



Skype for business

Fuze for Skype for Business in Office 365

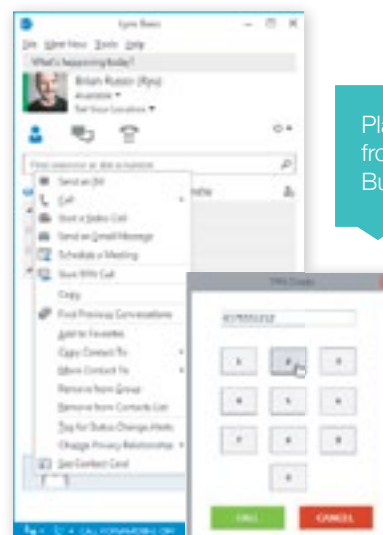
Seamless Integration with your Microsoft Skype for Business platform

Seamless integration of business communications tools has become a top priority for enterprises today—and so has catering to the consumerization and ‘application’ of the enterprise. The challenge? Meeting today’s business communications needs for today’s business users, without foregoing previous business technology investments. For many years, enterprise communications providers have focused on specific areas of expertise—as a result, it is not uncommon to hear that organizations have one vendor for enterprise voice (aka: business phone service), another vendor for audio and web conferencing, yet another for video conferencing—the list goes on.

While Fuze offers a complete enterprise communications product suite, we want to ensure our customers do not waste technology investments—that’s why we have created an out-of-the-box integration with Microsoft Skype for Business which complements current Skype for Business functionality while adding a key business communications component to the overall solution — global calling capabilities.

Extend enterprise voice capabilities to your Office 365 environment

Microsoft Skype for Business offers limited voice capabilities, currently supporting PSTN access within the U.S. with basic features and functionality, while the Fuze integration with Microsoft Skype for Business provides a feature-rich alternative, designed to meet the most complex enterprise communications needs without losing the familiar look and feel that end users are used to.



Place calls directly from your Skype for Business client

Benefits

- Complete PBX functionality in the cloud
- Out-of-the-box integration enabling global calling capabilities from within the Skype for Business application
- Business communications designed for an increasingly mobile workforce
- 99.999% uptime guarantee
- Built-in Business Continuity solution at no additional cost
- Enables government regulatory compliance
- Leverages existing technology investments

Features

Cloud-based PBX, enabling calling to anywhere in the world

No need to manage multiple voice carriers or deploy on-premise equipment. Fuze offers a true cloud communications platform with a globally distributed architecture and global calling capabilities.

Phone service and local phone numbers globally with a localized calling experience

Provide a local calling experience to global end users. In addition to global calling capabilities, Fuze offers a local calling experience in several regions across the globe.

IP desk phone support

Leverage existing hardware investments. The ThinkingPhones platform supports various models of Polycom and Cisco IP desk phones used in businesses today.

Emergency calling (E911, E999, E112)

Protect your end users while complying with government regulations with ThinkingPhones regional emergency calling capabilities.

99.999% uptime guarantee with built-in business continuity

Ensure quality of service with the added benefit of built-in disaster recovery at no additional cost.

Automated Call Distribution (ACD)

Enhance customer experience. Automated call flows route calls based on predefined rules to ensure calls are delivered to the intended recipient without manual intervention.

Audio conferencing, video conferencing, and web collaboration

Collaborate with colleagues, customers, and partners using audio conferencing, video conferencing, and content sharing capabilities on the Fuze conferencing platform.

Out-of-the-box integrations with enterprise applications

Take user productivity to the next level. Fuze offers pre-built integrations with enterprise applications, such as Salesforce.com, Gmail for Business, Zendesk, and more, to further simplify the end user experience while providing actionable analytics data to business managers.



Packet Fusion

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Connecting the Dots to the Cloud