UNIFIED COMMUNICATIONS

TekSavvy
Business Solutions

COLLABORATE, COMMUNICATE & EMPOWER

In today's always-on and global marketplace, clear communication is critical – between teams, partners, and customers. TekSavvy's Unified Communications, is a voice, video and messaging solution tailored to enable better personnel collaboration and support the growth of your business.

Available features include customized call management, auto-attendants, contact directory, and audio/video conferencing that helps create a productive and efficient workstream.

READY TO GET UNIFIED?

Choose the plan that meets your needs.

● Feature Available

FEATURES	PREMIUM	STANDARD	BASIC
Desktop Communicator	●	●	
Mobile / Tablet Connect	●	●	
Call Management (Features include: Do Not Disturb, Call Hold, Call Resume, Call Redial, Call Return, Call Forwarding, Call Transfer, Call History, Call Rejection & Call Acceptance)	●	●	●
Instant Messaging	●		
Remote Office & Office Anywhere	●	●	
Business Continuity (CFNR)	●	●	●
File Sharing	●		
Desktop Sharing	●		
My Room – Audio/Video Conferencing	●		
Executive / Executive Assistant	●	●	
Priority Alert	●	●	
Conference Calling: • Three-Way Calling • N-Way Calling[1]	●	●	●
Shared Call Appearance	35 Devices	5 Devices	1 Device
Caller Identification and Blocking	●	●	●
Call Waiting[2]	●	●	●
Voicemail	●	●	●

FEATURES	PREMIUM	STANDARD	BASIC
Inbound Fax to Email[3]	●	●	●
Contact Directory: • Enterprise • Personal	●	●	●
Barge-in Exempt	●	●	
Hoteling (Host)	●		
Push-to-Talk	●	●	

OTHER AVAILABLE FEATURES[4]

- **AUTO – ATTENDANT:**
  Greet and direct your callers to the person who can best address their needs

- **CALL QUEUE:**
  Efficiently manage incoming calls by placing callers in a queue until an agent/employee becomes available

- **GROUP PAGING:**
  Initiate unidirectional pages to a predefined set of users (up to 25)

1. Includes up to 5 parties.
2. Includes Call Waiting ID and Call Waiting of up to 4 calls.
3. Requires additional Telephone Number.
4. Other Available Features on services may be subject to additional fees and package selected. Price dependent on contract term.

FEATURES AND DEFINITIONS

Item	Description
Business Continuity (CFNR)	Allows a user to designate a phone number for calls to route to when your main phone is not reachable due issues such as unplugged phone, power outage, or natural disaster.
Call Forwarding	Enables a user to redirect all incoming calls to another phone number.
Call History	Allows individual users to see their call history (outgoing, incoming, and missed).
Call Hold & Resume	Enables a user to place an existing call on hold, and then retrieve the call to resume conversation.
Caller Identification and Blocking	Helps identify or block your number from being displayed through Caller ID either permanently or temporarily.
Call Redial	Enables users to redial the last number they called by clicking the feature button on their phone or by dialing the Call Redial feature access code.
Call Return	Allows users to call the last party that called by entering a feature access code.
Call Transfer	Enables a user to move a live call from the original recipient to another person.
Call Waiting	Enables a user to answer a call while already engaged in another call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone.
Desktop Sharing	Enables user to share contents of their screen with another device or multiple devices.
Do Not Disturb	Allows users to set their station as unavailable so that incoming calls are given a busy treatment.
Enterprise Directory	Allows users to access Contacts and Contact Groups within their organization.
Executive / Executive Assistant	Allows an Executive to select from a pool of Assistants who can answer, or place calls on their behalf.
File Sharing	Enables users to share project files with internal and external stakeholders directly.
Inbound Fax to Email	Provides users the ability to receive fax messages. Users are notified of new fax messages in the same way that they are notified of new voice messages.
Instant Messaging	Text based communication which allows two or more persons to participate in a single conversation over their computers or mobile devices.
Hoteling	Comprised of two features: Hoteling Host (Multi-user Phone) and Hoteling Guest (Transportable Profile) that allows the customer to designate specific phones (hosts) that users (guests) can temporarily log into and use as their own phone.
My Room – Audio/Video Conferencing	Enables users to create their personal meeting rooms for audio/video conferencing. Users set an easy-to-remember link that never changes, so team members will always know where your meetings are held.
N-Way Calling	Allows users to add up to 5 other parties to a call.

Personal Directory	Allows users to create and manage personal contacts in their web portal.
Priority Alert	Allows a user's phone to ring with a different cadence based on pre-defined criteria.
Push-to-Talk	Enables user-to-user intercom service across an enterprise.
Remote Office & Office Anywhere	Enables telecommuters and mobile workers to use all their features while working remotely.
Shared Call Appearance	Associates a user's Mobile or Desktop client with the main number. Allows for incoming calls to ring on additional site phones simultaneously.
Three-Way Calling	Enables a user to make a three-way call with two parties, in which all parties can communicate with each other.
Voicemail	Provides a recorded announcement message and the ability for a caller to record a voice message for the called party.

NOTE: TekSavvy's Unified Communications solutions are subject to additional terms and conditions outlined in TekSavvy's Business Services Agreement, Unified Communications Business Order Form, and applicable Business Schedules agreed to by the customer prior to provisioning.