

Connect with co-workers around the world

Skype for Business

A business communication tool that allows you to share information by phone, virtual conference or instant message.

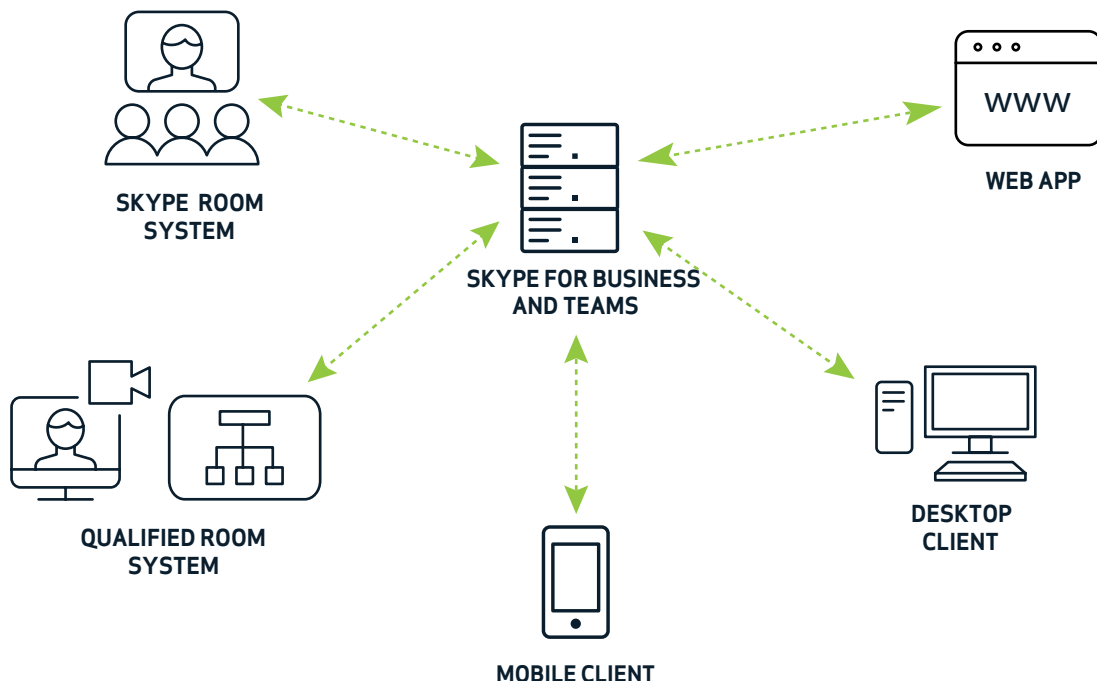
- Make, receive, and transfer calls to and from phones, mobile phones, tablets, and PCs
- Instant communication connection with instant messaging
- Speed-up the time for circulation of meeting notes using the recording functionality
- Connect employees, machines, buyers and sellers conveniently
- Charged at local rates
- See the availability of internal and external people at a glance

Product overview

Skype for Business is a communication tool that enables you to connect with co-workers around the world. Perfect for businesses with more than 20 employees, it allows you to connect with others via instant message, video and voice calls, and with the added presence feature you are able to see if someone is available, in a meeting, or presenting.

Licensed as a stand-alone product or as part of the Office 365 application suite, Skype for Business has a broad catalogue of cloud, network, mobile, management and service capabilities that are brought together to allow sharing of information through voice, video and instant messaging.

How it works



Features and benefits

- **Local provider, providing VoIP solution.**
Charged local call and data rates, avoid being affected by exchange rate fluctuations.
- **Communication control across devices and architectures.**
Flexible access and trusted connectivity.
- **File sharing, whiteboarding, and screen and app sharing.**
Offers access to digital information or resources, including documents, multimedia (audio/video), graphics, computer programs, images, and more.
- **Custom and automated presence based on Outlook calendar or out-of-office status.**
Ensuring efficiency, organisation, and smooth teamwork to save time and streamline your organisation.
- **Call queues that send incoming calls to a customer support agent in the order they are received.**
Increase customer service as callers are able to get through to the correct agent quickly.
- **Records and archives meetings, messages, conferencing sessions and sign-in logs.**
Paperless meetings reducing carbon footprints, enabling digital sign off ensures secure archiving.
- **Cloud Private Branch Exchange (PBX) capabilities.**
Incoming calls are rapidly and efficiently routed to the particular programmed phone extension.

Your success



Envision

- Assess business needs for our clients
- Site survey/network readiness using prognosis UC assessor
- Call plan assessment (DID migration planning)
- Activation production pilot
- Contact centre and voice recording scoping

Onboarding

- Commissioning (cloud/hybrid integration on premises and cloud mix)
- Device endpoint deployment
- Porting PSTN numbers and DIDs
- Access link implementation
- Customer end-user training
- Adoption and change
- Management
- Knowledge services (accounting management)
- Application integration

Drive Value

- Self-service portal for incidents
- 24/7/365 service desk and technical support
- Remote diagnostics / proactive monitoring
- Solution usage review
- User satisfaction surveys
- Accounting management reports
- Evaluate: ensure communication architecture and call plans align with changing business
- Service delivery excellence: performance reports
- Manage all communications services

Service offering

	PLAN 1	PLAN 2	PLAN 3
Cloud readiness assessment	-	✓	✓
Software asset management	-	-	✓
Establish project defining scope, objectives and approach	✓	✓	✓
Readiness assessment for infrastructure, network, users and licensing	✓	✓	✓
Distribute architecture solution design	✓	✓	✓
Recommend environmental remediation: connectivity and network	✓	✓	✓
Tenant management	✓	✓	✓
Install, configure, deploy, and test Skype for Business with local break-out	✓	✓	✓
Configure devices	✓	✓	✓
Enable and train users	✓	✓	✓
Pro-active monitoring	✓	✓	✓
SLA	3 hour turn around	2 hour turn around	1 hour turn around
PSTN vendor configuration	-	✓	✓



About Vox

Innovation and insight combine in Vox, a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice, as well as cloud, business collaboration and conferencing tools, Vox offers

intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings. For more information [click here](#).

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