

ICN Managed Voice Services

Fully managed, UCaaS solution
from the Iowa Communications Network



Increase your organization's productivity with a unified voice solution

Is your outdated phone system keeping up with today's high productivity demands? Don't settle for analog in a digital world. Iowa Communications Network (ICN) is delivering unified communications as a service that lets you communicate faster and in more places. Our advanced system helps keep your organization more accessible, more efficient, and more productive than ever.

An affordable, hosted solution

Managed Voice Services offers advanced calling features over the Iowa Communications Network, meaning calls can be routed fast, voice and email messaging can be unified, and multiple devices can be scheduled to ring at the same time.

This efficient, streamlined service means that your organization benefits from increased collaboration and stronger communication among employees with faster customer response times.

Customized for the Iowa Communications Network, this solution uses the BroadSoft BroadWorks platform which allows you to add, move, or change features as you need them. All of this means you're more accessible to more people in more places. Our affordable pricing and scalability means you'll stay that way for years to come.

With IP phones included and per-seat pricing, you can't go wrong.

Break down office walls with these features:

Remote Office: Work remotely with access to features as if you are in the office.

Simultaneous/Sequential Ring: Route calls to multiple phones all at once or in a particular order.

Unified Messaging: Receive voice messages to your inbox providing instant access whether in the office or on the road.

User Toolbar: Access and manage phone features from your computer.



75%

of the

TIME WASTED

by the average employee

CAN BE SAVED WITH

unified communication solution ¹

To learn more about ICN's Managed Voice Services powered by CenturyLink® Hosted VoIP, contact your ICN Account Consultant, or visit www.icn.iowa.gov.

1. Unified Communications Is Strongly Correlated with Increased Productivity. (n.d.). IPsmarx. Retrieved from <http://www.ipsmarx.com/uncategorized/unified-communications-is-proven-to-increase-productivity-in-businesses-here-are-the-statistics/> Services not available everywhere. Business customers only. CenturyLink may change or cancel services or substitute similar services at its sole discretion without notice. Not to be distributed or reproduced by anyone other than CenturyLink entities and CenturyLink Channel Alliance members. © 2015 CenturyLink. All Rights Reserved. The CenturyLink mark, pathways logo and certain CenturyLink product names are the property of CenturyLink. All other marks are the property of their respective owners. 7/2015

BASIC

A cost-effective seat designed for use in a lobby, break room, cafeteria, or shop area that is not assigned to a specific user.



Polycom VVX 300

STANDARD

With a more robust set of features than the Basic seat, this seat is designed for general business, support and clerical personnel that don't require advanced features.



Polycom VVX 400*

PREMIUM

This seat is designed for the majority of professional employees. It includes advanced IP phone features and a premium phone.



Polycom VVX500*

ADMIN

Get the features of a Premium seat, but with one receptionist sidecar (for monitoring additional lines in the office).

YOUR CHOICE OF A RANGE OF SEAT TYPES

RECEPTIONIST

Built to handle high volumes of concurrent incoming calls, this seat includes advanced features such as Microsoft® Outlook and Internet Explorer integration, to help ensure effective call coverage.



Polycom WX500 with Receptionist Sidecar(s)*

ANALOG

Use this seat to connect old equipment that isn't IP-enabled, such as cordless phones, point of sale (PoS) devices, and low-volume fax machines.

VOICEMAIL

Use this seat to store voicemail and as a stand-alone voicemail box for after-hours calls that aren't directed to a specific person's voicemail.

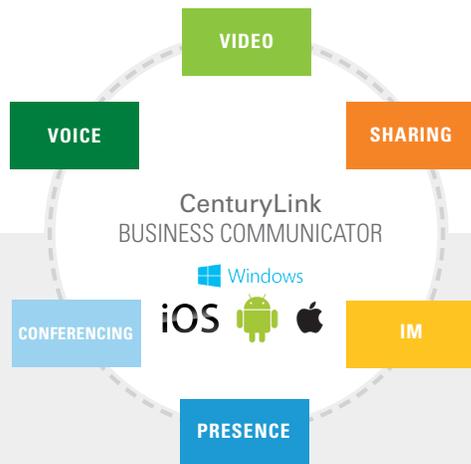
VIRTUAL SEAT

Designed to fit the needs of the majority of a company's professional employees without requiring an IP phone.

BUSINESS COMMUNICATOR

CenturyLink® Business Communicator provides end users with a seamless unified experience across mobile and computer platforms, including Windows, Mac, iOS, and Android. Business Communicator offers a single unified communications (UC) application for easy access to voice, video, instant messaging, and presence applications. Enjoy the freedom to access your services from almost any device, virtually anywhere.

CenturyLink Business Communicator integrates an exceptional collaboration experience with multi-party HD video, rich context history, content sharing, and chat functionality all in one place.



* Handsets must be supported and certified by CenturyLink. Basic, Standard and Premium seats come with VVX300/310 s at no additional cost. Upgraded SoundStation IP7000, VVX400 and VVX500 are reflected above for illustrative purposes

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