

CREATE A SUPERIOR CUSTOMER EXPERIENCE WITH UCaaS.



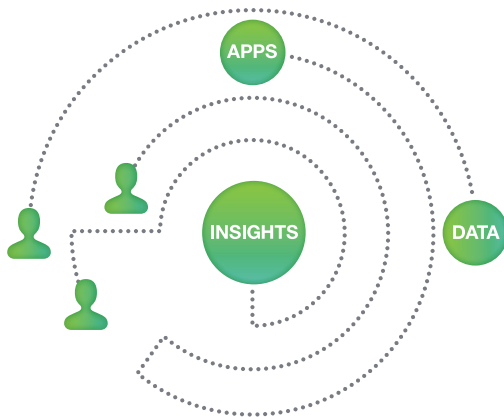
Real-time customer service is possible in the cloud.

Everything is moving to the cloud, including Unified Communications, allowing more and more companies to thrive by making them more agile and improving their process for customer service. With Unified Communications as a Service (UCaaS), you can essentially put your people in the cloud. By allowing your employees to be more connected to your systems and services, you empower them to drive better results.

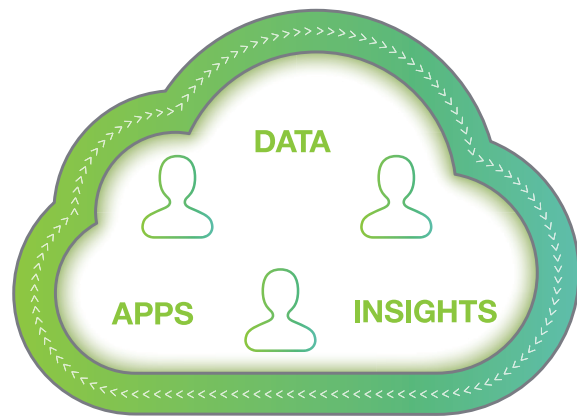
It's no longer enough to only interact with customers at your brick-and-mortar locations. Customer service teams must be ready to respond to inquiries in real time—regardless of their location—and traditional forms of communication just don't cut it. UCaaS does this by placing customer service in the cloud, ensuring your customers' needs are met in a timely manner anywhere, anytime through real-time communication made possible by tools such as presence management, instant messaging and video conferencing.

ACCORDING TO SYNTHETIX
9 OUT OF 10
consumers expect to receive a consistent experience over multiple contact channels.

PROBLEM:
Connecting people to the applications, data and insights they manage



SOLUTION:
Put your people in the cloud with UCaaS



How UCaaS Improves Customer Service Across Industries

UCaaS can enhance customer service in any company. Here's an example of how three different industries are taking advantage of cloud-based Unified Communications solutions and how it's positively impacting their customers.

Real Estate

- Faster lead response times
- Real-time communication with clients
- Remote access to information about property listings
- Schedule showings while out of the office

Healthcare

- Shorter wait times for patients
- Fewer medical errors and unnecessary procedures
- Quicker access to a patient's medical history
- Streamlined hospital billing, admission and discharge processes

Insurance

- Quicker claims processing
- Remote access to policy information
- Real-time communication with policyholders
- Faster response times to customer complaints