



Exploring Unified Communications Functionality

This section will highlight the many voice, video, data and mobility features built-in to the UCM series and how businesses can customize these features to unify communications for improved presence, company image and customer support.

Voice Features



To help improve communications, productivity and customer service, the UCM series IP PBX includes a suite of voice features that can be customized for any organization. Auto attendant, IVR, call-queue and conference rooms are popular ones. The UCM offers customized call routing based on a variety of factors, including time, caller location, and more. The UCM also supports up to 50 SIP trunk lines and integration of PSTN lines.



500 users
UCM6300 series



Auto Attendant



Call Forward



Call Queue



Call Recording



Call Transfer



Caller ID



Conference Bridges



Intercom




HD Audio



IVR

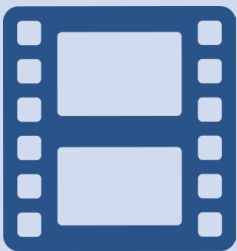


Phonebooks

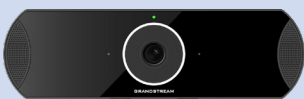


Voicemail to email

Video Features



Video applications are experiencing widespread adoption within businesses of all sizes. Once cost-restricted to larger enterprises that purchased expensive, large-scale teleconferencing systems for videoconferencing and employed a separate network for video surveillance monitoring, businesses can easily implement SIP-based endpoints to add these applications on a UCM-anchored network. With full support for SIP video, the UCM series will support any endpoint or third party service that utilizes SIP video.



Video Conferencing

Integrate any SIP video conferencing endpoint as an extension. You can also integrate SIP conferencing platforms with the UCM.



Video Calling

The easiest way to add video is to deploy IP video phones, like our GXV series. The UCM supports video calling between these and other SIP video-enabled devices.



Video Door Systems

Integrate IP Video Door Systems with the UCM series to create a voice/video intercom and use endpoints to control facility access



Video Surveillance

Add IP cameras as extensions to allow them to alert other endpoints when security events occur, and to you to monitor cameras with IP phones



Data Features



One of the main advantages of an IP PBX is the ability to access data tools that can measure and track your voice network and business activity. The UCM series provides businesses with many popular data capabilities highlighted by integration with CRM platforms and a built-in call detail records (CDR) engine. The UCM can also be integrated with third party software and apps through computer-telephony integration (CTI).



CRM Integration



Fax-to-email



Integrated Phonebooks



Call Detail Records (CDR)



Voicemail to email



System Backup



PMS Integration

Mobility Features



The UCM series offers mobility features that help businesses achieve mobile access to business tools and information. It offers a variety of options that allow users to communicate and collaborate from anywhere in the world. The UCM series also allows businesses to support multiple offices and/or remote employees with one centralized network simply by connecting remote devices to it through the internet.



Wave for Android & iOS



Web-based management & remote access



Voicemail to email



Fax to email



Integrate with APs for Wi-Fi Voice



Alerts from security & door systems



Multiple office peering & remote workers