

The InfusiONE Collaboration Solution

Seamless Meetings, Collaboration and Sharing will take your Business to the Next Level

The InfusiONE collaboration solution improves productivity by enabling you to work with colleagues and customers as though they were in the same office. The solution reduces voice messages and cuts down on email to drive up employee and business efficiency. And achieving first-call resolution for customer and prospect inquiries has never been easier. Finally, the InfusiONE collaboration solution helps decrease costs by minimizing the need for travel and integrating all employees onto a seamless, easy to manage communications infrastructure.



What is It?

The InfusiONE collaboration solution is a family of clients and apps that enable you to work where and when you need to as though you are in the office.

The solution provides clients for Windows PCs and Macs, as well as apps for iPhones and Android smartphones that are tightly integrated to the InfusiONE communication service to deliver an exceptional user experience.

These Unified Communication (UC) clients and apps deliver capabilities that range from simple telephone directory integration, to Instant Messaging and Presence (IM&P), to HD voice and video calling and conferencing, to group collaboration including file sharing and desktop sharing.

My Room is an always on virtual meeting room for each user. With *My Room*, users can schedule or participate in group collaboration sessions with just one click. *My Room* also supports group chat, conferencing¹, desktop sharing, and file transfer.

Benefits

Improve Productivity

With a rich set of virtual meeting, desktop sharing, and chat capabilities, InfusiONE collaboration takes employee and business productivity to a new level. Employees are able to work from where they need to be (regional office, home, customer site, airport, hotel) just like they are at the main office.

The InfusiONE collaboration client and apps have the 'presence' feature built-in, showing your colleagues' your availability status. Being aware of their presence status is like walking through the office to see who is around to discuss a problem or work on a project. No matter where you are, by sending a short IM, you can determine if someone is able to join a discussion or if another time is better. You can easily switch the IM session to an HD voice or video call to have a face to face experience.

Scheduling and participating in meetings has never been easier using the *My Room* virtual meeting room. Participants can join the group chat and switch to HD voice for a rich communications experience. The moderator can share their desktop so everyone can see and understand the content. Files can be sent back and forth directly in the meeting without

¹ Requires InfusiONE conferencing options

using email. Working with distributed teams has never been easier or more productive.

Speed Decision Making

There is rarely a good reason to wait for someone to return a call or email to make a decision. So why do we continue to put up with these antiquated modes of communication that delay decision making? With IM&P, you don't need to leave a voice message or send an email to get the answer to an urgent question. Scan your buddy list to determine if someone is available and ask them via a quick chat message if they can take a call. Sometimes a few chat messages answers the question or completes the required communication allowing a decision to be made and action taken. Other times it's more effective to jump to an HD voice or video call with the click of a button, knowing the other person is expecting your call.

If the presence status of someone you're looking for shows *busy* or *away*, you can see if there is someone else available who can help. It's easy to get access to the right people at the right time to expedite decision making. No more need to be hung up on completing

projects, waiting for answers to a few simple questions.

Improve Customer Service

The key to great customer service is resolving a customer issue on the first call. But what do you do when the customer service associate can't answer a customer's question? With IM&P, sales teams or customer service associates can immediately see who in the organization is available and reach out to the right subject matter expert to answer the question or resolve the issue. By providing an immediate answer, you're on the way to delivering great customer service.

Decrease Costs

With all employees and locations connected to a seamless collaboration infrastructure, businesses can reduce the cost, wasted time, and headaches associated with business travel. The single infrastructure also simplifies administration and management of the system allowing valuable resources to be allocated to business focused activities. Finally, the single communications infrastructure offers the opportunity to consolidate and reduce costs for bandwidth and calling services.

Features

- Desktop client and mobile apps that provide an intuitive interface for all communication
- Business calling with complete PBX features, directory integration, and call history
- Buddy list with presence indication, location, and time zone
- Personal and group instant messaging
- HD voice and video calling
- HD voice conferencing² for ad-hoc and scheduled meetings
- Drag and drop file sharing
- Desktop sharing
- My Room provides a virtual meeting space for every user to initiate and participate in group collaboration – Including all the features listed above plus
 - Copy and paste links² for meeting invitations (simplifying the use of bridge numbers and passwords)
 - Moderator controls² to manage and keep meetings on track.

² Requires InfusiONE conferencing options