



FEATURES & BENEFITS

- One circuit converges voice and data
- Low start-up and monthly costs
- HD voice quality
- Enterprise-grade options
- Device-agnostic, anywhere, everywhere UC for a smarter, faster work environment
- Single source solution
- 24x7x365 live, experienced technical and customer support

fusion360SM

Connect. Communicate. Collaborate.

Fusion offers a 360 degree view of the communications solutions your company needs to succeed. Fusion360 provides you with the stability of a traditional PBX phone system and the advanced unified communications features that only a next generation cloud-based solution can offer. From desktop to tablet, and from handset to smartphone, our device agnostic service was designed from the start to be flexible, with customized solutions serving each customer's unique needs. Bringing it all together in one solution, Fusion is your single source for the cloud, with SIP trunking, contact center, collaboration and comprehensive access, connectivity and equipment options delivered in a one-stop, end-to-end managed solution with exceptional quality and outstanding customer service.

Reduced Costs

With Fusion360, traditional PBX equipment and startup costs are eliminated. What's more, all calls made within the enterprise are free, providing unlimited inter-office calling. For maximum flexibility and control, you can optimize your savings by selecting a usage plan suited to the specific needs of your business.

Voice Quality

For some service providers, engineering a solution for voice quality is a "nice to have". We beg to differ. Whether your end users work in a small branch office or a large contact center, you can always expect a consistent, clear connection in the Fusion cloud. Plus HD Voice delivers the highest clarity for all internal calls.

Flexible Features: Where voice meets message, on any device, anywhere Fusion360 brings it all together in the cloud, providing traditional PBX functionality via cloud-based features such as individual and group call routing, find me/follow me, video calling, voicemail to email, combined with the rich, productivity-enhancing UC features that allow you to collaborate on any device, anywhere. Your powerful Personal Connect Portal provides access to a personal Auto Attendant, Unified Messaging, and individualized call logs. Your Collaboration Seat gives access to and control over UC features, including instant messaging and presence. Fusion's MobileConnect enables a seamless, device-agnostic experience across mobile (iOS and Android) and desktop (Mac and Windows) platforms, enabling voice and video calling, instant and group messaging, presence and desktop sharing.



Services and Equipment

With Fusion360, you can assign each employee and phone location a service package and handset best suited to his or her specific need. Unlike other PBX solutions, you can add as many users as required as your business evolves and grows. What's more, add cloud-based enterprise-grade features such as Contact Center or call recording, or the productivity enhancements of UC, and unleash the power of cloud communications with you in complete control.

INDIVIDUAL SERVICE PACKAGES	EQUIPMENT	OPTIONS
Common Area Seat Employee Seat Preferred Seat Employee Collaboration Seat Concurrent Call Path (call paths must be ordered if seats are ordered with no usage included)	<u>Handsets:</u> Polycom VV1 300/311, 401/411, 501, 601 Polycom SoundPoint IP650, IP670 Polycom SoundStation IP 5000, IP 6000, IP 7000 <u>Accessories:</u> Polycom VVX USB Camera (video calling) Polycom VVX/SoundPoint Expansion Modules Plantronics Supra Plus headsets Jabra GN9125, GN9450 UC Wireless headsets <u>QOS Router</u>	Voice mailbox Call Detail Record (CDR) Portal Voice Manager Console (VMC) portal Call Flow Manager (CFM) service Auto-attendant Geographic and TOD routing service Account Codes (verified or non-verified) Hoteling Audio-conferencing Contact Center Call center service Remote Call Forwarding (RCF) Additional DIDs, out-of-market DIDs, toll-free Additional emergency/911 registrations Local DID, US, international toll-free Local, long distance usage minute bundles Call recording storage minute bundles Web Collaboration Unified Communications Instant Messaging Presence MobileConnect (iOS, Android, Mac and Windows)

Our Approach to Customer Excellence

At Fusion, we understand your IT environment and communications needs are unique and constantly evolving. Our staff knows what it takes to implement an enterprise-wide telephony solution without any interruption of service. From IP connectivity and network design, to service and usage plan selection, equipment installation and training, we handle each customer engagement as an individual project, with a human touch most service providers can't match. Fusion has consistently achieved one of the highest levels of customer retention in the industry, with some customers exceeding 20 years of continuous service. Discover the Fusion customer experience by contacting us at 888.301.1721.

ASSESS	ARCHITECT	DESIGN	IMPLEMENT	SUPPORT
Evaluate calling patterns and usage	Select usage, seat, add-on pricing options	Document individual seat service options	Provision/port-in DIDs	Call troubleshooting
Review call flows and team functions	Document business continuity plan	Document Call Routing/ Queue plan	Provision hosted seats	Individual/group reconfiguration
Review user/location requirements	Recommend network upgrade (if applicable)	Select service packages and options	Implement Queue plan, ACDs	Handset replacement (if applicable)
			Portal training	

