ADIGO™

IMPROVING BUSINESS COMMUNICATIONS THROUGH WEB TOOLS

DIAL 844- WEB ADIGO
(844-932-2344) *NO ID NEEDED*

START TIME: **5 MINUTES AFTER THE HOUR**
WE'LL GO FOR 20 MINUTES UNTIL 25 PAST

A Conferencing Tips Webinar with Brad Volin, President of Adigo

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AGENDA

- Intro's
- Web Tools for Internal Business Communications
- Customer Facing Web Tools
- Trends in Business Communications
- Questions

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INTRODUCTIONS

- President, Adigo
- Experience at Public and Private companies

- **Favorite web tool:**

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WEB TOOLS FOR
INTERNAL BUSINESS COMMUNICATIONS

Flowdock:

"Flowdock is a team collaboration app for desktop, mobile & web. Work on things that matter, be transparent and solve problems across teams & times zones."

- Provides a professional group chat that lets you talk with specific project teams, share files and access transcripts from past conversations.
- Team Inbox: Creates a space for work-related emails that are easily accessible.
- Mobile app: syncs with all of your devices so you are always connected

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FLOWDOCK

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WEB TOOLS FOR
INTERNAL BUSINESS COMMUNICATIONS

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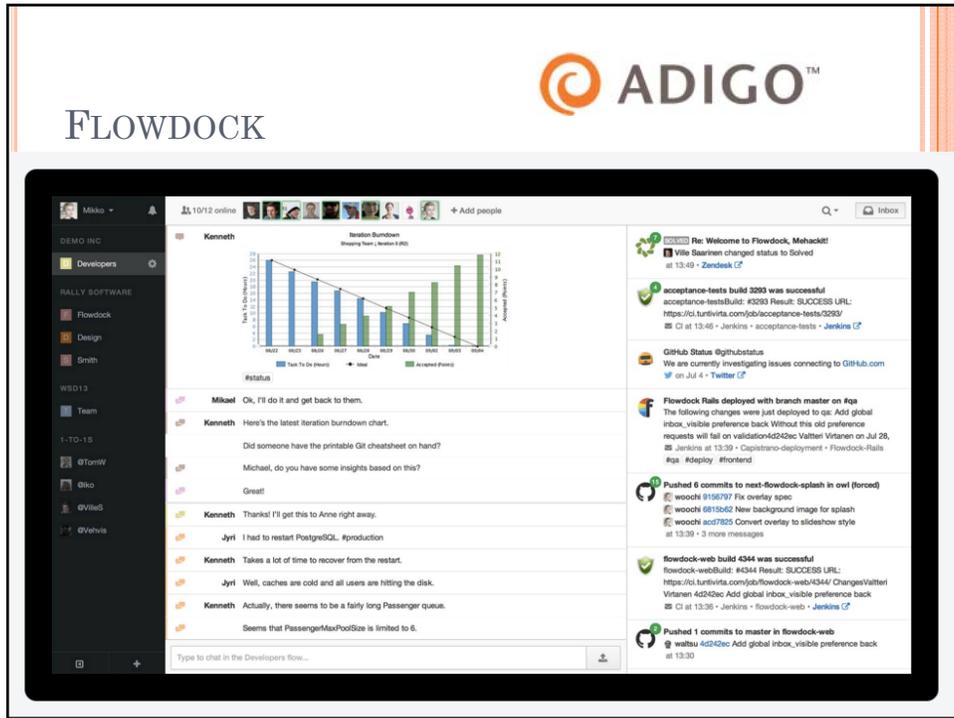
Clearvale

"Clearvale Enterprise turns your workforce into an online community, giving your company flexible enterprise collaboration tools for team development."

- Provides profiles and a member directory
- *Enterprise Social Communities* allows you to form groups around relevant departments, projects, general interests, and more.
- Assign tasks with descriptions and due dates to specific enterprise social network members. Attach relevant documents, track progress and add others as needed. Receive notifications when tasks are completed.
- Mobile app: syncs with all of your devices so you are always connected.

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CLEARVALE

WEB TOOLS FOR INTERNAL BUSINESS COMMUNICATIONS

LiquidPlanner

"Dynamic project management software for technology teams"

- **Organize:** Organize and prioritize hundreds of IT projects and tasks in a single view. From high-level, long-range planning to up-to-the-minute execution.
- **Collaborate**: Get visibility into what the team is working on and collaborate at the task level.
- **Manage:** Assign tasks in a manner that aligns to the day-to-day availability and reality of your team.
- **Estimate:** Estimate a realistic range of time to complete tasks, and LiquidPlanner will calculate when you're most likely to get done. It takes everyone's availability and priorities into account, then creates a schedule you can trust.
- **Track**: Track how long tasks are taking with the click of a timer.

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LIQUIDPLANNER
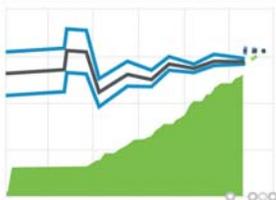
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WEB TOOLS FOR
INTERNAL BUSINESS COMMUNICATIONS

Clockspot

"Track employee time from anywhere."

- Employees clock in from any phone or web browser you approve. Whether it's through a cell phone, landline, or web browser, Clockspot tracks information like IP address and GPS so you know exactly where they're clocking from
- Review and approve timesheets online. See who's working in real-time.
- Track jobs, tasks, projects, and clients. With the job codes feature, you can track exactly what employees are working on and generate a report which breaks down the job / project / client costs.
- Manage time off, PTOs, overtime and more.
- Used by H&R Block, State Farm, Pepsi, Comcast and more.

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CLOCKSPOT

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CUSTOMER & CLIENT FACING WEB TOOLS

UserVoice

"UserVoice makes Product Management & Customer Support Software to help companies build better products and support their users."

- Collect Feedback
  - From your website: Give your customers, partners, or internal teams a voice with private labeled online feedback forums
  - Inside your applications: collect customer feedback in your app (web or mobile) with a native user experience
  - Across the enterprise: Integrate feedback from every department that talks to customers - support, sales, marketing, etc.
- Offer Better Customer Support
  - Instant Answers™ reduces ticket volume by 50%
  - Tackle common issues quickly with easy to use email templates
  - Comprehensive knowledge base helps users find the answers they need 24x7

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USERVOICE

CUSTOMER & CLIENT FACING WEB TOOLS

ClickDesk

"ClickDesk's live chat software connects you to your customers in real time, and then tracks what happens after that first conversation."

- Live chat software works automatically on every desktop, laptop, tablet and mobile device.
- Voice chat and video chat work automatically.
- Email and ticketing offline support tools for complete customer engagement.
- Create multiple departments (sales, support etc.) to handle issues effectively. Assign agents and set permissions.
- Integrates with social media sites automatically
- Integrates with other apps such as Salesforce, Wordpress, Zendesk, Joomla, and more.

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CLICKDESK
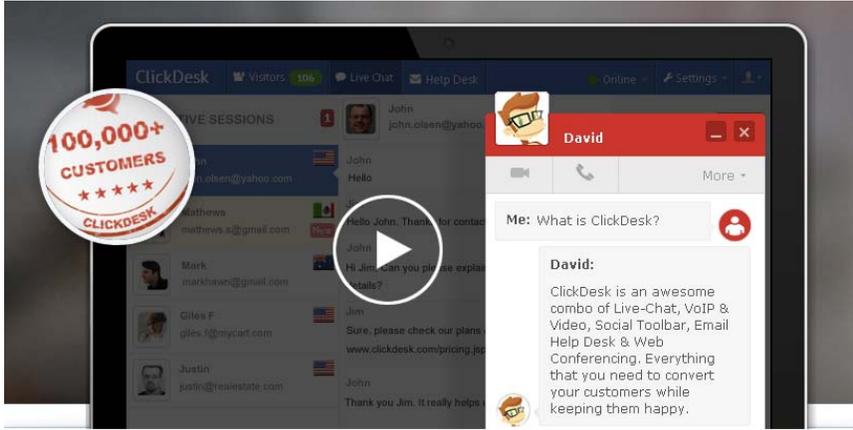
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CUSTOMER & CLIENT FACING WEB TOOLS

Adobe Connect

"Adobe Connect web conferencing software service offers immersive online meeting experiences for collaboration, virtual classrooms and large scale webinars."

- Adobe Connect Meetings
  - Access across all devices
  - Recording and editing tools
  - Secure communication and compliance
- Adobe Connect Webinars
  - Robust registration
  - Fully customizable events
  - Built-in analytics
- Adobe Connect Learning
  - Engaging content delivery
  - Mobile learning across devices
  - Brand-able and customizable virtual classrooms
  - Efficient training management and tracking

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TRENDS IN BUSINESS COMMUNICATIONS

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- **Communication Tools are Increasingly Consolidated**
  - Checking email, voicemail, social media notifications, and others has become too time-consuming. Modern tools are consolidating these various tools into a single platform so that individuals can easily check all of their communications at once.

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TRENDS IN BUSINESS COMMUNICATIONS

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- **Communication Tools are Increasingly Cloud-Based**
  - With cloud-based communication tools, you can access your messages anywhere, anytime, from any device. For example, you accidently left your tablet at work, but need to access information once you arrive home. If your tool is cloud-based, you can borrow your spouse's laptop and still access calls from clients or that document you are collaborating on with a coworker.

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TRENDS IN BUSINESS COMMUNICATIONS

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- **Communication Tools Are Focusing on Security**
  - Enterprise-grade security is absolutely essential in this era of hacking, identity theft, corporate espionage, and other communications-based threats. Communication apps must now come with proven security in order to be taken seriously by businesses.


TRENDS IN BUSINESS COMMUNICATIONS

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- **Communication Tools are Increasingly Mobile**
  - These days, you are expected to be available anywhere, anytime. This means creating web tools that have the ability to sync with all your devices- phone, tablet, laptop, and even the Apple watch!
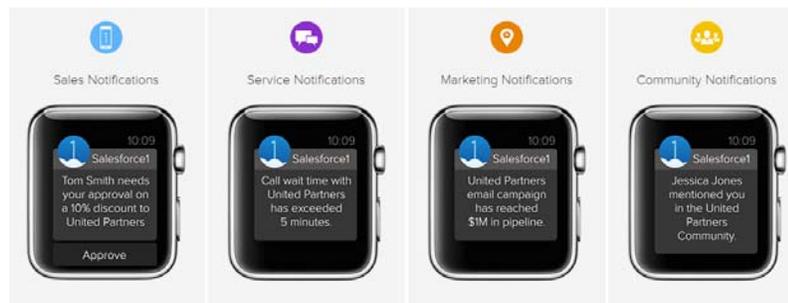
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RESOURCES FOR IMPROVING
BUSINESS COMMUNICATIONS
THROUGH WEB TOOLS

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Clearvale
- https://www.clearvale.com/

Flowdock
- https://www.flowdock.com/

LiquidPlanner
- http://www.liquidplanner.com/

Clockspot
- https://www.clockspot.com/

Adobe Connect
- http://www.adobe.com/products/adobeconnect.html

UserVoice
- https://www.uservoice.com/

ClickDesk
- https://www.clickdesk.com/

Broadvision
- http://www.broadvision.com/en/blog/6-business-communication-trends/

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CONNECT

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How helpful was this?   1 (not much) – 5 (super)

For links, details and references, see our post:

Register for our next webinar:
Register for an upcoming Conferencing Tips Webinar