

**Datasheet**

# Collaboration Solutions

Connecting to the right people at the right time is the key to success. Collaboration Solutions deliver productivity, customer relationships, and profitability.

As more people work flexibly from home or on the move, the workplace has become a distributed environment that has no locational boundaries. You can now work anywhere, any time, on any device using whichever application suits you best.

Next generation workers expect flexible work environments. If you want to retain the best talent, collaborative flexibility should be at the top of your priority list. Collaboration solutions keep employees connected and in touch with colleagues, customers, and partners, wherever they happen to be.

However, good communication does not automatically equate to smart collaboration. To work collaboratively, the messages and data that flow among devices must be available and securely managed in a way that helps people conduct their business. This is why more and more organizations are pursuing the latest advancements in communications and collaboration solutions.

Technologies such as smart mobile devices, social media, video, and cloud-based services are significantly affecting the way people interact at work, in much the same way that they have affected our personal lives.

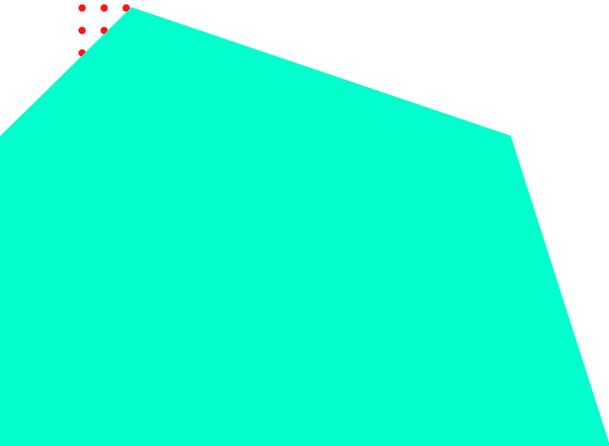
Logicalis can design, implement, and support the latest communications and collaboration tools to best fit your organization's business needs, boosting productivity, profitability, and employee and customer satisfaction.



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## Benefits

- Create, innovate, and respond faster
- Connect co-workers, partners, vendors, and customers with the information and expertise they need
- Access and share video on the desktop, on mobile devices, and on demand, as easily as making a phone call
- Facilitate better team interactions, dynamically bringing together individuals, virtual workgroups, and teams
- Make mobile devices extensions of the corporate network so workers can be productive anywhere
- Improve project management through real-time communications
- Optimize workforce productivity and reduce costs

## Solutions

### Unified Communications:

- Secure IP telephony (voice) call control
- Voice gateways with PSTN and SIP connectivity
- Desktop voice and video endpoints
- Support for mobile devices
- Corporate directory integration

### Unified Messaging:

- Voicemail with single inbox for email and voicemail
- Text to speech capable
- Auto attendant with integrated voice response (IVR)

### Instant Messaging and Presence:

- Chat, desktop sharing, voice and video communication, and voicemail access
- User presence status
- Desktop and mobile clients
- Corporate directory integration

### Web/Video Conferencing and Collaboration:

- Secure web-based meetings with integrated voice, video, and content sharing
- On-premise, cloud, or hybrid solutions
- Whiteboarding and file sharing
- Desktop and mobile device support
- Multi-vendor client application support
- Video conferencing hardware solutions from single user to large boardrooms

### Contact Center:

- Support for small to medium-sized contact centers (up to 400 agents)
- Full-featured agent and supervisor desktop clients with open API support
- Interactive voice response (IVR) and self-service capabilities.
- Multi-channel options, including email, web chat, social media, video, and outbound dialing
- Advanced call routing options based on conditional events, such as time of day, day of week, or holiday
- CRM integration capabilities
- Sophisticated supervisor tools, including workforce optimization and reporting with live data

## What we can do for your organization?

Contact Logicalis to learn how we can help.

**Visit**  
[www.us.logicalis.com](http://www.us.logicalis.com)

**Call**  
866 456 4422