

Voice. Video. Collaboration.

Core services for the new normal. Enterprise collaboration solutions for everywhere work happens. Reliable, scalable, feature-rich platforms.

T2M Voice

A fully integrated voice, video, and collaboration solution built to support work from anywhere.

T2M Connect

A turnkey omnichannel contact center solution built to support agents working from anywhere.

T2M Pro Services

Engineering services to support the planning, design and deployment of T2M Voice and Connect solutions.

T2M Direct Routing

A feature-rich and cost-effective service for connecting Microsoft Teams to the PSTN.

VOICE FEATURES

Voice

- Enterprise PBX feature set
- 99.999% reliability
- Studio HD sound quality
- Unlimited domestic calling
- Usage based international calling
- Ad-hoc audio conferencing
- Integrated voice mail
- Geo-redundant cloud hosted platform
- Web-portal administration
- Delivered via a SaaS model
- Maintain DID control

Integration

- E-fax
- Analog devices
- Common area phones
- Legacy paging, alarms, night-bells
- Shared line appearance
- Meeting scheduling with Outlook

Video

- Integrated video meetings
- Vibrant HD video
- Simple camera control
- Flexible participant screen views
- Virtual background support
- Realize greater participant engagement
- Feel like you're in the room for a better meeting experience

Flexibility

- Work from anywhere
- Multiple device options
- Communication in a single application
- Be productive anywhere, on any device
- Easy, simple, relocation as needed

Collaboration

- Web conferencing & presentations
- Instant messaging & chat
- Real-time presence
- Intuitive screen share
- Virtual lobby control
- "Meet Now" capability
- Easy to use whiteboarding
- Share files

CONNECT FEATURES

ACD, Intelligent Routing

- Skills based routing
- Configurable queues
- Control panel for configuration of IVRs, skills, agents, & queues
- Callback (Virtual Hold) and forwarding options

Quick IVR

- Visual call flow editor
- Database integration for intelligent routing decisions
- Custom IVR attendant with speech recognition
- Global & queue-based calendar rules

Call Recording

- Direct inbound and outbound call recording for agents
- Chat transcripts with the same settings
- Configurable recording rules engine

CRM Integrations

- Integrations with Salesforce & Dynamics
- Real-time data push to databases and applications
- Custom integration with 3rd-party, web-based applications

Reporting & Analytics

- Configurable, real-time dashboard
- Actionable metrics
- Historical reporting with deep contact center analytics
- Extensible data warehouse

PRO SERVICES FEATURES

Assessment

- Baseline evaluation
- Environmental discovery
- Readiness analysis
- Technology assets inventory
- Performance concerns identification

Planning

- Project goal establishment
- Business & technical functional requirements identification
- User profile creation
- Work streams mapping
- Project team assignments
- Review stakeholder expectations
- Success criteria definition
- Confirm privileges & security

Design

- Detailed design documentation generation
- Define user migration calendar
- Transitional requirements identification
- Work Breakdown Structure creation
- Back-out approach development

Migration / Deployment

- Proven migration framework
- Best practices methodologies
- Platform build-out
- Application testing
- Fail-over testing
- Production turn-up
- Timeline management
- Training

Consumption

- Use case customization
- User experience optimization
- End-state achievement
- Turnover to daily operations
- Support & Maintenance

DIRECT ROUTING FEATURES

PSTN

- Flexible & cost-effective alternative to Microsoft Calling Plan
- Secure & reliable SIP trunking
- DIDs included
- Unlimited domestic calling
- Usage based international calling

Expert Provisioning

- High availability environment
- Disaster resilient SBC infrastructure
- Aggressive SLAs
- Subject matter experts in application services migrations

Support Services

- U.S. based support staff
- 24/7/365 access to resources
- Tier 2+ Teams support
- Industry certifications across multiple platforms
- Front line experience
- Holistic "ear-to-ear" support

Professional Services

- Microsoft Tenant configuration
- Detailed migration to Teams planning
- Transition piloting & execution
- Porting event management
- Performance & acceptance testing

T2M Works Portal

- Intuitive web-based access
- Advanced reporting
- MAC activity
- Expedited provisioning
- Troubleshooting
- Proactive alarm notifications