PACKETFUSION

Connecting the Dots to the Cloud™

CONNECTIONS

A newsletter to *connect the dots* to you, our customers

2021
**STATE OF
DIS
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TION**

AVANT

Turn Disruption into your Superpower

If you're like most customers I talk to these days, you're feeling the impact of the ever increasing rate of disruption in technology solutions. And, because solutions grow more and more complex and are intertwined with everything in your business, it's no longer advisable to simply grab up the latest technology. It can turn disruption into discord.

I wasn't surprised, then, when I read that nearly two-thirds of the respondents in the AVANT 2021 State of Disruption report turn to a trusted advisor to support their IT decision making process.

The report provides insights into what your peers are saying about whether to adopt new technologies, and when to adopt them. **Read the full report here.**

Give me a call if you want to talk about ways to turn disruption into your superpower.

Matt Pingatore
CEO
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Mitel in the Know

Microsoft & Mitel LDAP-S Update: Resolution to Potential System Impacting Situation

There is a new security vulnerability for customers using LDAP.

Microsoft announced a new patch (coming on February 8, 2021) to address the vulnerability, but you **must be on a version of Mitel that supports LDAP-S**.

As always, please reach out to Packet Fusion for more information and to schedule your upgrade or patch to take advantage of the security enhancements of LDAP-S.

For more information, read our past articles here, or dive into the problem/solution details here.

Networking & Security

Trustwave Spiderlabs Uncovers New Vulnerabilities in SolarWinds Products

Trustwave SpiderLabs Security Research Manager Martin Rakhmanov dug deeper into SolarWinds software and found new severe vulnerabilities within SolarWinds Orion Platform and Serv-U FTP. Learn more about these threats:

Fact Sheet

GARTNER REPORT: The Hypecycle for Enterprise Networking

Which technologies should you be investing in and when? This Gartner report describes the 30 most hyped technologies being driven by digitization and cloud computing and identifies the value to enterprises, current level of adoption, and anticipated rate of growth.

Download the Report

UCaaS

AVANT Podcast Explores the Power of Office Tools in UC and CC

Greg Franzen, the head of master agent sales for Vonage, explores the power of office tools such as G-Suite, Microsoft Office and Microsoft Teams have to improve effectiveness and customer satisfaction when integrated with UCaaS and CCaaS.

Listen Now

Wondering if you Can Use MS Teams as your Corporate PBX?

If Microsoft Teams is included in your 0365 license, you may be wondering if you can use it as your corporate PBX. The answer is - maybe.

This short video explains the pros and cons.

Microsoft Teams
UCaaS

Presented by: Packet Fusion, Inc.

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Contact Center

Genesys Deals Get you Up and Running with Teams Integrations

You don't have to switch between platforms any more! Genesys has a variety of great integration deals going on between now and the end of March, so give us a call and we'll give you the details.

Genesys Sponsors Packet Fusion Annual Sales Kickoff Meeting

Our annual sales kickoff is a great opportunity to enhance our solution knowledge, and this year, Genesys joined us as event sponsor.

Ken Archer, SVP Global Channel Sales for Genesys set the stage by talking about future strategy and vision, highlighting Experience as a Service and how personalization and empathy create better customer and employee experiences. Elcenora Martinez, Global VP Product Management, AI also shared the roadmap for artificial intelligence to enable effortless user experiences. We look forward to sharing what we've learned with customers!

Vendor Spotlight: Talkdesk

Talkdesk was established in 2011 with the mission to help organizations to deliver exceptional customer experiences, and they've grown rapidly since then. Four years ago they began selling through partners, further expanding their reach to more than 1,800 companies in 75 countries around the world, including brands like IBM, Acxiom, 2U, Trivago, and YMCA.

Packet Fusion began working with Talkdesk in 2016, and we are now considered to be one of their most important strategic partners because of our technical knowledge and expertise. We have many mutual customers including HPE Nimble Storage, and love working together to help solve customer problems.

Talkdesk's Enterprise Cloud Contact Center, empowers companies to make customer experience their competitive advantage with a powerful solution that is also easy to use, install and integrate. They're serious about disruptive innovation that ends bad customer service. Just one example is their new Talkdesk Vaccine Administration Solution, which helps healthcare providers with global vaccine administration and patient communications

Talkdesk was one of only three contact centers to be named a Leader in Gartner's Magic Quadrant for CCaaS.

Need Easy Solutions to Complex Contact Center Problems?
This Roundtable Lunch and Learn discussion with Talkdesk is for you!

Enterprise-level contact center solutions are often complex and hard to use, which makes it hard for you to keep up with customers who demand fast, responsive services.

Join us on **Thursday, February 25 for a Roundtable Lunch & Learn** with Talkdesk. Talkdesk engineers and executives will discuss how businesses of any size can get powerful enterprise capabilities like intelligent routing, reporting, context and mobile solutions in a platform that is **easy to install, integrate and manage**.

Lunch is on us
When you register and attend you could win lunch on us with a $20 gift card to GrubHub or RoundTable pizza.

Register today

Resources to Help You Make Informed Decisions

Info Gallery: Our curated collection of resources, training and news on the technologies you care about: cloud, contact center, business telephony, SD-WAN, security, and collaboration is updated regularly.

Lunch & Learns: Monthly webinars featuring trends and insights from the leaders in tech solutions.

Tech Talks: A series of technical "How-To's" and discussions.

If you have questions on any information in this newsletter, please reach out to your Packet Fusion representative.