VoiceMaxx CE, based on the Cisco Hosted Collaboration Solution (HCS) platform, provides a combination of benefits that improve enterprise collaboration and efficiency. Hosted in West IP Communications’ datacenter, VoiceMaxx CE drives down costs over on-premises solutions and provides a highly flexible solution that supports various communication methods, integrates with other solutions, and can be customized for users based on their role and needs.

**IMPROVE COLLABORATION FOR FASTER RESULTS**
VoiceMaxx CE includes Cisco Jabber, which streamlines communications and enhances productivity by unifying presence, instant messaging, video, voice, voice messaging, desktop sharing, and conferencing capabilities into one client on your desktop. Find the right people, see if and how they are available through presence indicators, and collaborate using your preferred method. You can even create customized availability messages, such as “Out to lunch. Back at 1pm.” to provide additional context. These capabilities reduce communication delays and result in faster decision-making because users can react immediately once they know a contact is available.

**BROADEN YOUR COMMUNICATIONS OPTIONS**
VoiceMaxx CE enables you to reach others by a variety of ways. Call or send a chat to a contact from Jabber, call the contact on their desk phone; call from your desktop using the softphone with Cisco Jabber, call using a mobile device, and more:
- Make phone calls, access voicemail, chat with colleagues
- Access voicemails from any device, anywhere
- Chat with others and view status information
  - VoiceMaxx CE with Cisco Jabber provides simple chat and presence or full Unified Communications capabilities with collaboration features for Windows and Mac
  - Full unified communications capability includes voice, voice messaging, instant messaging, and video calling capabilities* so you can see others as you speak
- Mobility features enable users to view contacts on softphone and smartphone clients***, extending the corporate directory, voicemail and calling features for those who work outside the office**

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**OUR EXPERTISE**

- **CISCO Gold Partner**
- **CISCO Master Managed Services Partner**
- **CISCO Master Unified Communications Partner**

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*Unified Communications capabilities include voice, voice messaging, instant messaging, and video calling.

**Mobility features enable users to view contacts on softphone and smartphone clients for those who work outside the office.**
INTEGRATE WITH OTHER SOLUTIONS
VoiceMaxx CE integrates with other solutions from Cisco and West IP Communications, including ControlMaxx, our enterprise contact center and communications flow management platform, allowing communication to be further streamlined across the organization.

TAKE ADVANTAGE OF THE CLOUD
Because VoiceMaxx CE is hosted by West IP Communications, it eliminates the need for on-premises equipment, maintenance and support. We manage the platform for you, saving you time and money.

CUSTOMIZE SOLUTIONS PER USER
With VoiceMaxx CE, you can choose the package that works best based on organization roles and collaborative requirements.

Premium Package
For executive level management, sales, and account executives with a need for a high level of accessibility, mobility, and specialized features.

Features Include: DID, Voicemail, Jabber1 (desktop), DirectFax, One to one video2, Single Number Reach, Call Recording, supports multiple devices3

Standard Plus Package
For general interoffice staff requiring personalized functionality with added features for enhanced productivity, mobility and call management.

Features Include: DID, Voicemail, Jabber1 (desktop), DirectFax, One to one video2, Single Number Reach, supports two devices3

Standard Package
For standard in–office employees requiring some personalized functionality, but who do not need the complete suite of services for daily business use

Features Include: DID, Voicemail, optional add-on Jabber IM/Presence only, supports 1 device3

Admin/Reception Package****
For administrative, reception and department assistants requiring a high level of control of incoming calls.

Features Include: DID, Voicemail, optional add-on Jabber IM/Presence only, supports 1 device3

Limited Use Package
For lobby areas and break rooms and contact center agents who only need point to point communications.

Features Include: Virtual DID, supports 1 device3

NEXT STEPS
Enterprises’ needs evolve quickly and careful planning is required for the migration to IP communications. Connectivity, scalability, user adoption, service visibility, monitoring, analytics, reporting, service and support integration.

Strategize & Analyze
- Evaluate communication flows and patterns
- Assess bandwidth and QoS requirements
- Identify user and location requirements
- Understand legacy equipment and services

Detailed Design
- Detailed design from network core to desktop
- Develop migration plan
- Document line of business and department level call flows
- Plan for user adoption initiatives
- Identify reporting and billing requirements

Implementation
- Dedicated project management to oversee all aspects of migration
- Ordering and installation of all circuits and equipment
- Porting of all numbers
- Initial set up of call flows and disaster recovery/survivability services
- Training of users

Management & Support
- Monitoring of all underlying carriers, bandwidth usage, call quality and QoS policies
- Integration of support process from MACDs to critical escalation
- Customization of service portals
- Hardware support / Lifetime upgrades

Architect & Validate
- Provide solution level architecture
- Map high level call flow design
- Identify IT architecture prerequisites and initiatives

* Available for Windows only.
** Features vary by device.
*** Available with Apple iPhone.
**** Admin requires Standard license or above. Standard features shown. Requires purchase of additional hardware or software licenses.

1. Cisco Jabber Full Unified Communications version
2. Full UC Jabber version includes one to one video capabilities. Does not include Immersive Video/Cisco Telepresence rooms. Requires compatible desktop phone or full Jabber UC version for desktop softphone. Features vary by device.
3. Devices include desktop phones, desktop softphones and smartphone clients, lobby and conference room devices.