



## UC CLOUD VOICE

### COMPREHENSIVE, ENTERPRISE-GRADE COMMUNICATION

#### Quality & Customization in the Cloud

Electric Lightwave's UC Cloud Voice is a communication suite that offers companies the benefits of a cloud service such as simplified management, lower costs and access to the latest technology, along with the ability to customize features. UC Cloud Voice improves communication and teamwork without the capital expenditure or support overhead normally associated with on-premise PBX deployments.

Many businesses are leery of moving voice to the cloud because they are afraid of sacrificing quality and losing the ability to tailor services to their unique business needs. Since our service is fully hosted, maintained and supported by us, you'll receive great call quality, industry-leading reliability and a customizable, easy-to-manage phone system with a low monthly rate.

#### Complete Simplification

UC Cloud Voice is a complete end-to-end solution, which simplifies vendor management and provides a more ubiquitous communication experience. Electric Lightwave provides everything, including SIP trunking, phones, collaboration and mobile clients and more, so you enjoy a unified and better communication experience.

#### BUSINESS BENEFITS

- + **Complete** – Provide your business an end-to-end solution, including SIP trunking, phones, collaboration, mobile clients and more.
- + **Simple** – Replace all normal voice features of legacy PBX systems with an easy to manage cloud solution.
- + **Secure** – Guard sensitive conversations with encrypted voice tunnels.
- + **Resilient** – Trust your voice performance with our built in redundancy and failover.
- + **Advanced** – Improve your productivity with unified communications, mobility, contact center capabilities, convenient call routing and other advanced features.

## Optimize Your Workforce

Whether you have two agents scheduling appointments or are running a large contact center or helpdesk, Electric Lightwave's UC Cloud Voice can maximize your resources with its contact center capabilities. UC Cloud Voice offers enhanced call routing, workforce management, and the capability to deliver a cohesive customer service experience with shared resources across all of your locations. Enterprise-wide historical and real-time reporting enables you to see the big picture and identify ways to improve business processes and accurately match resources to expected volumes. Our contact center capabilities provide your customers with a choice on how they communicate with you through voice, email, or chat, which leads to greater customer acquisition and retention.

## Enhanced Communication

UC Cloud Voice enables businesses to use phones more effectively. We provide simple tools to enhance internal employee collaboration and interoffice communication. Our service provides an affordable and feature-rich phone system for businesses, including:

- + **Call Control** – Easily forward and manage calls
- + **Collaboration** – Enhance real-time communication with unified communications and collaboration tools
- + **Mobility** – Enable your customers to easily reach you whether you are at your desk or on the go
- + **Multimedia Blending** – Manage calls, email and chat in a single, convenient client

With UC Cloud Voice, you can enhance your communication capabilities and improve the experience for your customers when they contact your business.



Electric Lightwave's desktop client enables real-time access to collaboration capabilities by everyone in your organization.

**CONTACT US ▶ 888.889.8088**

## ABOUT ELECTRIC LIGHTWAVE™

Electric Lightwave™ serves as a trusted network infrastructure partner to enterprises of all sizes, government agencies and carriers throughout the western United States. The company combines dense metro and intercity fiber assets, enterprise-grade network solutions, including Ethernet, Wavelengths and IP, with a highly responsive and easy to do business with approach. Electric Lightwave offers a premium service experience to match its premium network infrastructure solutions.

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