



November 2021



Giving Thanks - To You

Thanksgiving is just around the corner (can you believe it?) and all of us at Packet Fusion just want to say thank you to our customers and colleagues. We are grateful to be your Trusted Advisor and are here to provide advice on any technology changes you're considering.

Enjoy this festive season and [reach out to us anytime.](#)



It's Time to Get SASE - Get the New Report Now

Secure Access Service Edge, better known as “SASE,” and pronounced “sassy,” is a critical foundation to providing security in our rapidly changing work-from-anywhere world. The mission of SASE is to deliver effective and secure customer outcomes, and that’s a big part of our mission as well.

With insights for those new to SASE and for those familiar with the technology, we are pleased to share [this complimentary AVANT 2021 SASE report](#). If you have any questions on why and when to implement SASE at your organization, [contact us](#).



PACKETFUSION
Connecting the Dots to the Cloud™

Join us at the Roundtable

Exclusively for MISAC Members

Wednesday, December 8, 2021, Noon PT

The banner features a circular graphic on the right containing various colorful icons representing people and communication.

This month’s Roundtable Lunch & Learn is Beyond the MISAC Conference: How to navigate the complexities of ever-changing government business demands. This special government-focused session takes place [December 8, 2021, at 12:00 PM](#). Open to everyone facing today’s business challenges, Packet Fusion CEO Matt Pingatore and special guests will share best practices from our experience with government agencies and cities across our state.

[Register Today](#)



Mitel in the Know

The banner features a green background with white text and a graphic on the right showing a computer monitor with a checkmark, a cloud, and various communication icons.

Special Offers from Mitel: Get the Deals Before Year End

Mitel is offering some hot deals through the end of 2021. For example, existing customers on Mitel on-premises phone systems looking to transition to cloud communications can receive up to \$100 credit per user for moving the cloud. For all the details and more year-end deals and discounts, [contact us!](#)

Move to the
Cloud & receive
LOYALTY CREDIT!

Communicate and collaborate via voice, video, instant messaging and SMS, on your choice of device – desk-phone, smartphone, or mobile-phone, from any location. For existing customers on Mitel on-premises phone systems looking to transition to cloud communications, we want to **thank you for your loyalty** and offer you:



Mitel On-Prem To Cloud
Loyalty Credit Promotion
September 1, 2021 – December 31, 2021

\$100 Credit Per User

Trade-in your Mitel on-premises platform for MiCloud Connect service and receive up to \$100 credit per user towards Essentials, Premier and Elite profiles.

MOVING TO THE CLOUD IS THAT SIMPLE.

The graphic includes an image of a smartphone displaying a video call interface.

E911 Deadlines Fast Approaching: All the Details You Need to Make Sure You’re Compliant

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 MTLN enables callers to dial 911 directly, without prepending it with a 9. You must be in compliance if you installed or upgraded your MTLN (Multi Line Telephone System) after Feb 16, 2020.

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

Deadline for Compliance:

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

[Contact us](mailto:mpingatore@packetfusion.com) for assistance at mpingatore@packetfusion.com.

[Read all the details here](#)



See CCaaS in a New Way - Get the Latest Report Now!

Are you looking to move away from an old corporate switchboard to something a little more streamlined and modern? Contact Center as a Service (CCaaS) is a cloud-based service that eliminates call center complexity. It also delivers features to help you more efficiently and effectively manage customer interactions. [Read our report](#) on CCaaS in partnership with AVANT, with industry insights and important considerations in choosing a CCaaS platform.

You can also make an appointment to chat with Packet Fusion's Alex Stanich, or give him a call to book the time that works best for you at 925-701-2018.

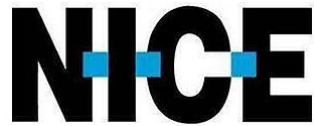
[Book My CCaaS Appointment](#)

Vendor Spotlight



Vendor Spotlight: NICE

NICE (formerly NICE inContact) helps you elevate your contact center with advanced solutions that deliver the kinds of experiences that create long-lasting customer loyalty. Customers have made it clear – they want digital-first service when engaging with contact centers.



The company's NICE CXone™ cloud customer experience platform combines best-in-class:

- Omnichannel Routing
- Analytics
- Workforce Optimization
- Automation -and-
- Artificial Intelligence... on an Open Cloud Foundation

Packet Fusion is pleased to be working with NICE to help you transition to digital-first contact center solutions that increase productivity. You'll be able to deliver a smooth, high-impact customer experience across all channels and empower agents to collaborate to resolve issues faster, the first time.

Want to learn more about the NICE CXone CCaaS experience? [Contact us](#) and we'll hook you up with resources or a meeting for a demo to get things rolling.



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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