# PACKETFUSION
Connecting the Dots to the Cloud™

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

## Packet Fusion is On Location

From baseball games to trade shows and golf tournaments and even virtual lunch and learns, we've been all over—on location to share our information and services. Here's a few of our recent events.



Showcasing the work we do for municipalities and agencies at the MISAC Annual Conference in Monterey, California.



Gold Sponsors of the 10th Annual CIO Scholarship Fund Golf Tournament held at the beautiful Wente Golf course in Livermore, California.

# Achieve your Cloud Goals in Three Easy Steps

Getting to the Cloud sounds easy – in theory.

In reality, it's easier said than done. So, to help you get to the Cloud we wanted to share this short brief with three Cloud goals you need to understand before embarking on your journey.



[Download the brief](#)                     Need help navigating your journey to the cloud? [Let us know](#)

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## Mitel Contact Center Lunch and Learn Delivers Valuable Information

Who says there's no such thing as a free lunch? At our October 8th Mitel/Packet Fusion Lunch and Learn, attendees were treated to expert advice on turning call centers into omnichannel customer experience centers, and, to make it extra-convenient, we treated them to a free lunch from Uber Eats, also.

**More Details about the Mitel Contact Center**
Mitel Connect Contact Center (MiCC) is now available, and this new multi-modal contact center blends voice, email, chat, SMS, fax, social and 3rd party open media.

At Packet Fusion, we do not charge you for upgrading except for labor or for adding features you don't currently have. If you are currently using ECC (on-prem) we can help you decide if moving to the cloud is right for your business.

**Check Out the Five Key Features of MiCC:**

- **Inbound, outbound, and self-service routing of all digital media**
  Flexibility and reduced complexity for supporting standardized email servers

- **Unified agent desktop application**

Stand-alone application aimed at improving agent efficiency by supporting all digital media from a single client, simplifying 3rd party application integrations, and sophisticated agent capabilities

- **Web Chat**
  "Contact Us" tab, secure chat support, simplified deployment, and streamlined customer/agent experience
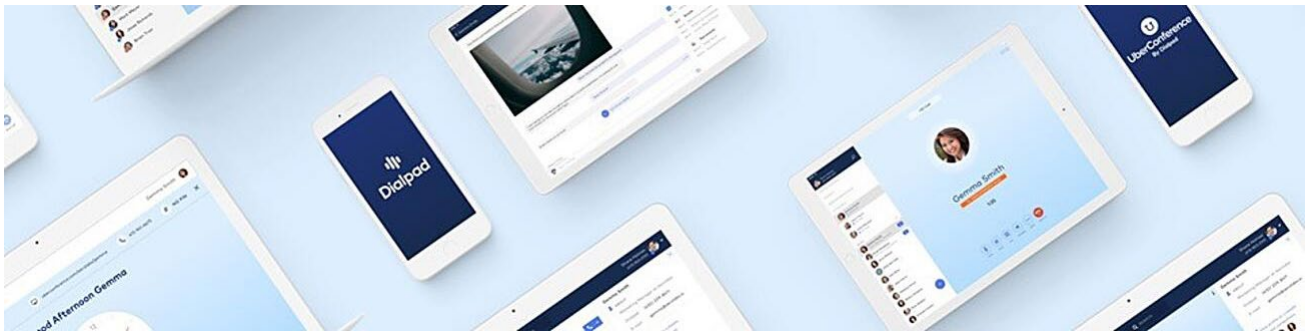- **Reporting and Monitoring**
  Multimedia, chart & dashboard reports, multimedia interactive visual queue, search capabilities, multimedia agent forecasting, Auditor support, Workforce Scheduling support
- **Omnichannel Routing**
  Ability to use visual workflows to define routing rules and support for pick and push models

For more information, [listen to the recorded webinar](#).



# This Month's Focus on Technology: Dialpad

Our team of dedicated technical and support experts have a deep knowledge of many industry-leading solutions. We will feature information about solutions that we think you will find useful.

**Dialpad**
One of the cloud solutions we offer is Dialpad. Some of you may be familiar with this San Francisco-based company that has over 60,000 customers worldwide, but did you know that in September they were named to the 2019 Forbes Cloud 100?

Not only have they been rated as one of the best private cloud companies in the world, but they are the only cloud-native business communications platform powered by voice intelligence.

Dialpad offers an AI-driven, cloud-native business communications platform that helps you make smarter calls. Dialpad provides Dialpad Talk, a cloud based, AI-powered business phone that supports voice, video and messages, all from your existing devices. They also offer UberConference for meetings, Dialpad Support for inbound call centers, and Dialpad Sell, for sales teams.

This week on our blog we're talking about AI and how it is a game changer for many things, including the contact center, so check out their recorded webinar, [AI: Turning Conversations into Business Intelligence.](#)

## AI in the Contact Center: Is it Good for Customer Satisfaction and Retention?



According to Gartner, by 2021, 15 percent of all customer service interactions will be completely handled by AI, an increase of 400 percent from 2017*.

Is that a good thing? Yes…and no.

There's no doubt that AI has the power to transform your contact center, so in our latest blog post we took a look at the places where AI is good for customer retention, and where' it's not quite ready to be customer-facing. Read the blog post [here.](#)

## Mitel Releases New 6900 Series Phones



Mitel's new 6900 IP Series desk phones have advanced features to help you bridge the gap between the desk phone and mobile devices, exceptional audio with Mitel's Hi-Q technology, and the industry's largest assortment of optional accessories to fit your working style. For more information on the range of IP phones and conference phones, email [matt@packetfusion.com.](mailto:matt@packetfusion.com)

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We're posting great content every week, on subjects ranging from Cloud to Contact Center, so be sure to follow us on one of the channels below and visit us at [www.packetfusion.com](http://www.packetfusion.com)