

# UCx with Webex



## Transform the way you work.

UCx with Webex transforms the way employees work with a single solution that includes video meetings, whiteboarding, secure messaging, file sharing, built-in call control functionality and more to increase employee productivity and streamline teamwork.



## Collaboration

Enhanced team collaboration tools enable everyone to see and share all the information they need to work together productively.

## Messaging

Exchange secure messages and share files with individuals and groups, inside or outside your organization.

## Meetings

Host large and small meetings from anywhere, with audio, video and screen sharing.

## Enterprise VoIP

Make, receive and manage calls on any device, anywhere.

# THE BENEFITS OF UCx WITH WEBEX

## Dozens of features in one app

How many apps do you have for video, phone calling, call center, messaging, and meetings? Now you can get them all in one app. One platform means fewer headaches and less money.

## Use the tools you like most

UCx plays well with others. There are plenty of pre-built integrations available for third-party applications from Google, Salesforce, Microsoft and more. You can even find and implement bots that will help enhance your conferencing and workflow experiences.

## Integrated calling and call control

UCx includes native video and voice calling and extensive calling features and call control within a single collaboration app. You can make or receive calls from anywhere with VoIP calling via desk phone or mobile. We back all of this up with an industry-best 100% voice network uptime guarantee.

## Business continuity

The distributed nature of UCx means that your infrastructure will still be available in the event of a power outage, storm, fire, or other disaster. Because UCx resides on the TPx network and not on your premises, it's easy to redirect calls to an alternate location or device if you can no longer take calls at your primary location.



## Enhanced teamwork and collaboration

Since UCx integrates many powerful features into a single application, your teams can collaborate with others internally and externally faster and easier than ever before.

## Custom design around our teams

High-quality video meetings, annotation-rich screen sharing, and whiteboarding are all available to access from any device with UCx. Anyone can start a conference and access in-meeting tools like the ability to add guests or record conversations. There's also the option to save all your files and whiteboards for viewing later. You can even work offline.

## Enterprise-grade security and compliance

UCx keeps your meetings and conversations secure with enterprise-grade safety, including end-to-end encryption, built into everything you do. UCx has achieved HIPAA compliance and we'll sign a Business Associate Agreement (BAA) for you.

## Future-proof

An easy evolution to cutting-edge communication and collaboration services. Because UCx is a hosted service, you'll always have immediate access to new features and updates as soon as they become available, without having to do anything.

# CAPABILITIES



## Collaboration

**Spaces and teams** Create dedicated Spaces and teams to stay organized with people and subjects that are relevant to you.

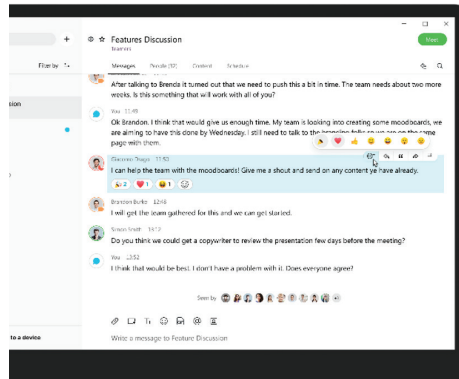
**File sharing** Simply drag and drop files within messages or in a team Space where they are neatly organized, searchable, and saved.

**Whiteboarding** Quickly and easily create a quick sketch on the whiteboard to share your ideas.

**Powerful search** Easily search across Spaces, people, messages, and files to find what you need, when you need it.

**Application integration** Pre-built solutions with third-party applications from vendors such as Microsoft, Google, and Salesforce deliver a complete collaboration experience

**External collaboration** Communicate with external people, such as vendors or customers, by inviting them to collaborate with you in your meeting room



## Messaging

**Direct chat and group chats** Secure and easy-to-use messaging at your fingertips for instant message exchange

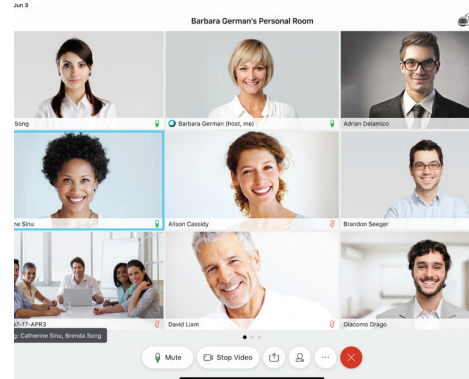
**Messaging capabilities** Enjoy extra flexibility with your chat messages — deleting, forwarding, flagging for follow-up, quoting, reactions, and threading

**History** Everything is saved so you never lose track of your chats — and they are safely archived

**Notifications** Minimize distractions without missing critical updates by customizing your notifications so you only receive alerts that matter to you

**Presence status** Stay in the know on your colleagues' availability, removing the guesswork from when to reach out

**Offline messaging** Always stay productive with the ability to view your messages and listen to voicemails when you're offline



## Meetings

**Personal meeting room** Enjoy your own private and secure online meeting room with a dedicated phone number for teams up to 1000 participants

**Screen sharing** Share your entire screen or a specific app or document, without additional downloads or separate web collaboration apps.

**In-meeting chat** During meetings, desktop and mobile participants can chat with one another to increase meeting effectiveness

**Guest collaboration** Invite external people to join you in a multimedia collaboration session

**Recordings** Record meetings and share recordings for those who couldn't attend

**Presenter controls** Manage the meeting the way you want with administrative controls



## Enterprise VoIP

**One number** Publish one business phone number and all your business calls will go to the device of your choice.

**VoIP** Place and receive business calls on the mobile app using Voice over IP (VoIP) and the cellular network, or via Wi-Fi network, using your business phone number.

**Robust phone calling** No matter where, you can always be available. Route inbound calls, queue multiple calls, and work remotely to ensure productivity and happy customers.

**CRM integrations** For call center agents, receptionists, or sales, UCx CRM integrates with hundreds of common applications including Salesforce, Netsuite and Zoho.

**IP phones** We offer phones from industry leaders Poly and Cisco. All phones are high definition, preconfigured, and customizable. Our team will work with you to find the best phone solution to meet your business needs.



## WHY TPx

**Managed IT Service** Enhance your IT support for security, performance and peace of mind. MSx Managed IT Services give you the support you need for your critical IT systems, including managed security, networks and backups, without the cost and hassle of doing it in-house.

**Managed Connectivity** Can your Internet connection support HD voice and video without sacrificing quality or reliability? The answer is a resounding yes when you're a TPx customer. TPx offers multiple connectivity options to help you find your ideal combination of speed, flexibility, and cost to meet your increasing internet needs.

**Customized Planning and Implementation** We have the tools and support to deliver professional services including Solutions Architects for customized planning, a dedicated project manager assigned to you and training resources to get you and your team up and running and collaborating.

**Experience and Support** TPx is the nation's leading managed services provider with over two decades managing networks. We offer superb reliability, back by a 100% SLA when paired with our SD-WAN service. Get 24/7 access to experienced support professionals.



## SEAT OPTIONS

We know one size does not fit all. With five UCx seat options, enjoy the choice of a mix of user configurations tailored to the unique needs of each employee, while improving overall product adoption and managing costs.

| Voice                             | Business (add...)            | Pro (add...)                 | Elite (add...)            | Call Center (add...)       |
|-----------------------------------|------------------------------|------------------------------|---------------------------|----------------------------|
| Enterprise VoIP calling           | Softphone                    | Personal room (100 capacity) | Personal room (1000 cap.) | Inbound ACD                |
| Individual/group calling features | Instant messaging & presence | Desktop sharing              | Meeting recording         | Inbound queues             |
|                                   | Direct & group messaging     | Application sharing          | Remote desktop control    | Outbound call center       |
|                                   | Spaces & Teams               |                              | Presenter controls        | Reporting calling features |
|                                   | Host 25-person Space mtgs    |                              | Recording transcription   |                            |
|                                   | Screen & file sharing        |                              |                           |                            |