

VoiceMaxx CE

FORGET EVERYTHING YOU THOUGHT YOU KNEW
ABOUT ENTERPRISE COMMUNICATIONS



VoiceMaxx CE, which includes the Cisco Hosted Collaboration Solution (HCS) platform, provides a combination of benefits that improve enterprise collaboration and efficiency. Hosted in West Unified Communications Services' 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 in a variety of ways. Send an instant message, call a contact at their deskphone or via their Jabber softphone, use Jabber to call from your deskphone or softphone, or even use your mobile device. You can also:

- 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, Mac, iPhone, iPad and Android
 - Full unified communications capability includes voice, voice messaging, instant messaging, screen sharing and video calling capabilities so you can see others as you speak
- Enables users to view contacts on softphone and smartphone clients, extending the corporate directory, voicemail and calling features for those who work outside the office

INTEGRATE WITH OTHER SOLUTIONS

VoiceMaxx CE integrates with other solutions from Cisco and West UC, including ControlMaxx, our enterprise contact center platform, allowing communication to be further streamlined across the organization. Additional integrations are also available with storage, CRM and other business applications.



WEST UC EXPERTISE



"West UC has the tools, processes, experience and infrastructure to consistently deliver a UCaaS solution."

Gartner 2015 Magic Quadrant for UCaaS

[LEARN MORE »](#)

TAKE ADVANTAGE OF THE CLOUD

Because VoiceMaxx CE is hosted by West UC, 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. This flexibility in user licensing types keeps costs low because you only pay for the features each worker needs.

WE DO THE HEAVY LIFTING, BUT YOU REMAIN IN CONTROL

West UC provides several ways to easily manage VoiceMaxx CE profiles. The **User Portal** allows individuals to perform self care updates. In the **Admin Portal**, administrators can make changes to existing user profiles. **ControlMaxx Basic** gives admins call flow management capabilities like changing time of day rules, holidays, voicemail, auto-attendants and more. **MaxxPoint** provides a single interface to access all user and admin tools.

STRENGTHEN YOUR VOICE WITH MAXXIS

IP voice services rely on a dependable network. Make the most of your voice investment by deploying a converged, all-IP network that utilizes multiple tier 1 carriers for wide geographic coverage and features BC/DR solutions, 24/7 network monitoring, traffic prioritization and more.

NEXT STEPS

Enterprise needs evolve quickly and careful planning is required for the migration to IP communications.

Strategize and Analyze	<ul style="list-style-type: none">▪ Evaluate communication flows and patterns▪ Assess bandwidth and QoS requirements▪ Identify user and location requirements▪ Understand legacy equipment and services
Detailed Design	<ul style="list-style-type: none">▪ 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	<ul style="list-style-type: none">▪ 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 and Support	<ul style="list-style-type: none">▪ 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 and Validate	<ul style="list-style-type: none">▪ Provide solution level architecture▪ Map high level call flow design▪ Identify IT architecture prerequisites and initiatives