

CHAT

Empower. Engage. Innovate.

Imagine your employees with the power to collaborate inside and outside the organization... quickly and effectively engage subject matter experts ... whenever, wherever.

Chat solutions make it easy to give your teams the freedom to be productive and engaged anywhere, on any device. They let you access presence, instant messaging, voice, video, voice messaging and desktop sharing. Employees can easily find the right people, see if and how they are available, and collaborate using any way they choose.

ENABLE MOBILE WORKERS AND BEYOND

Increase staff productivity and customer responsiveness. Give employees the flexibility to use any leading smartphone, tablet or laptop as an extension of the office.

- Enable users to meet and collaborate anytime, anywhere, with virtually any device
- Easily join online meetings
- Give mobile users enterprise-class telephony and videoconferencing functions

COLLABORATE FROM WITHIN BUSINESS APPLICATIONS

Simplify workflow and improve productivity by accessing collaboration and conferencing capabilities directly from the applications employees use most often, including Microsoft Outlook and Salesforce.com.

- View availability, initiate communications and create online meetings directly from applications.
- Integrate chat, voice, voicemail, video and web collaboration functions directly within web applications (optional).
- Improve customer response with click-to-chat, call functionality and video in your corporate web page.
- Eliminate the need for users to switch between web-based and desktop applications when collaborating with others.

What business outcomes can Chat solutions help you achieve?



COST CONTROL

Chat solutions help you simplify technology, reduce total cost of IT ownership, and enable flexibly to support change.



INNOVATION AND GROWTH

Accelerate development of new ideas to support new products, process improvements or business growth.



EMPLOYEE ENGAGEMENT

Provide employees with better information access, flexible work options and more ways to participate.



IMPROVED PRODUCTIVITY

Simplify communications, accelerate decision-making and unlock innovation.