



**Connecting Through a Century of Change**

A lot has changed in 100 years:

- Computers used to take up an entire room.
- The fax was revolutionary.
- Phones were attached to the wall.
- There's a whole new meaning to the cloud.
- Everybody Zooms.

Through it all, Allan Hancock College has been changing the odds for students, connecting them to exceptional teaching and state of the art technology.

We have proudly supported Allan Hancock College for over a decade, helping to connect their networking, corporate telephony, and to get to the cloud.

**Can we help you, too?**

Watch our cloud advisor video <https://bit.ly/3agCxDI>  
 Learn more at [packetfusion.com](https://packetfusion.com)  
 Contact Matt Pingatore at [mpingatore@packetfusion.com](mailto:mpingatore@packetfusion.com)

**PACKETFUSION**  
 Connecting the Dots to the Cloud™

## Connecting Through a Century of Change

Staying connected has changed a lot over the years but one thing remains the same - connecting is critical to success. Connecting is what motivates our experienced solutions architects, engineers, sales executives, and customer service professionals to keep up to date on the latest technology solutions and to share what we learn through Tech Talks, Lunch & Learn Roundtables, the Info Gallery on our website, this newsletter and in everyday conversations with you.

We recently had an opportunity to think about connecting through a century of change thanks to a customer we've been proud to support for over a decade, Allan Hancock College in Santa Maria, California. To honor their 100 year anniversary we created an ad highlighting some of the ways connecting has changed over the century.

Are you celebrating a special anniversary or event? Let me know how we can help to honor it and how we can continue to support you through the changes.

Matt Pingatore  
 CEO  
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## Vendor Spotlight: Dialpad

Dialpad, known for their AI powered calling, conferencing and contact center solutions, has recently enhanced their Salesforce CTI with a streamlined UI and enhanced features that integrate more of the native Dialpad functionality. Here's a rundown of what's new.



- Directly access frequent and recent activity along with the exact contact search
- Create leads and contacts in real-time, instantly linking call notes, summaries, and recordings
- Users can now answer, merge, or decline an incoming call while on an active line
- Screen pops that utilize the Salesforce standard softphone layout and logging related objects for standard and custom objects
- Individual and group texting support
- Call transfers
- Access to custom off-duty statuses
- Schedule UberConference meetings from within Salesforce
- Automatically capture and log scheduled and completed meetings

Don't miss our Lunch & Learn Roundtable with Dialpad on May 25th when we tackle the latest trends in UCaaS.



**UCaaS 2021 Trends, Teams and Everything In-between:  
What you need to know to be successful**

Join us on **Tuesday, May 25 at 12:00 PM PT** for a CEO roundtable discussion with Dialpad's Founder & CEO Craig Walker and Packet Fusion's CEO Matt Pingatore to explore the latest trends in cloud enterprise communications, Teams integrations, and Dialpad's recent acquisitions and partnerships.

**We want to hear from you**

This is an interactive discussion, so bring your biggest challenges and burning questions!

[Register Today](#)

When you register AND attend you could win lunch on us with a \$20 gift card to Round Table Pizza.\*

\*Winners are selected at random. If you do not have a Round Table Pizza near you, we will send you a Grubhub gift card.



**Mitel Kills Voicemail in Flash Memory for the ST100**

Mitel has discontinued sales of their SG switch line (SG50 SG50V, SG90, SG90V, SG220T1, SG220T1a, SGT1K, etc.) Mitel is still supporting them, however SG switch line does not support TLS 1.2.

To support TLS 1.2, you can upgrade to the latest ST switch line (ST 50A, ST100A, ST100DA, ST200, ST500, etc.) or go virtual. However it's important to note that this line does not offer voicemail or auto attendant in flash memory, despite earlier plans to add this technology as a software upgrade to the ST100.

If you are waiting for the ST100 – V switch for TLS 1.2 compliance, please contact us and we will talk you through the options.

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**Microsoft Addresses Security Vulnerability with LDAP: Potential System Impacting Situation Resolved**

Microsoft recently announced a new patch to address the security vulnerability for customers using LDAP. To take advantage of this latest patch from Microsoft, 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

Read more details here

# Networking & Security



How Exposed is your Network? Take the Vulnerability Assessment.



Having the latest and greatest security solutions is all well and good, but if they aren't configured and maintained according to best practices, you are leaving your network and applications exposed to attacks.

We can help you identify weaknesses in your network and web applications through our partnership with CloudPro, and then fix the vulnerabilities. [See an example assessment](#) and give us a call - before you are facing a security breach.



## Gartner Names Genesys as a Visionary in their 2021 WEM Magic Quadrant

For the second year in a row, Genesys has been ranked in the visionary quadrant for WEM (Workforce Engagement Management).

Here are a few of the reasons cited by Gartner:

- Genesys has a solid product roadmap for future WEM integration, driven by the company's progressive view of how the customer experience can be improved through a lowering of agent effort.
- Genesys customers find its products relatively easy to use. To a large extent, they attribute this to guidance from, and expertise provided by, the company's support staff, such as members of the Genesys Professional Services team, technical support engineers and account managers.



- Genesys' products are already established fixtures in many contact centers. This often makes it easier to train new call center agents, who may well have prior experience with the products.

# UC/UCaaS



## Are you Compliant with E911?

Kari's Law and Ray Baum's Act are Federal Mandates. Here's what you need to know about how to ensure you are compliant.

**Kari's Law** requires that your MTLS enables callers to dial 911 directly, without prepending it with a 9. You must be in compliance if you installed or upgraded your MLTS (Multi Line Telephone System) after Feb 16, 2020.

**Ray Baum's Act** requires any technology platform you use, including MTLS, to provide a "dispatchable location" to first responders.

Deadlines for Compliance:

On-Premise Fixed Devices: January 6, 2021

On-Premise Non-Fixed Devices: January 6, 2022



[Read all the details here](#)

**No matter what your needs are, Mitel has you covered.**

## 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 are updated regularly.

**Lunch & Learns:** Our popular monthly webinar series covers a wide range of topics from industry trends to leading solutions from companies such as Genesys, Zoom, Mitel and more.

**Tech Talks:** Packet Fusion engineers cover a wide range of in-depth technical topics.

**Technical Explainers:** Technical explainers cover complex topics at a high level in an easy-to-understand way.

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



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