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# UCaaS from MaxContact

Cloud-based communications for your entire business.



# Cloud-based communications for your entire business

Replace legacy telecom's, end-of-life tech or equipment that's costly and difficult to manage with MaxContact's streamlined Unified Communications as a Service (UCaaS) solution, powered by global telecoms providers.

## Communications for your entire business in one place

### MaxContact UCaaS

- Voice
- Video
- Messaging apps, i.e. Microsoft Teams
- Conferencing
- PBX

Integrated with MaxContact's Customer Engagement Platform.



## What is UCaaS?

Unified Communications as a Service (UCaaS) offers a cloud-based communication solution that integrates voice, messaging applications like Microsoft Teams, conferencing and video in one-platform. Typically, UCaaS is used by back-office teams to communicate both internally and externally.

## What is CCaaS?

Contact Centre as a Service (CCaaS) is software that enables your customer-facing teams to communicate across any channel from one platform, with advanced features and tools to help improve customer engagement, conversions and outcomes.



# UCaaS from MaxContact

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## Cloud PBX

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Get a flexible and secure cloud PBX and an exchange that grows with your business. It's managed in an easy-to-use platform, so you can set up your PBX in hours, not weeks – avoiding hefty wait times and professional services charges.



## Simplify business communications

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Make managing your communications easy, with one license for users and one app that lets your teams select call queues, chat with colleagues, see call stats and set up conference calls, to name just a few.



## Features your team will use

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Forget paying for advanced features you won't use. Many providers pack complex features in to justify hefty price tags. We've simplified things with features you WILL use, every day. Think automatic call routing, skills-based routing (easy to manage and easy to create callbacks), hunt group waiting, a unified mailbox, blind and attended transfer, call parking, active directory sync and more.



## Any device, anywhere

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Empower mobility and working from home, and free your team from hardware gripes, with a device-agnostic communications platform and optional built-in softphone. Use the same app for SMS, chat and conferences, and communicate seamlessly internally and externally.



## Easy IT management

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Manage users' costs and security in the management platform. Reassign licenses and remove them when needed. Set up new PBX functionality in moments and remove the cost and complexity of hardware management.



## User level preference settings

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Use profiles to tell colleagues and customers your current status, whether you're available, at lunch, in a meeting, out of the office or have left for the day. Key people – specified by users – can be given VIP contact status, meaning they can interrupt you regardless of where you are or what you're doing.

In addition, configure your working hours to autofill stats and select which number is displayed when you make a call.



## Bringing CCaaS and UCaaS together

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Create seamless communication throughout your business by bringing your contact centre and unified communication solutions together. Functionality like instant messaging, presence and address books all help provide a consistent customer experience, regardless of who the customer is speaking to. Integrate the platform with your CRM and make it the heart of your business, providing complete visibility on customer interaction and communications. At the same time, users who speak to customers every day have advanced contact centre tools at their disposal.



## Fully supported

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Our UCaaS solution's intuitive management portal gives your IT team full visibility and control. But if you need extra expertise, our 100% UK-based support team is always on hand. We're here whenever you need us.

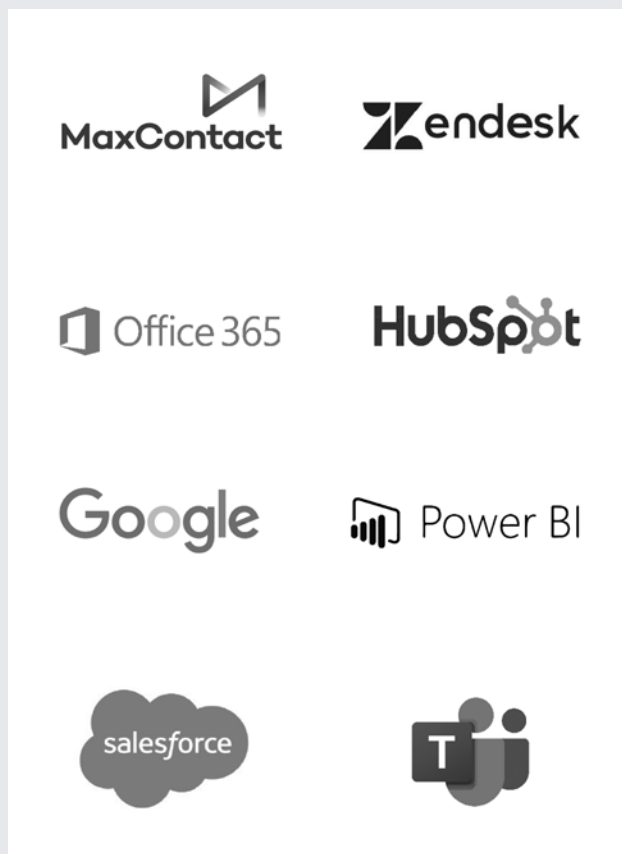




# Integrations

Integrate your communications solutions with both your CRM platform and MaxContact's Customer Engagement platform, using fast and secure API connectivity.

This connection allows your business to set up programmatic routing of customer calls using data that lives inside your CRM system. So, if a VIP customer calls the team, it's flagged using your CRM data connection and routed to the right person to take it.



## With Microsoft teams

MaxContact UCaaS and Microsoft Teams integration allows you to use Teams as your main platform for all users, but with added functionality. Now, you can call out directly from Teams, and it's all thanks to integration.

- **Accept calls and use Teams to control call handling, such as transferring and receiving calls to your fixed number.**
- **All your contacts are pulled from Outlook Exchange so that you can call them directly on their mobile or fixed number – whether they use Microsoft Teams or not.**
- **Control your PBX and call anyone in the world from an easy-to-use interface within the Teams ecosystem.**
- **Users can control caller ID masking within Teams, meaning that they decide which number to display when calling out (fixed office number, mobile number or company switchboard number).**
- **Users can control their profiles directly within Teams, and access incoming call lists, recordings, look-up and voicemails.**



## With CRM platforms

### Microsoft Dynamics 365, Salesforce & Hubspot

Improve your employees' efficiency by integrating your UCaaS solution with your CRM. Allow your teams to focus on the conversation instead of switching back and forth between tools.

- **Display essential customer information before an interaction begins, enabling a personalised and well-informed conversation.**
- **Remove the mundane and error-prone manual data entry that is required to keep data consistent, and create a more efficient workday with less frustration.**
- **Benefit from a web app embedded in your CRM with complete softphone capabilities such as receiving, placing and transferring calls (incl. click-to-dial), muting and putting the caller on hold.**
- **Create a new contact, lead or account for a previously unknown caller with one click inside the call modal and log activities during the call.**
- **For both incoming and outgoing calls, the integrated solution looks up the number and presents all relevant contact information from your CRM in a pop-up.**
- **View the contact's call and case history, listen to recorded calls and voicemails, and navigate to the contact card with a single click. You can also place a call directly from the contact card.**
- **Manage availability and queue membership. View live queue statistics, monitor current queue calls, and view queue call history.**



## With support platforms

### Freshdesk & ZenDesk

- **MaxContact UCaaS looks up the number and fetches all relevant contact information from your ticketing system, presenting it in a pop-up. That's the case for both incoming and outgoing calls.**
- **View the contact's call and ticket history, listen to recorded calls and voicemails, and navigate to the contact card with a single click. You can also place a call directly from the contact card.**
- **Get the whole web app embedded in your ticketing system with complete softphone capabilities such as receiving, placing and transferring calls (incl. click-to-dial), muting and putting the caller on hold.**
- **Manage availability and queue membership. View live queue statistics, monitor current queue calls, and view queue call history.**
- **Create a new contact, ticket or account for a previously unknown caller with one click inside the call modal and log activities during the call.**



# MaxContact UCaaS

We know customer communications inside out. We've partnered with a global telecoms providers to offer a complete business communications solution for both back office and contact centre teams.

## Why MaxContact?



### Always supported

We're all about partnerships, you'll have a dedicated account manager, service reviews and a 100% UK-based support team on hand for any queries with 97% satisfaction rating – as rated by customers.



### Easy setup

Our project team work with yours to ensure a smooth transition, with the typical project setup taking a matter of days, including the training of your teams. Which is all included in the price.



### Simple licensing & pricing

We pride ourselves on making things easy for you. With no hidden charges; you just simply pay per user and for the calls you make.



### Secure & compliant

Cloud based (in Microsoft Azure) data security is paramount this combined with data controls to ensure you remain compliant.



## Developed in partnership

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Our team and the future of our product is only as good as the feedback we get, which is why we work with our customers to find out what new features and improvements come in handy. We share the 12-month product roadmap and take an open and transparent approach to product development.



## Built for you

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We know it's not always a case of one size fits all, which is why we'll work with you to design a solution that fits your needs now and will definitely help you achieve your goals.



**96%**

say MaxContact  
is easy to use

**43%**

average increase  
in sales revenue

**35%**

average increase  
in customer satisfaction





To see how MaxContact  
could work for your teams,  
request a demo now, email  
**[info@maxcontact.com](mailto:info@maxcontact.com)** or  
call us on **0330 159 6570**.