

What's Hot: Q3 2019



UCx Unified Communications



- More than a business phone system, it's a full UC solution hosted and managed by TPx
- Call, chat, video conference, and start interactive online meetings from anywhere — desktop or mobile
- Mix-and-match user bundles and add-ons
- IP desk phones, cordless phones, and intercom/paging devices available
- Integrates with many 3rd party applications to streamline your business processes

UCx Contact Center



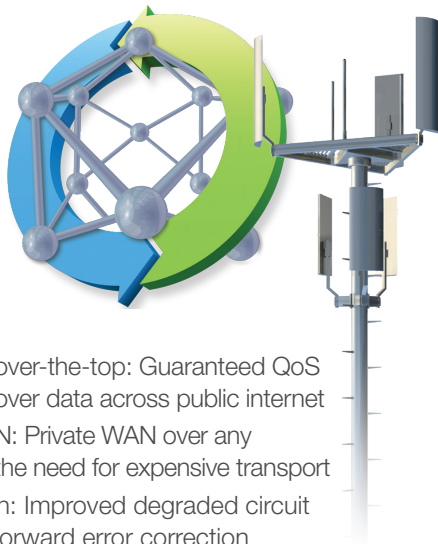
- All-in-one solution delivering a seamless experience
- Includes UCx Basic voice service for each contact center agent at no additional charge
- Web portal interface for agents to place/receive calls, consult a supervisor, and more
- Powerful supervisor dashboard provides real-time and historical data on calls, queues, and agents
- Drag-and-drop call flow builder to configure routing
- Audio call backs keep customers from waiting on hold
- Built-in call monitoring and recording

API Integration with UCx Integrator



- Create a powerful connection between UCx and key business applications
- Works with 200+ leading platforms
- Custom integration for almost all API-capable apps
- Skype for Business integration lets you place calls to anyone in the world, not just other Skype users
- Caller details instantly “pop” on screen if the caller is in your database
- Click-to-dial directly from integrated app/web page
- Concurrently search up to four integrated systems

OTT with Managed SD-WAN



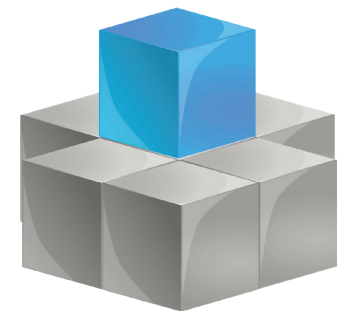
- UCx/SmartVoice over-the-top: Guaranteed QoS to prioritize voice over data across public internet
- MPLS Hybrid WAN: Private WAN over any access, negating the need for expensive transport
- WAN Optimization: Improved degraded circuit performance via forward error correction
- Multi-circuit Connectivity/Continuity: Dual or triple circuits — including 4G LTE options as primary or secondary as well as standby circuits — with automated failover for bulletproof connectivity

UCx SmartVoice



- UCx SmartVoice provides UC functionality — voice and video calling, screen sharing, and online meeting rooms — to boost productivity and enhance collaboration
- Hybrid SIP Trunking + UC: 4-digit dialing between services; on-net dialing between locations/UCx client
- Path for distributed businesses ready to migrate to a cloud UC solution while maximizing existing ROI
- Unified Dialing Plans offer abbreviated dialing and on-net calling between UCx and UCx SmartVoice SIP

TPx Complete Bundle



- Industry-first, essential services package for SMBs
- Enterprise-grade unified communications and virtual fax to stay connected anytime, anywhere
- Managed SD-WAN with 4G LTE Failover for optimum quality and continuity
- Managed Firewalls network security with Unified Threat Management (UTM)
- Managed Endpoint workstation security to protect against viruses, malware and cyber threats