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MANAGED COM
## by cegecom

Reinvent your communication

cegecom

Our **MANAGED COM** services enable you to have a real corporate communication platform. According to the size of your company, you can choose between **Managed Com Corporate** and **Managed Com Business**.

With **Managed Com Corporate**, you take full advantage of our 100% flexible all-in-one solution: you pay as you use and you pay as you grow. Our solution covers the installation of all your lines, the supply and management of your phone equipment. You can select the feature set that best suits to your business needs: **Basic Voice**, **Unified Communication** or **Contact Center**.

If you are a small or medium-sized enterprise (SME), our **Managed Com Business** solution is the best option. Working on a shared infrastructure, this service provides you access at affordable prices to the functionalities of a unified communication. You have the choice between two feature sets: **Basic Voice** or **Call Center**.

Combine the feature sets
according to your needs and sites.

CONFIGURATION EXAMPLE

**cegecom
MANAGED COM**

Headquarters	Branch Office	Regional Office	Remote Office	Remote User
UNIFIED COMMUNICATION	**BASIC VOICE**	**UNIFIED COMMUNICATION**	**UNIFIED COMMUNICATION**	**UNIFIED COMMUNICATION**
CONTACT CENTER	**UNIFIED COMMUNICATION**	**CONTACT CENTER**	**CONTACT CENTER**	
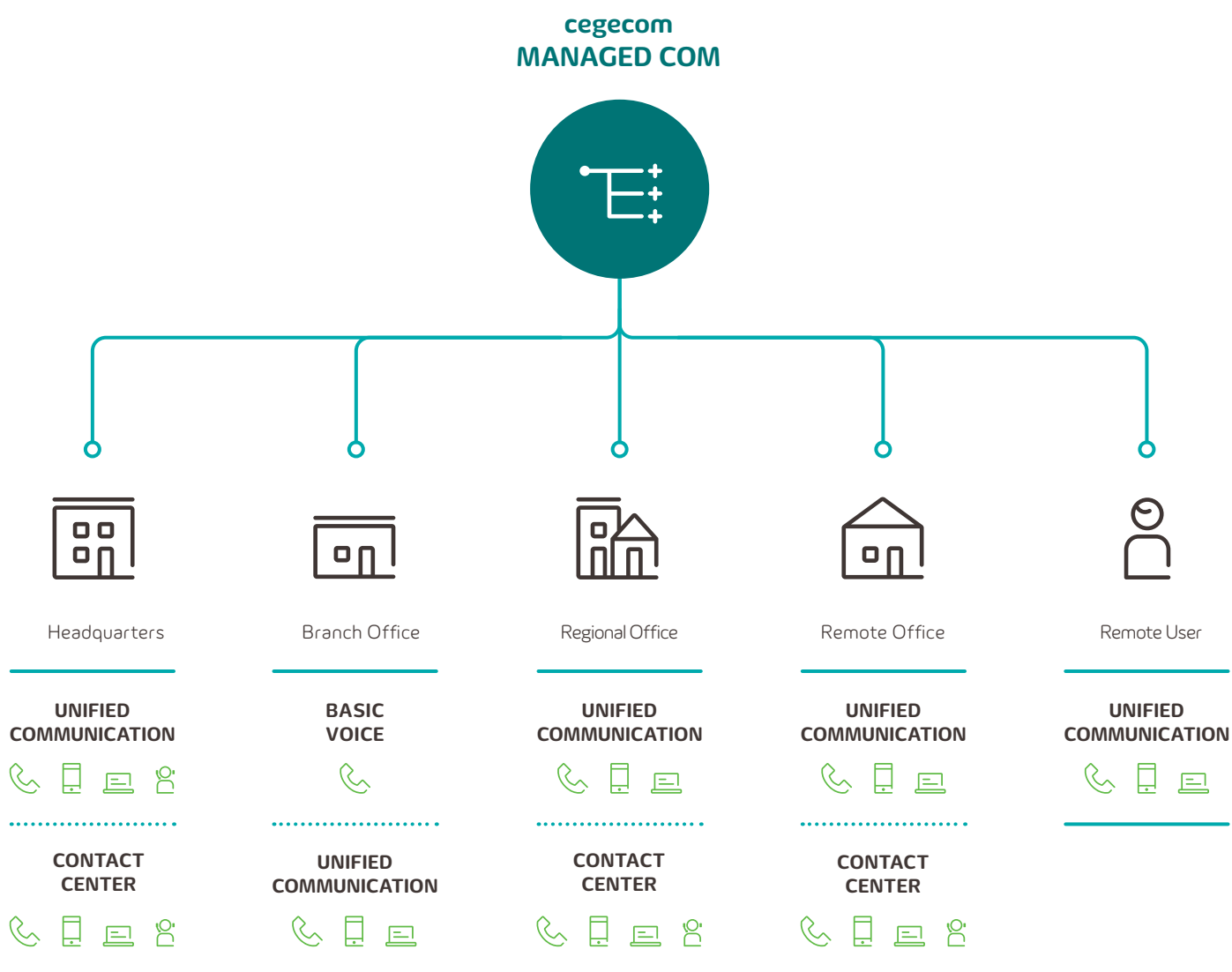
Managed Com Corporate

100% flexible all-in-one solution

Managed Com Corporate is a complete solution for your business communications. You benefit from a state-of-the-art equipment, a modern and constantly up-to-date technology and a performing technical support centre.

Our solution is 100% flexible. You don't need to invest in a complex phone system. You have the choice between three feature sets: **Basic Voice**, **Unified Communication** or **Contact Center**. You can easily switch from one feature set to another as your business needs grow. You even have the opportunity to combine the three feature sets according to your configuration needs and sites – from the headquarters to the regional office, the branch office, the remote office and the remote user.

Basic Voice ensures you an optimal basic communication service with the main functionalities such as call logs, call forwarding, three-party conferencing and personal phonebook.

Including the features of **Basic Voice**, **Unified Communications** offers you a set of additional advanced voice services such as fixed mobile convergence, instant messaging and phone conference management. Our fixed mobile convergence solution enables you to use your smartphones (Android and IOS) as an additional extension of your business communication system. Thanks to our instant messaging, you can exchange messages in real time with all your **MANAGED COM** subscribers. With the conference management functions, you have the possibility to initiate and manage permanent and recurrent conference calls.

Including the features of **Basic Voice** and **Unified Communication**, **Contact Center** is a powerful and integrated solution which upgrades your phone system to a real contact centre. All your incoming calls, faxes and emails are distributed and handled in an optimal way. In addition, a number of convenient functions such as reporting and monitoring can be optionally added to the Contact Center agents via the MyAgent application.

Features and advantages
of Managed Com Corporate

BASIC VOICE

Basic incoming and outgoing calls (basic national and international calls with a transparent and fair tariff model for business clients)

Call log (recording of time and date of incoming, outgoing and missed calls)

Call Forwarding

Three-Party Conferencing

Voicemail

Fax (possibility to connect existing fax machines)

UNIFIED COMMUNICATION

(includes features of Basic Voice)

FaxBox (enables subscribers to receive and send fax messages via email application or Microsoft Outlook without using a fax machine)

Drag&Drop Conference Management (for the use of conference management features, such as managing and initiating permanent and recurring conferences)

DeskShare (enables an IP user to log in at another IP system phone and use this phone as his or her own personal device)

Desktop Dialler (enables users to call a selected number or a number copied to the Windows clipboard)

Presence Status (shows if another MANAGED COM subscriber is available or not)

One Number Service (enables a subscriber to be reached through a single phone number, independent of which MANAGED COM device is used)

Status-Based Call Forwarding (sis activated depending on the presence/absence status of the called MANAGED COM user)

Personal Auto Attendant (enables callers to be automatically transferred to an extension without the intervention of an operator or receptionist)

Call Recording (the call content can be recorded and stored into a file)

Voice and Fax Messages (the Voicemail and Fax service enables subscribers to receive and manage messages via email application or Microsoft Outlook)

Instant Messaging (exchange messages in real time with all Managed Com Unified and Contact Center subscribers)

Fixed-Mobile Convergence/Smartphone Integration (the smartphone - Android or IOS - can be configured as an additional extension of the communication system)

Outlook Integration (the user can call contacts out of Microsoft Outlook and send voice and fax messages via email)

Auto Attendant (provides, together with the Voicemail, an integrated service which plays a welcome message to the customer and routes the call according to the configuration)

CONTACT CENTER

(includes Basic Voice and Unified Communication features)

Flexible Call Queuing (enables the user to define different waiting queues in order to handle incoming calls according to his or her needs)

Skill-based routing (ensures that callers are always connected to the most qualified agent, regardless of the contact medium)

Wallboard Functionality (real-time call statistics and queue information for the last 24 hours can be presented on a display or a beamer)

Calling Number-dependent Handling (incoming calls can be individually handled depending on the calling number)

Contact Center Agent (myAgent) (the agent can control the functions of the call centre solution using a desktop client)

Managed Com Business

Unified communication accessible to all

Our **Managed Com Business** solution is especially dedicated to small and medium-sized enterprises. This shared communication platform provides access at affordable prices to a lot of functionalities such as connecting smartphones (Android and IOS) from any Wi-Fi network, taking over existing devices without having to replace them and benefiting from a reliable and redundant service provided by the cegecom data centres.

You have the choice between two feature sets. The first, **Basic Voice**, contains several features: from call forwarding to presence status, one number service, disaster recovery routing, parallel ringing, busy lamp field, conferencing up to 20 subscribers, Fax2Mail and Mail2Fax. The second, **Call Center**, includes all the features of Basic Voice and offers additional options useful for the development of a call centre (Call Center Agent, IVR menus, waiting queue configuration, etc.).

Features and advantages
of Managed Com Business

BASIC VOICE

Basic incoming and outgoing calls (basic national and international calls with a transparent and fair tariff model for business clients)

Call log (recording of time and date of incoming, outgoing and missed calls)

Call Forwarding

Parallel ringing (enables to answer incoming calls with the called phone line or with another phone line)

Favourite List

Personal and Company Phonebook

Voice mail

FaxBox (enables subscribers to receive and send fax messages via email application or Microsoft Outlook without using a fax machine)

Music on Hold

Call Parking (enables to put a call on hold and reduce waiting period during peak call periods)

Disaster Recovery Routing (incoming calls are routed to an emergency number when the phone line doesn't work anymore)

Call Groups & Call Pickup Functionality (enables a user or a group of users to answer to an incoming call that rings on another phone)

Busy Lamp Field

Conferencing up to 20 subscribers

Fax2Mail and Mail2Fax

One Number Service (enables a subscriber to be reached through a single phone number)

Presence Status (shows if another subscriber is available or not)

Outlook Integration (the user can call contacts out of Microsoft Outlook and send voice and fax messages via email)

Desktop Client

Web Client

Web Phone

Dynamic Call Distribution

Fixed Mobile Convergence/Smartphone Integration (the smartphone – Android or IOS - can be configured as an additional extension of the communication system)

Softphone Client for Windows (VoIP calls)

CALL CENTER
(includes features of Basic Voice)

Call Center Agent Functionality

Graphic Dialplan Editor

Interactive Voice Response (IVR) Menus

Waiting Queue Configuration

Statistics

Flexible CRM, ERP Interface

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