



May 2020

“Business as Usual” During Very Unusual Times



There's no doubt that everyone is grappling with new ways of doing business during the pandemic, and Packet Fusion has been busy helping our customers stay connected and continue to deliver great service. Here are a few examples:



Lighting distributor Candela Corporation decided it was time to re-evaluate their contact center solution. Their old system was expensive to maintain and was unreliable, and it was affecting

their response times.

Packet Fusion had their Genesys Contact Center up and running one day before the pandemic forced them to enable agents to work from home. According to Candela CTO Mike Bass, implementation was seamless. “I never imagined in a million years that I would turn it on and have zero problems...with Packet Fusion and Genesys, we got the best contact center, solution provider and networking possible.”



CyberCoders.

CyberCoders is a permanent placement recruiting company with more than 350 recruiters nationwide.

When the stay-at-home guidelines were established, they had to accommodate a remote workforce—fast, but their on-prem phone system's SIP trunking solution wasn't forwarding calls properly—a critical issue that was crippling their ability to conduct business. Packet Fusion identified the issue within 30 minutes and turned on 150 SIP trunks on IntelePeer so they could be up and running.

Smart & Final.

Smart & Final is a grocery chain with over 325 stores in the Western United States. The stay-at-home guidelines meant they had to enable their customer service staff to work remotely, so they needed to re-assign their extensions in Mitel Connect. Packet Fusion turned the request around in less than 24 hours, enabling them to handle the increased volume of calls immediately.



Important Information for Mitel Customers

Mitel Provides Virtualization Upgrades at No Charge

Virtualization is the most effective way to reduce complexity, simplify operations and maintenance, and reduce IT expenses. If you've been thinking about moving from your physical ShoreGear appliance to virtual ones, now is the time! Mitel is offering free licenses when you trade in your physical equipment for virtual phone switch registrations and SIP trunk registrations.

This offer is good through the end of 2020. For a summary of virtual licenses provided as part of this special offer, [visit our Info Gallery](#).

Mitel currently supports VMware and Microsoft HyperV for virtualization.

We recognize the growing popularity of Nutanix and other hypervisor products, and while we like what they have to offer, these solutions don't currently work very well with Mitel. Also, they are not supported by Mitel, and Mitel will not take your calls (or ours) if there is an unsupported virtualization solution in the environment.

We are lobbying Mitel about the advantages of Nutanix. It is on their radar; however, it is not on their roadmap at this time. We will continue to encourage them to add this to their supported solutions list, and we will keep you updated.

E911 is a Federal Mandate: Are you compliant?

Kari's Law and Ray Baum's Act are now federal mandates.

Kari's Law applies to any business that installed or upgraded an MLTS (Multi Line Telephone System) after February 16, 2020. It requires that your MLTS enables callers to dial 911 directly, without entering 9 first.

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



We've summarized the details and [what it means to you, here in the Info Gallery](#).

We're offering a comprehensive E911 assessment and remedy as part of your support agreement. Please reach out to your Account Executive at clientservices@packetfusion.com or call to schedule time to review.

SHAKEN/STIR Can Improve Your Bottom Line and Boost Customer Satisfaction

SHAKEN/STIR isn't a martini but it's already packing a punch for robocallers. Even if much of your customer communication happens digitally these days, voice is probably still critical to solving complex issues and sharing sensitive information. But, because of robocalls, many customers won't answer incoming calls from a number they don't recognize.



[Read more about this framework](#) of interconnected standards that stops robocalls before they reach consumers.

Featured Vendor:



RingCentral has invested 12+ years of R&D in developing and operating their open cloud platform, which is recognized as one of the most secure and reliable in the industry.

Their solutions include voice, team messaging, collaboration, video conferencing, online meetings, and contact center capabilities that are available across multiple devices, including smartphones, tablets, computers and desk phones. Their UCaaS solution scales

globally with a single, easy-to-use centralized interface.

The Packet Fusion and RingCentral partnership kicked off in late 2017 and accelerated into 2018. Packet Fusion quickly engaged in RingCentral's training and enablement options and immediately jumped into all the various partner certifications available, as well as the exclusive Delivery Partner Certification they offer. According to Josh Byrd, Ring Central Regional Partner Manager, Packet Fusion's ability to be thought leaders allowed them to quickly recognize and appreciate the value of the UCaaS trends, while noticing and embracing the positive business impacts RingCentral has to offer.

[Download the RingCentral Overview](#)

May Lunch & Learn with RingCentral



Wednesday, May 13th
12 PM Noon, PDT

[Register Now](#)

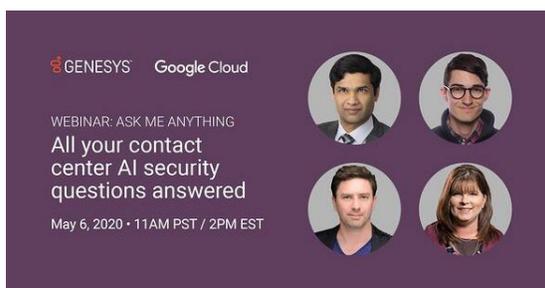
Now more than ever, using powerful remote work tools is not just a matter of preference, but is critical to ensure business continuity and employee health and safety. You will learn:

- How to maximize employee productivity with communication and collaboration
- Best practices, tools and processes to optimize an efficient remote workforce
- Solutions and tools to create a hassle-free experience, ensure business continuity and limit disruption & stress

Be one of the first 20 people to register and attend, and we'll send you a digital gift card from Uber Eats.

Check out these webinars:

Genesys Ask Me Anything Webinar: AI Security Google Cloud

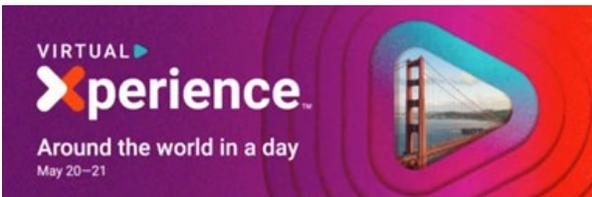


Wednesday, May 6th
11 AM PDT

[Register Here](#)

Meet the experts from the Genesys and the Google Cloud Contact Center AI teams to learn how to deliver secure customer service with human-like conversational AI.

Genesys Virtual Xperience



Wednesday, May 20th
10 AM - 2 PM PDT

[Register Here](#)

Genesys is hosting a free Virtual Xperience event, packed with four hours of valuable information about how you can deliver mission-critical customer experience right when you need it most.

AVANT CIO Insights Webinar - The State of Security



Tuesday, May 19th
10 AM - 12 PM PDT

[Register Here](#)

Join Drew Lydecker, AVANT's President and co-founder and Ian Kieninger, AVANT's CEO and co-founder as they discuss the state of security and strategies for dealing with today's security threat landscape.

Introducing Tech Talk: Packet Fusion Experts

Want to learn more about the technology you are using? [Check out Tech Talk](#), our new video series hosted by Packet Fusion senior engineers and solution architects. The first four videos cover SSL Certificates and Authentication Part I and II, Mitel Connect Client User Training: 5 Things you need to know, and 5 Things about Mitel's Agent Interaction Center.



Make more informed decisions: Check out the Info Gallery

In our [Info Gallery](#) we're always adding new content to our curated collection of resources, training and news on the technologies you care about: cloud, contact center, business telephony, SD-WAN, security and collaboration.

Check out recordings of past Lunch & Learns [here](#).

Be sure to follow us on one of the channels below and visit us at www.packetfusion.com.

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