

**TalkTalk  
Business**

# Unified Communications

Unified Communications from TalkTalk Business is a future-proof communications platform that supports a more flexible working environment. This customisable solution is an ideal way for businesses of all sizes to consolidate and reduce telephony bills, as well as improve customer service.

Businesses receive the support of our 600-strong team of UK-based customer service professionals who are on-hand to deliver the knowledgeable advice you need, and quickly. Our fault management team is available 24/7/365, and all solutions include rigorous Service Level Agreements.

# How will Unified Communications benefit you and your customers?

## Competitive pricing

Unified Communications give you access to a broad range of market-leading technologies at a competitive price, so you can match features and functionality to your business objectives and budget constraints.

## Improve call handling

Feature-rich technology enables you to improve how effectively you can handle calls, emails and web chat to increase productivity, maximise call volumes and improve customer satisfaction.

## Dynamic communications

Presence, Instant Messaging, Voice, Calendar Integration, Unified Contact and many other features help to maximise the efficiency of your communications. You can also select the most appropriate method of contact according to location or circumstance.

## Improve collaboration, reduce costs

Video conferencing give you face-to-face collaboration so you can connect employees and customers without the travel costs. With Meet-me and Ad-hoc conferencing facilities you can schedule and conduct meetings from anywhere, supporting remote workers with the same voicemail, conferencing and security features as their in-office colleagues. Employees can also change location and switch seamlessly between their devices.

## Feature-rich Contact Centre

Presence, Instant Messaging, Voice, To maximise call volumes and improve customers service, our Contact Centre features include intelligent multimedia queuing, self-service Interactive Voice Response (IVR), monitoring and management, work anywhere functionality, soft phone and call recording.

## Simplify and manage costs

Unified Communications is available with no capital outlay thanks to our leasing option. A fully integrated solution, it reduces complexity by integrating connectivity, hardware and software to help you streamline costs. Calls within your own network are also free.

## Virtualisation saves on space

Servers can be virtualised to minimise power and hardware requirements and free up valuable space, helping you to reduce overheads even further.

## Ideal for

- ✓ Anyone looking to save money by merging telephony and network systems
- ✓ Businesses with multiple sites that want uniform, integrated communications
- ✓ Organisations with a remote or mobile workforce
- ✓ Companies that need the flexibility to add users as their business grows

## Why TalkTalk Business?

Since 1993 TalkTalk Business has been dedicated to serving the needs of UK businesses of all types and sizes. Today we provide communications solutions to over 180,000 business and public sector customers, and work with more than 350 wholesale partners nationwide. We deliver a full range of Business Grade managed and wholesale offerings to the channel, including Connectivity, Hosted Solutions, Call Handling and Inbound Solutions, Next Generation Voice Solutions, and IT Networking & Security.

With the largest Next Generation Network in the UK, purpose-designed and built with over £600 million of investment, we provide over 93% coverage to help you reach more customers. And we're not stopping there – through monitoring and investing in our infrastructure we're still growing. With our three-point support plans for hosted solutions and in-life Service Management, plus the tools you need to manage your customers effectively you'll receive a service that helps you to reach new markets, maximise margins and better support your customers.

Call:  
**0800 954 5707**  
Lines are open Mon-Fri 8am-6pm

[talktalkbusiness.co.uk/unifiedcomms](http://talktalkbusiness.co.uk/unifiedcomms)



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