OfficeSuite UC®

Cloud communications for a new world of business

OfficeSuite UC®

Powerful tools to transform the way you do business

Lower IT and administrative costs

Dramatically reduce the time and resources required to manage and maintain your phone system and communications services with centralized management via the MyOfficeSuite portal.

- Enjoy free and automatic lifetime upgrades and maintenance

- Mix and match seat types and add users and features based on business demands

- Enhance productivity and save management time when employees self-manage features

Let business take place everywhere

Increase productivity by enabling your employees to work and collaborate seamlessly from anywhere using desk phones, smartphones and laptops.

- Get business calls, faxes and emails on any device

- Meet face-to-face and collaborate on any project in real time via video conference

- Access and manage everything you need securely online from anywhere

One unified communications solution for all your needs

Cloud-based phone system with hundreds of features and unlimited calling

Native contact center application

Company-wide chat and mobile apps

Video and audio conferencing, web collaboration tools

Integrates with existing off-the-shelf and custom-developed business applications

Visual voicemail and speech-to-text

Online faxing tools for any device

Presence and availability

Unify all employees and sites

Use one system for your entire organization without expensive wiring or IT support. Experience seamless collaboration and communicate across locations, while reducing IT complexity.

- Administer changes easily for every employee and site from one portal
- Leverage features and extension dialing across all locations
- Move between offices, share workspaces and use any phone as your own

Avoid disasters and ensure business continuity

Secure everything you need in the cloud and remain reachable to customers during disasters even if your physical office isn't open.

- Quickly and easily manage any feature or setting remotely
- Use any device to make calls, check voicemail, fax, chat or video conference
- Meet face-to-face and collaborate with clients in real time from anywhere

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Business communications unlike any other

The easiest system to use and manage

If you are relying on the features of that new system for increased productivity and flexibility and they aren't easy to use, then there's no value in a new system. Because we develop our own software, OfficeSuite UC® is designed to be user-centric, not device-centric. Our advanced system is so easy to use that every employee can access and manage the features and services of the system independently, reducing IT help desk dependency and drastically enhancing productivity and efficiency organization-wide.

APPROXIMATELY
380,000
USERS ON OUR PLATFORM

Access anywhere, on any device

Transform how you do business by giving your employees the freedom to work from anywhere. Since our system revolves around users, not devices, user data can be shared amongst all of your devices. Whether on site with a customer, traveling or working remotely, the features and services are available from anywhere. Ensure business continuity and avoid costly downtime during disasters.
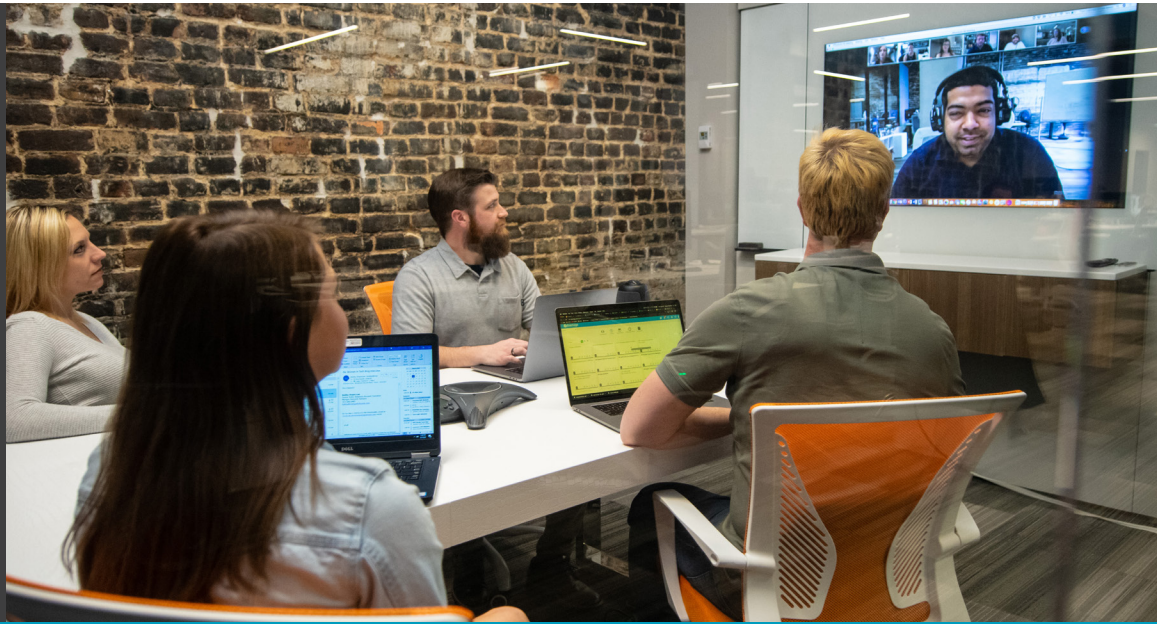
The most secure communications system

Unlike other providers, we own the code and utilize unique technology instead of SIP or open source to help you meet SOC2 and HIPPA compliance requirements. OfficeSuite UC delivers a proprietary design to encrypt meetings and messages and secure everything in the cloud - no data or information is stored on the phone where it can be vulnerable to theft. We enlist our own development team that is dedicated to rapid advancements based on our customers' needs and requirements.

Features to make your employees even more productive

Because we develop our own software, features are added
often and updated frequently—at no additional cost.

Account Codes

Auto Attendants (unlimited)

Auto Attendants – Nested

Auto-Generated Key Labels

Broadcast Groups

Business Quality Voice Lines

Call Coverage

Call Coverage – Incoming Call Routing

Call Detail Records

Call Display

Call Forward

Call Groups

Call History Reporting

Call Hold

Call Hunting (circular and linear)

Call Park/Retrieve

Call Permissions Profiles (by user)

Call Transfer

Call Waiting Tone

Caller ID with Name

Caller's List (inbound & outbound)

Click-to-Call

Company-Wide Chat

Context Soft Keys

Do Not Disturb

Emergency Forwarding

Enhanced Dial Tone

E911 Compliant

Extension Dialing (3, 4 or 5 digits)

Fixed Function Keys

Geographic Redundancy*

Hands-Free Speakerphone

Headset Capable

Hot Desking/Multi-Desking

Hunting

Incoming Call Routing

Integrated Ethernet Switch

Intercom

Join/Leave Call Groups

Join/Merge Calls

Local Phone Numbers (DIDs)

Mobile Apps

Mobile Twinning

Monitor Groups

Multiple Business Hour Profiles

Multiple CLIDs

Multiple Line Appearances

Music on Hold

Mute

MyOfficeSuite Desktop and Mobile Apps

Online Management

Online Self-help Documentation

Phone Directory – Employee

Phone Directory – External via Portal

Key Profiles (by user type)

Page

Power Over Ethernet Phones (IEEE 802.3af)

Presence and availability

Private CLIDs

Programmable Keys

Redial

Redirect – Emergency Forwarding

Ring Tones

Selective Call Routing

Self-labeling Keys

Site Page (via speakerphone)

Speakerphone

Speed Dial, One-Touch

Station Busy Lamp Indicator – Silent

Ten-way Calling

Transfer Direct to Voicemail

Unlimited Calling Nationwide

Visual Voicemail and Speech to Text

Visual Voicemail Website

Voicemail

Voicemail Auto-Forward All to e-mail ID

Voicemail Forward to Co-Worker Ext.

Voicemail Message Waiting Indicator (MWI)

Voicemail Notification via e-mail or SMS

Voicemail Return Call During VM Retrieval

Voicemail Smartphone App

Zero Out of Voicemail – Personal Target

OPTIONAL EQUIPMENT AND SERVICES

Additional Phone Numbers Nationwide

Analog Extensions with/without Voicemail

Bluetooth Options (select phones)

Call Dialer

Conference Phones

Cordless Phones

Entry/Door Control Systems

Gigabit Ethernet Phones

Headsets

OfficeSuite UC® Connector for Amazon Alexa®

OfficeSuite UC® Click-to-Call Extension

OfficeSuite UC® Connector for Google Assistant

OfficeSuite UC® Connector for Google®

OfficeSuite UC® Connector for Microsoft Dynamics

OfficeSuite UC® Connector for Microsoft Teams

OfficeSuite UC® Connector for Salesforce®

OfficeSuite UC® Connector for Skype for Business

OfficeSuite UC® Connector for Slack

Single Sign-On OfficeSuite UC® Connector for Web-Based CRMs

OfficeSuite HD Meeting®

Online Faxing (Inboud/Outbound)

Overhead Paging Interface

PoE Switches

SMS Text Messaging

Softphones-Mac, Mobile and PC

Video Phones

Wireless DECT Handsets and Headsets (select phones)

*Subject to Availability

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Collaborate easily to enhance productivity

OfficeSuite HD Meeting®

Meet, chat, collaborate and share to get work done from anywhere.

Host unlimited online meetings for up to 500 people with just 1 click

Eliminate travel costs and delays and meet face-to-face hassle-free

Present and collaborate on anything in real time

Share any application or your entire desktop

Compatible with existing conference room systems like: Polycom, Cisco, Tandberg and LifeSize

Record any audio or video meeting

Allow all of your office and staff to act as one team

Integrate seamlessly with Outlook and Google

Utilize high definition video and audio conferencing apps for Windows, iOS and Android

Share your ideas and work from any device

Streamline and improve tasks with these powerful integrations

Standards-based API allows you to connect third-party applications to OfficeSuite UC®

Salesforce

Integrate powerful UC features within Salesforce to enhance productivity, improve customer service, save time and increase management visibility.

Skype for Business

With no switches to manage or monitor, bring calling and phone presence functionality into Skype and Lync without any additional Microsoft licenses or charges.

G Suite

Click to call from any webpage or web app and bring UC to your Google apps.

Slack

View the presence of coworkers, make OfficeSuite UC calls, send SMS text messages and launch OfficeSuite HD meetings within Slack to streamline collaboration.
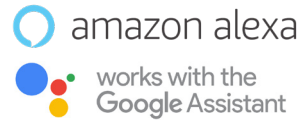
Microsoft Office 365

Make your contacts, email and calendar part of your UC solution.

Microsoft Dynamics

Streamline everyday functions and gain access to new UC features.

Amazon Alexa and Google Assistant

Manage voicemail and change call forwarding, twinning and Do Not Disturb settings using voice commands from any Amazon Alexa or Google Assistant enabled device.

Microsoft Teams

Enhance collaboration with integrated UC calls and HD video, audio and web conferencing

Web-based CRMs

Maximize productivity by integrating calling with Hubspot, CRM 1, Apptivo, Clio Desk, Freshdesk, JobDiva, Nutshell and Insightly.

MyOfficeSuite portal: The heart of your unified communications system

Administrators and employees can easily make changes to the system and their individual accounts from a single interface that anyone can intuitively use.

Utilize MyOfficeSuite portal to:

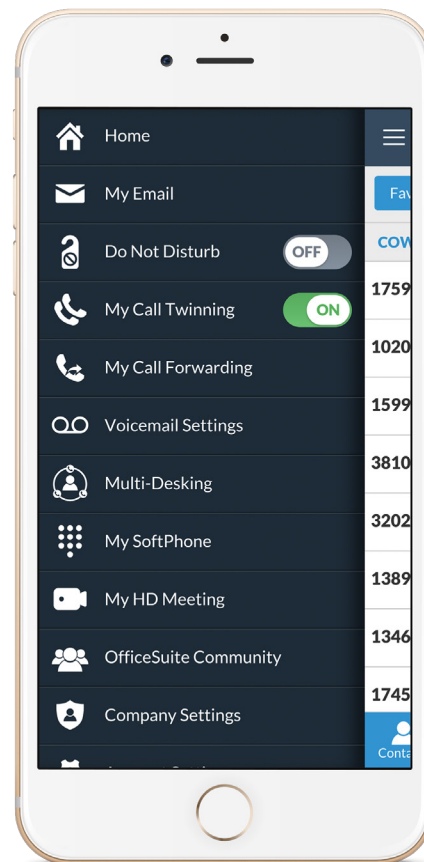Launch video meetings, send faxes and listen to business voicemail

Chat live in real time with anyone in your organization

Text with anyone outside of the organization without using your personal mobile number

View the availability of every coworker and click to call them

Customize dashboards so employees can self-manage features

Make changes, provision services, add users and order phones and devices

Control it all from the cloud, not your desk phone

Make real-time changes from anywhere without ever touching a desk phone, stepping foot in an office, or calling your technical team or customer service.

Use any device, anywhere, anytime

Meet face-to-face with customers, chat live with colleagues, take calls, send faxes and make changes from any PC, laptop, tablet or smartphone.

Manage everything from one place

Log in to easily make company-wide changes, add employees, update auto attendants, forward phones or get help instantly.

Unlock employee potential with customizable access

Give employees secure access to only the tools they need to get their work done. Create profiles to quickly add employees with the same permissions.

Order services quickly and easily

Manage, build, install, activate and track service orders for faster turn-up through the Order Wizard.

Quick access to support for every employee

Get answers instantly. Watch instructional videos or chat live with a support representative. Everything is available 24/7 in our online community.

Move beyond help desk support

Redeploy IT resources when employees can easily use and manage all of the features of the system from an intuitive dashboard.

Collaborate instantly with your team

Instantly see who is online and available to help get work done. Click to call, meet or chat in real time across all your locations.

Gain new business insights

Identify staffing inefficiencies, enhance productivity, boost satisfaction and elevate sales efforts with built-in business intelligence tools.

Why OfficeSuite UC®?

Comprehensive services

OfficeSuite UC provides a complete portfolio of cloud-based voice, collaboration and contact center solutions.

Database security

No information or data is stored on vulnerable local servers. Our databases are stored on secure servers in our cloud infrastructure — all protected by industry-standard firewalls, in hosted carrier-grade data centers with strong security controls and compliance audits to make sure your data is protected.

Communication security

Calls, messages and meetings using the Internet are encrypted from the handset into our secure network.

User experience

Our award-winning customer portal and applications make it easy for administrators and end users to manage communications.

OfficeSuite UC®

100% cloud UC service

Developed by a leading cloud provider and UC pioneer

Delivers 99.99% SLA

Approximately 380,000 users on our platform

Optimal security, including SOC2 and HIPAA certifications

Award-winning MyOfficeSuite portal

Ease of use

Proven success

We own the code

Choice for businesses with up to 2,500 users

IHS Markit
2019 UCAAS SCORECARD
★ LEADER ★

2019

GOLD 2020 STEVIE® WINNER
AMERICAN BUSINESS AWARDS®

2020

2020 INTERNET TELEPHONY® PRODUCT OF THE YEAR

2019/2020

kinetic business by windstream

To learn more about Kinetic Business, visit kineticbusiness.com