

GET TO KNOW COMMON CLOUD VOICE FEATURES:

A DAY IN THE LIFE OF A MODERN FLEX WORKER

Meet Steve.

Steve is an Account Manager who is often on the road for client meetings. The rest of the time he mostly works from home, heading into the office once a week. Steve couldn't get through his day without the mobility and collaboration features provided by cloud voice ("VoIP").

Let's join Steve on a typical work day to see how he uses cloud voice.



9:02 am

Steve is in the office this morning for a team meeting. He doesn't have a designated cubicle, but instead "touches down" at an unassigned work station that has a shared deskphone he can use via **HOTELING**.

HOTELING

HOTELING allows Steve to sign into an unassigned deskphone to make and receive calls using his business number.

While at the water cooler, Steve picks up a client call on his mobile phone using features that allow him to connect from **ANYWHERE** on **ANY DEVICE**. He needs to check some account info for the client, so he walks back to his work station and pulls the call onto his deskphone, with no interruption to the conversation.

10:26 am

ANYWHERE, ANY DEVICE access lets Steve make and receive calls from any device at any location using his business phone number and move calls seamlessly between devices.

**ANYWHERE,
ANY DEVICE**

11:50 am

Steve heads out for a lunch meeting across town. He sets his **PRESENCE** to "busy" with a status of "in a meeting" so that coworkers know he's not available to call or chat.

PRESENCE

PRESENCE allows Steve to update his availability status to coworkers, so that he's not disturbed when on a call or in a meeting.

12:47 pm

While Steve is in his lunch meeting, he gets a call that goes to voicemail. After the meeting, he pulls up his **EMAIL** and plays the **VOICEMAIL** attachment. Turns out there is a problem with a client proposal that needs immediate attention!

VOICEMAIL TO EMAIL

VOICEMAIL TO EMAIL sends voicemails as audio files to Steve's work e-mail. Instead of signing into his phone to access a message, he just clicks the email attachment and listens to the audio file.

Steve gets back to his home office after the meeting. To follow up on the client proposal issue, he needs to talk with two engineers on his team, so he quickly sets up a **3-WAY CALL** with them right from his home deskphone.

1:15 pm

Traditional phone lines can only connect 2 people on a regular call. **N-WAY CALLING** allows Steve to initiate a call of up to six parties in an ad-hoc "conference call" (with no bridges or access codes required).

N-WAY CALLING

3:03 pm

With the client proposal issue resolved, Steve gets to work in his home office. He needs to ask the HR Manager a quick question about the company's new health benefits, so he sends her a chat message over **INSTANT MESSAGING**.

INSTANT MESSAGING

INSTANT MESSAGING allows Steve to chat with his coworkers online. He can even set up group chats with teams he often works with.

Later in the day, Steve gets a **VIDEO CALL** from his manager who wants to hear how the lunch meeting with the client went.

4:38 pm

VIDEO CALLING lets Steve get virtual facetime with his coworkers and managers when he's working remotely.

VIDEO CALLING

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