ConvergeOne

CONVERGEONE CLOUD EXPERIENCE

UCaaS + CCaaS

Organizations across the globe are adapting to how their customers and their employees expect to communicate. Whether the driver is profitability, productivity or mobility, organizations are motivated to deliver more avenues to connect, collaborate and complete activities. In essence, companies today need to be "always accessible" to meet the needs of their customers. ConvergeOne can be your trusted partner to make that a reality.

Cloud-Ready Solutions That Enable Your Business

ConvergeOne Cloud Experience (C1CX) is a secure, scalable and comprehensive collaboration solution spanning Unified Communications (UC) and Contact Centers (CC) with a host of software applications, expert integration and professional services. All of this is supported by our comprehensive, proactive managed services solution that is comprised of ITIL-based processes, SOC 2 Type II-compliant redundant data centers and state-of-the-art tools and backed by hundreds of ConvergeOne technical professionals.

- Enable UC and CC capabilities that will separate your company from competition

- Extend the value of existing technologies while migrating your users to new communications tools in the cloud

- Optimize TCO and reduce the costs and complexity of maintaining legacy infrastructure and applications

- Provide availability service level guarantees to avoid downtime, customer satisfaction issues and business disruption

- ConvergeOne is a leading provider of collaboration solutions with unmatched technical expertise

- We serve 61% of Fortune 100 companies + 44% of Fortune 500 companies

- 300+ strategic partnerships with leading vendors resulting in tailored, best-of-breed solutions for customers

- 2,700+ employees with 1,700+ engineering resources carrying 6,000+ certifications

- Three state-of-the-art redundant Customer Success Centers (CSCs) staffed 24x7, 365 days a year

We're Collaboration Savvy

ConvergeOne is a leading IT services provider of collaboration and technology solutions for large and medium enterprises. Our deep technical expertise enables us to deliver complex, multi-vendor solutions across a number of delivery models, including on-premise and private, hybrid and public cloud environments.

The ConvergeOne family is comprised of an elite team of individuals who have a passion for new technology innovations and are committed to providing a superior level of service that is unmatched in our industry. Your cloud project will be designed and implemented by this dedicated crew of professionals, the cloud computing experts behind many of the world's most advanced cloud initiatives.

Multi-Vendor Expertise

Our ConvergeOne Cloud Experience for UC + CC is built on trusted best-in-class applications – delivering the performance, reliability, and efficiency people have come to expect. Transitions to ConvergeOne Cloud are seamless. Our solutions are efficient and scalable, rounded out with the ideal blend of our OnGuard Managed Services, professional services, and security solutions needed to help our customers achieve their desired – and necessary – business outcomes.

C1CX — Deploy in a way that makes sense for your business.

Unified Communications - Cloud

C1CX for UC provides a robust set of features and functionality conveniently packaged in three standard subscriptions.

Essentials

- Single device
- Fully featured voice + call control
- Dedicated local DID
- Caller name/caller ID
- Directory listing
- Unlimited local + long distance calling

Unified Mobility

Essentials plus:

- Up to 10 devices
- Voicemail + unified messaging
- Instant messaging + presence
- Desktop + mobile softphone
- Simultaneous ring
- Team collaboration

Unified Collaboration

Unified Mobility plus:

- Persistent virtual meeting room
- Personalized web conferencing account
- Unlimited audio conferencing*

* Web Audio/VoIP only. PSTN options available for additional charge.

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Contact Center - Cloud

Developing traditional contact centers is complex, costly and time-consuming. Moving to the Cloud changes everything— today you can benefit from all of the rich functionality your business demands with less complexity and more control. C1CX for CC offers a modular approach for enabling contact center agents with the applications they require.

Agent

- Essential-level UC feature set
- ACD/skills-based routing
- Desktop application for agents + supervisors
- Real-time + historical reporting
- 800# usage with per-min. billing plan

Omni-Channel

- Adds multi-channel
- Routing/reporting
- Options for chat/text, email, video/web channels
- Tightly integrated with skills-based routing engine, agent/supervisor desktops + reporting
- Enables channel crossing/ blending + customer journey analytics

Outbound

- Outbound dialer
- Preview + predictive + progressive dialing
- Tightly integrated with skills-based routing engine, agent/supervisor desktops + reporting
- Campaign management
- Regulatory compliance features

Self-Service

- Touch tone IVR application with scripting + integrated speech recognition/TTS options
- Additional CTI/self-service options, including CRM connectors, callback + post-Call survey applications from ConvergeOne Advanced Services

Workforce Optimization (WFO)

Call/Screen Recording + Quality Management + Workforce Management + Analytics Options

Just Some of the Unique Ways We Guarantee Results and Peace of Mind

PUBLIC

Public Cloud

PRIVATE

Private Cloud

- C1CX is always deployed as a single tenant/dedicated application environment on either a public cloud or private cloud computing architecture, allowing for security, customization and flexibility that our customers in the medium to larger enterprise and SLED verticals demand.

- Survivability via geo-diverse and redundant SIP backbone trunking is included in the C1CX initial offer, delivering the up-time expectations the market and our customers have come to expect.

- UC and CC design experts provide customized design and integration services for mission-critical 3rd party integrations.

- ConvergeOne DevOps teams provide business outcome-based application development skills to align communications solutions to your operations.

- ConvergeOne is SOC 2 Type II attested, exceeding the security, compliance and safety-related requirements for controls and safeguards when hosting customer data, and maintain an annual attestation through an AICPA accredited audit partner.

- Proactive managed services, based on ITIL best practices, ensure the production and delivery of quality services that meet your business needs in a timely and cost-effective manner.

Get Started Today: Contact an expert at 888.321.6227 or visit **convergeone.com/C1CX**

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