**BSB** COMMUNICATIONS
FOCUSED • EXPERTISE • RESULTS

# Take your business to the next level with fully integrated unified communications

# ALL-IN-ONE COMMUNICATIONS AND COLLABORATION

Wherever work takes you, a better way to communicate needs to come, too. With Elevate, a full office communications suite goes wherever you g

Elevate combines a feature rich business phone system with video conferencing, chat, contact center, file sharing, and more with the integrated mobile and desktop apps that allow for wherever, whenever communication.

And with Elevate, they are all available on one integrated, secure, reliable, and easy-to-use platform.

## ELEVATE BENEFITS

### INCREASE PRODUCTIVITY AND COLLABORATION

- Communicate how you want, wherever you are, with integrated voice, chat, video conferencing, screen and file sharing, and file back
- Work from virtually anywhere, at anytime, on most any iOS or Android-enabled smart device
- Switch seamlessly from your desktop to your mobile device, and vice versa, with integrated mobile and desktop apps

### LOWER COSTS

- Save up to 50% on your monthly phone bill when compared to traditional phone service
- Consolidate voice and data onto one network
- Reduce infrastructure and operating costs with no additional hardware to buy
- Flat, per-user rates with no hidden fees and month-to-month contract options

### INCREASED RELIABILITY

- Includes 99.999% financially-backed uptime SL
- Proprietary Elevate VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency

### SIMPLIFIED SCALING & MANAGEMENT

- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy and can be done online
- Manage service and features using user-friendly portal

### BUSINESS CONTINUITY

- Elevate automatically rings to all of your end points (desk phone, mobile, etc.) with every call
- In the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)

# THE ELEVATE PLATFORM

### PHONE SYSTEM

- Cloud-based phone service with 90+ enterprise-grade calling features and excellent network call quality and uptime

- System configuration and call reporting are managed from a sing e web-based portal

- Protect your business and increase employee productivity with built-in Spam Caller Protection

### MOBILE

- The Elevate Mobile App makes any smartphone an essential collaboration tool

- Place and receive calls, see who is available, respond to chat conversations, join video meetings, and more from your mobile device

- Extend your business phone number and extension to your mobile phone

- Sync contacts from popular third-party platforms (Microsoft 365, Google, and more) to your desktop and mobile devices

### DESKTOP

- View real-time working statuses of colleagues, place and receive calls, communicate in real-time with team chat, meet face-to-face in HD video, share and store files, and mor

- Use the desktop application to place and receive calls or as a call controller for your associated desk phone or as a soft phone from your PC or Mac®

### VIDEO CONFERENCING

- Meet face-to-face in HD video and share your screen for more interactive and productive meetings with colleagues and customers

- Access to advanced features – like automatic meeting lock, virtual backgrounds, meeting transcriptions, and more

### REMOTE OFFICE

- Elevate's preconfigured phones can be plugged in to any locatio   that has an internet connection
- Remote desk phones work exactly the same way as they do in the offic with access to all the same features and functionality as everyone else in the company

### CONTACT CENTER

- Voice, chat, and e-mail queues combine into a single omni-channel experience
- Provide exceptional customer interactions with customizable call flow

### PHONE

- Phones are plug and play, delivered pre-configured to work seamlessly with the Elevate service
- No special setup or technician required
- Includes world-class manufacturers such as Poly, Cisco, and Yealink, with many models to choose from to meet any business need

### VOICEMAIL

- Voicemail can be managed and accessed according to user needs. Listen and manage from the desktop phone, or through the mobile app
- Transcribed voicemail messages can be delivered via email, or viewed on the mobile app
- Voicemail can be received or forwarded as a downloadable email attachment

### PRESENCE INDICATOR

- Elevate desk phones and applications include presence – the ability to see whether your company contact is available or busy on the phone
- Desktop phones include a busy lamp field (BLF) in the LCD displ  y that indicates presence
- The Elevate desktop and mobile apps display presence information alongside each contact in the Active Directory

### FAX

- Elevate's WebFax is a "virtual" fax service that allows users to receive and manage faxes via the web or email
- Transmits faxes directly from a Windows®-based PC

### TEAM CHAT

- Communicate with more than voice and email – use direct chat and private and public channels to have conversations, share files, and mor   in real-time
- Use direct chat to communicate with an individual colleague
- Use private and public channels to discuss specific topics in g  oups
- Send and receive unlimited text messages across US, Canada, and Puerto Rico[1]
- Access advanced collaboration features like @ mentions, search in chat, replies, rich text editor, and more
- All messages automatically sync across mobile and desktop apps, and are securely encrypted in transit and at rest

### FILE MANAGEMENT

- Access files from desktops, laptops, smartphones, tablets, file servers and the web
- Full control over files, users, devices, and sharing activitie
- Real-time backup of all files, mobile photos, and video
- Point-in-time file restoration for quick recovery from ransomware and other types of data loss
- Up to 10 GB per user of ShareSync® file storage in  luded[2]

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1. Only available in North America for Elevate with Teams, Pro, and Enterprise licenses.

2. 10GB is only available for Elevate Pro and Enterprise licenses.

# ELEVATE INTEGRATIONS PLATFORM

Elevate's integration platform connects powerful voice, chat, video conferencing, and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce® and more – driving higher productivity and increasing customer retention at no heavy cost.

# ELEVATE API PLATFORM

The Elevate API platform allows you to integrate the features of our voice, video, contact center, and analytics services into business applications (CRMs, ERPs, Ticketing Systems, etc.). Developers can leverage Elevate APIs to build custom solutions to meet your specific business needs.

## BENEFITS FOR YOUR BUSINESS

### Increase Productivity
Improve employee and customer experiences by enabling communication capabilities in everyday business apps.

### Better Customer Experience
Access relevant customer data at the right time to deliver a more personalized experience.

### Access Critical Data
Add employee calling and communication data to your business reporting tool(s).

## HOW IT WORKS
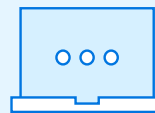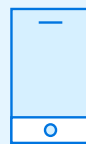
VOICE    MEETING    ANALYTICS    CONTACT CENTER    ADDRESS BOOK

Developers use assets to build custom solutions to meet business needs.

End-users use solution in apps & websites.

# PHONES & DEVICES

Elevate offers a range of Polycom, Cisco and Yealink phones to   pan your business needs.
No technical installation required, just connect them to the internet and they're ready to go.

## DESK PHONES



| Model | VVX 150 | VVX 250 | VVX 350 | VVX 450 | VVX 501 |
|---|---|---|---|---|---|
| # of line keys | 2 | 4 | 6 | 12 | 12 |
| Network | 10/100 | Gigabit | Gigabit | Gigabit | Gigabit |
| Screen type | Greyscale | Color | Color | Color | Color/Touch |
| Headset capable | RJ9 | RJ9 / USB | RJ9 / USB | RJ9 / USB | RJ9 / USB |
| PoE | Yes | Yes | Yes | Yes | Yes |
| USB ports | 0 | 1 | 2 | 2 | 2 |



| Model | T40G | T53W | T54W | T57W | W60 DECT |
|---|---|---|---|---|---|
| # of line keys | 3 | 6 | 16 | 16 | 8 |
| Network | Gigabit | Gigabit / Wi-Fi | Gigabit / Wi-Fi | Gigabit / Wi-Fi | Gigabit |
| Screen type | Greyscale | Greyscale | Color | Color / Touch | Color |
| Headset capable | RJ9 | RJ9 / USB / BT 4.2 | RJ9 / USB / BT 4.2 | RJ9 / USB / BT 4.2 | 3.5 mm |
| PoE | Yes | Yes | Yes | Yes | No |
| USB ports | 0 | 1 | 1 | 1 | 0 |

## CONFERENCE PHONES

| | Poly | | | | Yealink |
|---|---|---|---|---|---|
| Model | Poly IP 5000 | Poly IP 6000 | Poly IP 7000 | Poly Trio 8500 | Yealink CP960 |
| Network | 10/100 | 10/100 | 10/100 | Gigabit | 10/100 |
| Screen type | Greyscale | Greyscale | Greyscale | Color | Color |
| Mic. pick up radius | 7´ | 12´ | 20´ | 14´ | 20´ |
| PoE | Yes | Yes | Yes | Yes | Yes |

## HEADSETS

| poly | Savi 8210 | Savi 8220 | Blackwire 3210 | Blackwire 3220 |
|---|---|---|---|---|
| Model | Savi 8210 | Savi 8220 | Blackwire 3210 | Blackwire 3220 |
| Type | Cordless | Cordless | Corded | Corded |
| Wearing Style | Single-Ear | Both Ears | Single-Ear | Both Ears |
| Connection | USB-A / RJ9 | USB-A / RJ9 | USB-A | USB-A |
| Range | 180´ | 180´ | 6.9´ | 6.9´ |

## ACCESSORIES

| | Logitech | | Poly |
|---|---|---|---|
| Model | Logitech C270 | LOGITECH C920s | Poly Sync 20 Speakerphone |
| Connection | USB-A | USB-A | Connection: USB-A or Bluetooth |
| Resolution | 720p | 1080p | Battery Type: Lithium-Ion |
| Frame Rate | 30 fps | 30 fps | Mic pickup range: Up to 7´ |
| Field of View | 60-degrees | 78-degrees | Talk Time: Up to 20 hours |

# ELEVATE APPS



## ELEVATE DESKTOP AND MOBILE APPLICATIONS

The Elevate desktop and mobile applications transform devices into powerful communication tools, giving users access to:

- **Team chat:** Communicate with more than voice and email – use direct chat and private and public channels to have conversations, share files, and more with colleagues in real-time

- **Video conferencing:** Meet face-to-face in HD video and share your screen for more interactive and productive meetings

- **Calling:** Place, receive, and manage calls from your desktop or mobile device

- **File sharing:** Easily access, share, and collaborate on documents securely from any location

- **Presence:** Real-time working status of colleagues gives more transparency and increases efficiency by letting you know wh is available for a quick call, chat, or meeting

- **Mobility:** Place and receive calls, respond to chat conversations, join meetings, and access files from your mobile device – making it easier than ever to stay connected and be reachable wherever you go.

# FIND THE RIGHT PLAN FOR THE RIGHT USER

| FACTORS | ELEVATE FOR TEAMS | ELEVATE WITH TEAMS | ELEVATE PRO | ELEVATE ENTERPRISE |
|---|---|---|---|---|
| Mix and match | ● | ● | ● | ● |
| Free phone | Use Teams Apps | 1 phone plus apps | 5 | 5 |
| Number of concurrent endpoints | ● | ● | ● | ● |
| Mobile app | | ● | ● | ● |
| Desktop app | | ● | ● | ● |
| Unlimited calling | ● | ● | ● | ● |
| Auto attendant | ● | ● | ● | ● |
| Caller ID | ● | ● | ● | ● |
| Call transfer, Call Hold, 3-way calling, Music on hold | ● | ● | ● | ● |
| Paging | | ● | ● | ● |
| Call park/pickup | | ● | ● | ● |
| Intercom | | ● | ● | ● |
| SPAM call blocking/tagging | ● | ● | ● | ● |
| 911 admin notification | ● | ● | ● | ● |
| Voicemail | ● | ● | ● | ● |
| Voicemail transcription | ● | ● | ● | ● |
| Call recording | ● | ● | ● | ● |
| Receptionist mode | | ● | ● | ● |
| Web fax | | ● | ● | ● |

### Collaboration

| FACTORS | ELEVATE FOR TEAMS | ELEVATE WITH TEAMS | ELEVATE PRO | ELEVATE ENTERPRISE |
|---|---|---|---|---|
| Presence detection | | ● | ● | ● |
| Team messaging | | | ● | ● |
| Business SMS | | ● | ● | ● |
| File backup, sync and share | | | 10GB | 10GB |
| Exchange mailbox | | | | ● |

| FACTORS | ELEVATE FOR TEAMS | ELEVATE WITH TEAMS | ELEVATE PRO | ELEVATE ENTERPRISE |
|---|---|---|---|---|
| **Video Meetings and Conferencing** | | | | |
| HD audio conferencing | | | 200 Participants | 200 Participants |
| Screen sharing | | | 100 Participants | 200 Participants |
| Max videos on screen | | | 30 | 30 |
| Meeting transcription | | | ● | ● |
| Unlimited recordings | | | ● | ● |
| Screen annotation | | | ● | ● |
| Transcripts & meeting insights | | | ● | ● |
| Remote control | | | ● | ● |
| **Integrations** | | | | |
| Active Directory | ● | ● | ● | ● |
| MS Teams Calling | ● | | ● | ● |
| Chrome (click to call), G Suite, Outlook, Slack (meeting integration), Oulook/Office 365 meetings integration), Generic CRM screen pop | | ● | ● | ● |
| MS Teams Calling | | ● | ● | ● |
| Salesforce, ServiceNow, NetSuite, MS Dynamics | | ● | | ● |
| **Call and Contact Center** | | | | |
| Agent Log in and Log out | | ● | ● | ● |
| Call queuing, Configuration wrap up time, Configurable agent removal from the queue, Greetings Management | ● | ● | ● | ● |
| Wall boards, Scheduled Reports, Graphical Reports, Real time status | | ● | ● | ● |
| Supervisor functions (Monitor, Whisper, Barge) | | ● | | ● |

## QUESTIONS? CONTACT US TODAY!

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