



INTRODUCING

BETTER PRODUCTIVITY. BETTER CUSTOMER EXPERIENCE.

Intermedia Unite Business Communications Cloud

Growing businesses that you support are demanding a communication platform that supports maximum employee productivity while helping them deliver amazing customer experiences. With Intermedia's new integrated Unite and Contact Center solution, your client's employees get the tools they need to communicate and collaborate with each other while concurrently enabling customers to interact with employees.

INTERMEDIA UNITE: BUSINESS COMMUNICATIONS CLOUD

A single application that helps your clients employee's collaborate with each other and connect with their customers.





EMPLOYEE PRODUCTIVITY

- Flexibility to work from anywhere with desktop & mobile applications
- Choice of communication like meetings, chat, file sharing, and email
- Efficient, personalized communication with SSO, MS Teams, and CRM integrations
- Strengthen work community with rich video conferencing and chat



CUSTOMERS EXPERIENCE

- Quicker access to assistance with intelligent call routing
- More communication choice with voice, chat, text, and email channels
- Greater convenience with self-service options for customers
- Improved service quality with dashboards and AI-powered reporting



AND THE BUSINESS GAINS FOR YOU AND YOUR CLIENTS

Partner Gains:

- Highly reliable with 99.999% financially backed SLA
- Own the customer relationship
- Assistance with taxation and support

Client Gains:

- Highly reliable with 99.999% Uptime SLA
- Secure communications with two-factor authentication, PCI, E2EE and Industry Compliance



Intermedia has been recognized by J.D. Power for providing "An Outstanding Customer Service Experience" for its Assisted Technical Support. J.D. Power 2021 Certified Assisted Technical Program, developed in conjunction with TSIA. Based on successful completion of an audit and exceeding a customer satisfaction benchmark for assisted support operations. For more information, visit www.jdpower.com or www.tsia.com.

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