewed on the mobile app
- Voicemail can be received or forwarded as a downloadable email attachment



### PRESENCE INDICATOR

- Intermedia desk phones and applications include presence – the ability to see whether your company contact is available or busy on the phone
- Desktop phones include a busy lamp field (BLF) in the LCD display that indicates presence
- The Intermedia desktop and mobile apps display presence information alongside each contact in the Active Directory



### FAX

- Intermedia WebFax is a “virtual” fax service that allows users to receive and manage faxes via the web or email
- Transmits faxes directly from a Windows®-based PC

## THE ELEVATE UC PLATFORM (CONTINUED)



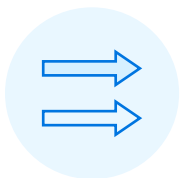
### TEAM CHAT

- Communicate with more than voice and email – use direct chat and private and public channels to have conversations, share files, and more in real-time
- Use direct chat to communicate with an individual colleague
- Use private and public channels to discuss specific topics in groups
- Send and receive unlimited text messages across US, Canada, and Puerto Rico<sup>1</sup>
- Access advanced collaboration features like @ mentions, search in chat, replies, rich text editor, and more
- All messages automatically sync across mobile and desktop apps, and are securely encrypted in transit and at rest



### FILE MANAGEMENT

- Access files from desktops, laptops, smartphones, tablets, file servers, and the web
- Full control over files, users, devices, and sharing activities
- Real-time backup of all files, mobile photos, and videos
- Point-in-time file restoration for quick recovery from ransomware and other types of data loss
- Up to 200 GB per user of SecuriSync file storage included<sup>2</sup>



### ADVANCED HUNT GROUPS

- Provides supervisor monitoring ability, scheduled reports, extended storage, a real-time dashboard, smart greetings, and much more
- Choose how calls will be distributed across agents with ringing order such as round-robin, sequential, longest idle or ring-all at once
- Specify the agent wrap time or the number of seconds after an agent ends a phone call before the system routes the next incoming call to their phone
- May be additional charge based on Unite license

1. Only available in North America for Unite with Teams, Pro, and Enterprise licenses.

2. 200GB is only available for Unite Enterprise licenses. 50GB available on Pro and 5GB available on Essentials.

# ELEVATE UC ADD-ON SERVICES

(ADDITIONAL CHARGE)



## COMPANY MESSAGING

- Enable the ability to send and receive text (SMS) to and from your main company number or Toll-Free number
- Send customers instant, customized responses directly from subject matter experts
- Provide effective communication by assigning labels (like Sales or Support) to phone numbers for clearer outbound communication
- Instantaneously respond to customer messages from anywhere using the seamless integration of the Unite Mobile and Desktop apps



## TOLL-FREE CALLING

- Multiple toll-free numbers<sup>3</sup> can share the same bucket of minutes
- In-bucket minutes for calls to/from US and Canada (including Alaska and Hawaii) AND any overage minutes are the same consistent rate, so you have a more predictable bill
- After the first 18 seconds<sup>4</sup>, calls are metered at 6-second increments instead of rounding up to a full minute of usage, making your buckets last longer



## ELEVATE ARCHIVING

- Automatically captures and retains calls, chats and SMS to help ensure your communications are preserved in one place
- Powerful, contextual search to quickly find Unite conversations when you need them
- Facilitates compliance with internal governance and regulatory requirements for retention, retrieval and security
- Data is encrypted at rest and in transit, and multi-factor authentication protects data from access by unauthorized users
- Seamlessly integrates with Elevate and deploys in minutes with everything needed to enable compliant retention for Unite communications

3. \$1 for each additional toll-free number

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

# INTERMEDIA UNITE EXTEND PLATFORM

The Intermedia Unite Extend integrations platform connects powerful voice, chat, video conferencing, and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce® and more – driving higher productivity and increasing customer retention at no heavy cost.



The Intermedia Extend API platform allows you to integrate the features of our voice, video, contact center, and analytics services into business applications (CRMs, ERPs, Ticketing Systems, etc.). Developers can leverage Intermedia APIs to build custom solutions to meet your specific needs and deliver key benefits for your business:

## Increase Productivity

Improve employee and customer experiences by enabling communication capabilities in everyday business apps.

## Better Customer Experience

Access relevant customer data at the right time to deliver a more personalized experience.

## Access Critical Data

Add employee calling and communication data to your business reporting tool(s).

## HOW IT WORKS



VOICE



MEETING



ANALYTICS



CONTACT CENTER



ADDRESS BOOK



Developers use assets to build custom solutions to meet business needs.



End-users use solution in apps & websites.



# ELEVATE UC APPS



## UNITE DESKTOP AND MOBILE APPLICATIONS

The Unite desktop and mobile applications transform devices into powerful communication tools, giving users access to:

- **Team chat:** Communicate with more than voice and email – use direct chat and private and public channels to have conversations, share files, and more with colleagues in real-time
- **Video conferencing:** Meet face-to-face in HD video and share your screen for more interactive and productive meetings
- **Calling:** Place, receive, and manage calls from your desktop or mobile device
- **File sharing:** Easily access, share, and collaborate on documents securely from any location
- **Presence:** Real-time working status of colleagues gives more transparency and increases efficiency by letting you know who is available for a quick call, chat, or meeting
- **Mobility:** Place and receive calls, respond to chat conversations, join meetings, and access files from your mobile device – making it easier than ever to stay connected and be reachable wherever you go

## FIND THE RIGHT PLAN FOR THE RIGHT USER

	UNITE FOR TEAMS	UNITE WITH TEAMS	UNITE ESSENTIALS	UNITE PRO	UNITE ENTERPRISE
Mix & Match	●	●	●	●	●
Free Device				●	●
Number of Concurrent Endpoints	Use Microsoft TEAMS apps	1 Phone Plus apps	1 Phone Plus apps	5	5
Mobile app		●	●	●	●
Desktop app		●	●	●	●
Unlimited Calling	●	●	●	●	●
Local Number	●	●	●	●	●
Toll-Free Number	Additional Charge	Additional Charge	Additional Charge	Additional Charge	Additional Charge
Auto Attendant	●	●	●	●	●
Call Pickup		●	●	●	●
Caller ID	●	●	●	●	●
Hunt Groups with Agent Log in/out	●	●	●	●	●
Call Transfer, Call Hold, 3-way Calling, Music on Hold	●	●	●	●	●
Paging		●	●	●	●
Call Park/Pickup		●	●	●	●
Intercom		●	●	●	●
SPAM Call Blocking/Tagging	●	●	●	●	●
911 Admin Notification	●	●	●	●	●
Voicemail	●	●	●	●	●
Voicemail Transcription	●	●		●	●
Call Recording	●	●	●	●	●
Web Fax		●		●	●
Unite Archiving	Additional Charge	Additional Charge	Additional Charge	Additional Charge	Additional Charge

### COLLABORATION

Presence Detection		●	●	●	●
2-Way Presence Sync		●	●	●	●
1 on 1 and Group Chat			●	●	●
User Texting		●		●	●

	UNITE FOR TEAMS	UNITE WITH TEAMS	UNITE ESSENTIALS	UNITE PRO	UNITE ENTERPRISE
Company Messaging		Additional Charge		Additional Charge	Additional Charge
File Backup, Sync and Share <small>*amounts may vary based on when and how the license was purchased</small>			5 GB/user	50 GB/user	200 GB/user
Exchange Mailbox					●

#### VIDEO MEETINGS AND CONFERENCING

HD Video Conferencing			4 Participants	100 Participants	200 Participants
HD Audio Conferencing			200 Participants	200 Participants	200 Participants
Dial in Numbers			Local	International	International
Unite Rooms			●	●	●
Webinar			Additional Charge	Additional Charge	Additional Charge
Screen Sharing			●	●	●
Compact Mode			●	●	●
Unlimited Recordings				●	●
Screen Annotation			●	●	●
Transcripts & Meeting Insights				●	●
Calendar Sync			●	●	●
In Meeting Chat			●	●	●
In Meeting Notes				●	●
End to end Encryption				●	●
Meeting Security (passwords, lock, attendees permission controls)			●	●	●

#### UNITE ENVISION ANALYTICS

QoS Dashboard	●	●	●	●	●
Call History	●	●	●	●	●
Service Adoption Dashboard	●	●	●	●	●
Wallboards		●		●	●
Detailed Contact Center Analytics		●		●	●

#### UNITE EXTEND INTEGRATIONS

Active Directory	●	●	●	●	●
MS Teams Calling	●				

	UNITE FOR TEAMS	UNITE WITH TEAMS	UNITE ESSENTIALS	UNITE PRO	UNITE ENTERPRISE
Chrome (click to call), G Suite, Outlook, Slack (meeting integration), Outlook/Office 365 Meetings Integration), Generic CRM Screen Pop		●	●	●	●
Sugar CRM, Zoho CRM, Zendesk		●		●	●
Salesforce, ServiceNow, NetSuite, MS Dynamics		●			●

**ADVANCED HUNT GROUPS**

Agent Log in and Log out		●		●	●
Call Queuing, Configuration Wrap up Time, Configurable Agent Removal from the Queue, Greetings Management	●	●		●	●
Smart Greetings and Additional Call Recording Storage		●		●	●
Scheduled and Graphical Reports		●		●	●
Supervisor Functions (monitor, whisper, barge)		●		●	●



**QUESTIONS? CONTACT US TODAY!**

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**LES OLSON IT**

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