

# What's Hot: Q3 2020



## Work from Home Tools



- **UCaaS:** Bring your office home with single, secure, app you can use on your computer, smartphone, and tablet — voice, video, IM, SMS, screen share
- **Firewall/VPN:** Give remote employees access to company resources with the same protection as users in an office — behind a firewall — with a VPN
- **Endpoints:** Ensure workstations remain healthy and stable with anti-virus protection, patching, 24x7 monitoring and remote troubleshooting/repair
- **Microsoft 365:** Connect to the files and people you need to stay productive — and TPx can manage it for you

## API Integration with UCx Integrator



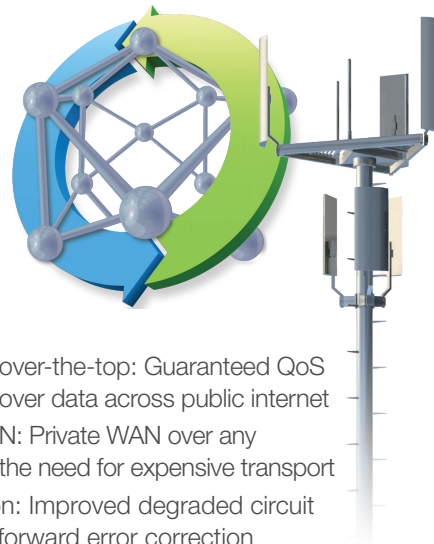
- Create a powerful connection between UCx and 300+ CRM and business applications
- Custom integration for almost all API-capable apps
- Skype for Business integration lets you place calls to anyone in the world, not just other Skype users
- Caller details instantly “pop” on screen if the caller is in your database
- Click-to-dial directly from integrated app/web page
- Concurrently search up to four integrated systems

## 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
- Hybrid SIP Trunking + UC: 4-digit dialing between services; on-net dialing between locations/UCx client

## 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 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

## MSx Networks with Cisco Meraki



- New software-defined networks along with next-gen firewalls with advanced security features can combat today's newest threats and provide cost savings
- The latest switch technologie with advanced troubleshooting and reporting capabilities along with redundant power and stackable features
- Managed wireless LAN solution to help increase productivity by allowing your employees to work more freely and on more devices while providing security and control