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Your Seamless Business Command Center

Quick and Efficient Communication

In business, seamless communication is key. Integrating your company from numerous locations is critical to success. Being disconnected for just minutes can be disastrous. That's why we created Broadvoice Unified Communications. It's like having a business command center right at your fingertips.

What is Broadvoice Unified Communications?

Broadvoice Unified Communications takes four communication solutions and brilliantly molds them together to create a seamless, collaborative online environment.

- Broadvoice Communicator
- Cloud PBX
- Email & Collaboration
- Instant Messaging

By molding them together, they create a synergistic and easy-to-use interface that makes your business run faster and more efficient.

Four Best-of-Breed Communication Solutions

THE BROADVOICE COMMUNICATOR – This is the command center. This is where all of the amazing features come together. Whether in the office, or on the go, there is nothing you can't do with the Broadvoice Communicator. Some of the capabilities are:

- Next-generation IP softphone that supports voice and video calls with high definition.
- Conference calling with web-based management of individual conference participants.
- Visual call management – Answer or initiate calls, put callers on hold, transfer calls, etc., all from the communicator client.
- Microsoft Outlook® contact integration - Searches contacts for easy placing of calls.
- Microsoft Outlook® calendar integration - It knows when you have a meeting and will let everyone on IM know you're busy.
- File sharing – Send important files through the chat program.

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CLOUD PBX – It's like we take your phone system from your IT closet and place it in the cloud. No need for on-site equipment anymore. Because everything is in the cloud, you can get all of the state-of-the-art features the minute you need them. It's easily scalable as your business needs change. There is no need to worry about upkeep on any equipment, because we keep everything running reliably for you in the cloud. Some of the features are:

- Auto attendants – This virtual receptionist makes your business look professional.

- Intelligent call routing – Route the right call to the right person or group, automatically.

- Call hunting – Directs the incoming call so it finds the open line in a specific group.

- Call reporting – Make strategic decisions faster with instant analytics.

- Call Center functionality (Queues, monitor/whisper/barge) – Monitor and manage your Call Center more effectively.

- Softclient applications that let any device be your phone - Apps for Windows/Mac/Android/iPhone.

- Video calls and video conferencing – Have face-to-face meetings from all over the globe.

EMAIL & COLLABORATION – Our industry leading, state-of-the-art Zimbra collaboration server delivers reliable email into the mix. It boasts complete Microsoft Outlook® integration. You can even manage voicemails right from the Web client. Some of the features are:

- One-click calling using the contact directory.

- Phone numbers in emails quickly become interactive – Simply click on a number and the call is instantly placed.

- Send and receive faxes right from your inbox – Easily file and sort them as well.

- Extensive spam and virus filtering included.

INSTANT MESSAGING – When you have to send someone an important message immediately, there is nothing better than an IM solution fully integrated into your communication platform. With just one quick look, you can see if your co-worker is online and quickly send them a message. Some of the features are:

- Secure messaging with logging and auditing – Great for companies that have strict compliance protocols.

- Auto-configuring client – This feature saves you time by making it easy to log-in every day.

- Multi-user chatrooms for collaboration – Great for getting the entire team together and getting things done.

- Real-time presence information – Integrating with your Cloud PBX, see instant status of who's typing, who's talking on the phone, who's away from their desk, etc.

- Standards based – Based on open standards, it allows you to integrate with most 3rd party chat servers.

- Geographically redundant just like our industry-leading voice network – Means virtually no down time for your business.