

En Pointe's Managed Business Collaboration



Managed Voice solution features

- High-quality voice
- Audio and Video conferencing
- MPLS Virtual Private Networking

Benefits

- WAN redundancy and Service level. Consolidate voice and data onto one Wide Area Network, increasing your efficiency and lower your cost by enforcing Quality of Service on your WAN.
- Increased Support. Our offering provides a 24x7x365 monitoring and management of your system. This frees you to focus on your core business. This includes Tier 1, 2 and 3 Help Desk and Network Operations Center support.
- SME - Subject matter experts for each technology that your business solution includes.

En Pointe's Managed Business Collaboration is designed to manage your entire telecommunications and network infrastructure with Managed Voice, Collaboration, Mobility and Call Center as a fully integrated solution that provides converged voice services and data. En Pointe's Managed Business Collaboration services offer many advanced enterprise business features for all sizes of companies.

We've partnered with the leading Unified Communications manufacturer, Cisco Systems, to provide a complete fully integrated IP Collaboration system at a low, predictable monthly price. En Pointe's Managed Business Collaboration includes maintenance and management of the equipment, so setup and initial costs are low.

There are options for managing an existing on premise telephony system, including

- Additional System features
- Complete Managed services
- Help Desk
- Hosting options
- Hardware leasing

En Pointe's Managed Collaboration offering delivers voice, data, unified messaging, automated attendant, collaboration and call center feature, giving your business all the enterprise tools and support you need to be successful.

Features

Telephony

- Single or Multiple Sites
- Inbound/outbound dialing
- Unlimited domestic US calling
- E911
- Call transfer and call forward
- Ad-hoc and Meet-me Conferencing
- Detail Call Records
- Call Recording (option)
- Remote Site Failover Support

Mobility

- Single Number Reach (SNR)
- Mobility Extension
- Smartphone integration (iPhone and android)
- RIM BES (Blackberry Enterprise Service)
- RIM MVS (Mobile Voice System)

Audio Conferencing

- Scheduling based audio conferencing solutions available
- Desktop and Mobile or audio-only integration
- Ad-Hoc conferencing integration to Unified Communications
- Advanced audio conferencing

Video Conferencing

- Desktop Video integration to Tandberg Conferencing
- Video conferencing deployment, management and maintenance.

Call Center

- Routing Capabilities – Inbound and Outbound call routing
- Email Management – Create Email queues
- Full call recording – Locally or remote destination
- Full Workforce Management and Quality Management
- Automatic call distribution
- Detail Reports on Agents, calls, Queues and Call Detail Records
- Agent/Supervisor recording option

