

## GET TO KNOW COMMON CLOUD VOICE FEATURES:

# A DAY IN THE LIFE OF A MODERN FLEX WORKER

### Meet Steve.

Steve is an Account Manager who is often on the road for client meetings. The rest of the time he primarily works from home, heading into the office once a week for face-to-face time with coworkers and managers.

Steve couldn't get through his day without cloud voice features (often called "VoIP"). This technology uses the Internet to make phone calls and enables additional mobility and collaboration features.

Let's join Steve on a typical work day to see how he uses cloud voice.



9:02 am

Steve is in the office this morning for a team meeting. He doesn't have a designated cubicle, but instead "touches down" at an unassigned work station that has a shared deskphone he can use via **HOTELING**.

### HOTELING

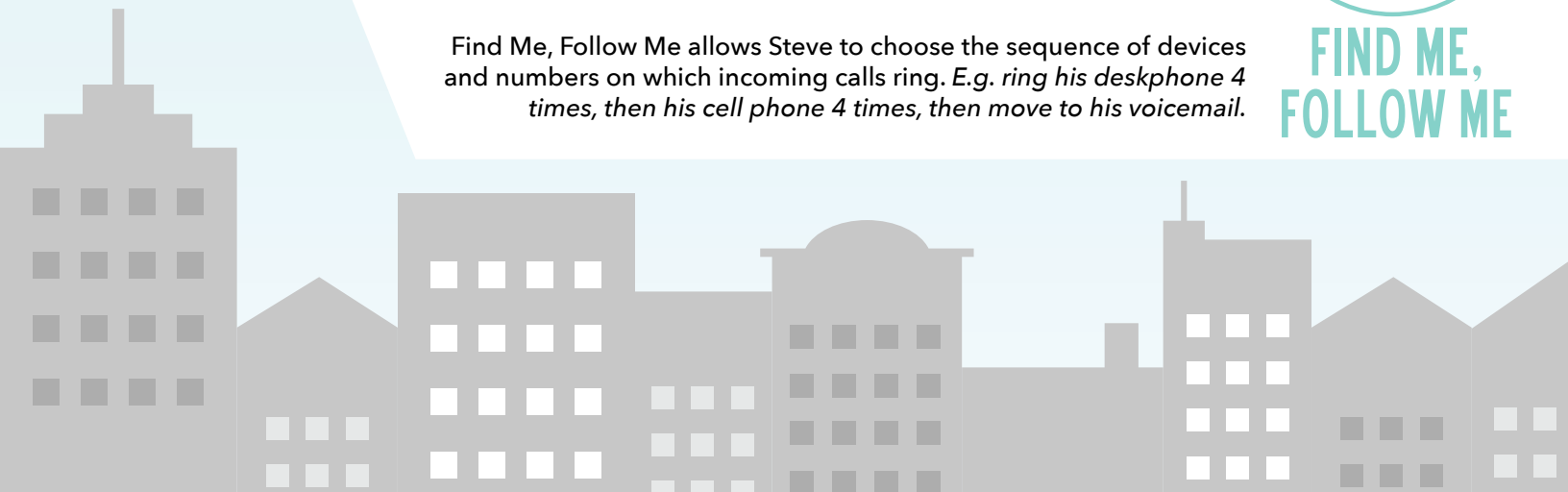
Hoteling allows Steve to sign into an unassigned deskphone to make and receive calls with his business number.

Steve is making rounds through the office to catch up with coworkers. He sets his call setting to **FIND ME, FOLLOW ME** so that he won't miss a call, whether he's at his desk or at the water cooler.

10:30 am

Find Me, Follow Me allows Steve to choose the sequence of devices and numbers on which incoming calls ring. *E.g. ring his deskphone 4 times, then his cell phone 4 times, then move to his voicemail.*

### FIND ME, FOLLOW ME



11:50 am

Steve heads out for a lunch meeting across town. He logs out of the deskphone and sets his call setting to **REMOTE OFFICE** so business calls will ring his mobile phone.

## REMOTE OFFICE

Remote Office allows Steve to receive and place calls from his cell phone using his business number.

12:47 pm

While Steve is in his lunch meeting, he gets a call that goes to voicemail. After the meeting, he pulls up his **EMAIL** and plays the **VOICEMAIL** attachment. Turns out there is a problem with a client proposal that needs immediate attention!

Voicemail to Email sends voicemails as .WAV audio files to Steve's work e-mail. Instead of signing into his phone to access a message, he just clicks the email attachment and listens to the audio file.

## VOICEMAIL TO EMAIL

1:15 pm

Steve gets back to his home office after the meeting and hotels into his home deskphone. To follow up on the issue he needs to talk with two engineers on his team, so he quickly sets up a **3-WAY CALL**.

## N-WAY CALLING

Traditional phone lines can only connect 2 people on a regular call. N-Way Calling allows Steve to initiate a call of three or more parties in an ad-hoc "conference call" (with no bridges or access codes required).

With the issue resolved, Steve gets to work in his home office, using **UNIFIED COMMUNICATIONS** to collaborate with his team. He changes his presence status to "available" to let his coworkers know he's in, and sends a quick question to their HR Manager via instant messaging. Later, he gets a video call from his manager who wants to hear how the lunch meeting went.

Unified Communications provides Steve with collaboration features such as presence, instant messaging, and video calling, so he can see if his coworkers are available, chat with them, and talk face-to-face... all from his home office.

3:02 pm

## UNIFIED COMMUNICATIONS

**NEED GUIDANCE ON HOW TO SET YOUR FLEX WORKERS UP FOR SUCCESS?  
ALLIED IS HERE TO HELP.**

In addition to being the Washington DC Metro Area's most highly regarded Internet provider, Allied is also an experienced cloud phone service provider to hundreds of local businesses. Allied has tailored our "AllCloud" voice solutions to meet the unique needs of modern, mobile workforces – all supported by our full service, concierge care and white glove support.

[www.alliedtelecom.net](http://www.alliedtelecom.net)

202.750.4255

[followup@alliedtelecom.net](mailto:followup@alliedtelecom.net)

