VOCUS

Today's workplace and how we do business have changed significantly over recent years. Many companies have needed to adopt digital technologies much faster than they otherwise would have to remain competitive, and it has changed how people communicate with each other inside and outside of their business.

- Hybrid working has become the new norm for many businesses, with meetings moving from the boardroom to video calls
- Spending less time in the office means teams often talk to each other using messaging apps
- The humble phone call still has its place and plays a vital role in business, particularly for reaching people outside the business or as a way for people to call in to connect with your business.

Flexibility is necessary in today's workplaces, so how you communicate must also be flexible. You and your team must be able to connect with people from anywhere on any device. With people needing to communicate in different ways, many businesses require a solution that will help bring their voice, video and chat into one easily accessible place.

What is Unified Communications, and how can it help my business?

In simple terms, it's a cloud-based communication solution that combines your communication channels into one place. You may also know it as Unified Communications as a Service (UCaaS).

The communication channels you will typically find integrated into a UcaaS platform include voice, video, and chat, but they can also include other functions, like voicemail and file sharing. The goal is to remove the need for you and your team to run multiple apps. Instead, communications are streamlined by integrating them into a simple solution, making it a seamless experience for you and your team.

Business Connect benefits:

- Boosts employee productivity and efficiency.
- Includes detailed analytics that can spot trends and insights in your business communications.
- No need for hardware — use our softphone app on all your devices.
- Self-help portals allow you to self-manage your service to help reduce running costs.

- Fully scalable solution that meets the needs of any sized business.
- Monitor and optimise customer interactions to improve customer experience.
- The perfect solution for hybrid and remote work environments.

VOCUS

Introducing Business Connect, the UCaaS solution for your business.

If you're looking to streamline your business communications, Vocus Business Connect is the product for you. With our solution, you only pay for the features that you use and need.

Business Connect offers:

3 Flexible Seat Types
We don't lock you into selecting one specific seat type for all your users. The flexibility of our solution means you can choose a different seat type for each user based on the features they need.

Choose How Many Lines You Need
Choose voice lines based on call volume instead of assigning 1 line per seat, eliminating unnecessary line costs. Each line handles 1 outbound and 3 incoming calls simultaneously, reducing the risk of missed calls.

Easily integrates with Microsoft Teams
Users can manage calls directly within Microsoft Teams, eliminating the need to switch apps. If Teams is down, you can still make and receive calls via our Vocus with Webex softphone app and the Webex App Hub.

Call Centre
Place calls in scalable queues and play unique messages to callers on hold. Depending on the seat, users can access Basic, Standard, or Premium Queues with features like auto-answer, overflow paths, route calls to team members in different geographical locations, scheduling, and more.

Base Analytics
Monitor customer interactions to improve customer experience. You can also measure team performance, identify trends and opportunities, and react quickly if an issue arises.

Call Recording Basic
In Professional and Ultimate seats, you can record calls to identify customer pain points and monitor call quality. Use this data as a training tool to improve team performance and productivity. It also aids in customer retention, dispute resolution, regulatory compliance, and more.
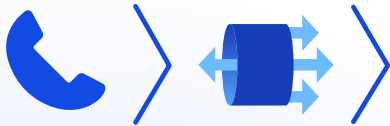
Call Routing
Includes comprehensive call routing capabilities, allowing you to create custom routing rules to make sure your calls reach the right person every time.

Business Connect

How Does Business Connect Work?

Calls in and out

Our unique aggregated line configuration allows 1 outgoing call to 3 incoming calls per line purchased

Business Connect

Access via an app (Softphone)

Building better connections

MS Teams Integration
Call Analytics
Handsets
Call Centre Wallboards
Headsets
Call Recording
Advanced Call Routing

Standard Inclusions for Each Seat:

Essentials

- Vocus with Webex Microsoft
- Teams Integration Base
- Analytics

Professional

Essentials plus:

- Call Recording Basic
- Queue Basic Access

Ultimate

Professional plus:

- Queue Standard Access or Queue Premium Access
- Supervisor Web Client

Smart Extras:

Reception Console

Used to manage incoming calls. Visibility of all user statuses to determine how to best allocate calls.

Call Recording Standard

Call Recording Basic PLUS up to 7 years storage for compliance purposes.

Advanced Analytics

Provides comprehensive call analytics & reporting, near real-time Wallboards & dashboards, plus auto email scheduling of reports.

Wallboard

Wallboard/dashboard sharing across devices. Visualisation of real-time performance and messages to motivate your team.

Fax2Email

Allows you to receive faxes digitally (online) without needing a fax machine.

Call Centre Analytics

Includes Advanced Analytics, Live Call Queue Dashboards & Wallboards, enhanced Call Queue, Agent Reporting, Agent & Supervisor web console, plus auto email scheduling of reports.

Want to know more? Contact our business team today.
Call 132 777 or visit vocus.com.au/business/voice/business-connect

4