



UCaaS Platform

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# The Industry's Leading Platform for Unified Communications

***SCI Networks empowers businesses with comprehensive, high-quality, reliable, and end-to-end cloud communications services.***

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## OVERVIEW: SCI NETWORKS UCAAS PLATFORM

SCI Networks is a transformative UCaaS (Unified Communications as a Service) platform that empowers businesses with comprehensive, high-quality, reliable and end-to-end cloud communications services.

Use SCI Networks' modern business communications solutions and competitive features to create productive and enjoyable calling, meeting, chat, collaboration and video experiences for employees and customers.

## Solutions & Features That Matter

SCI Networks meets the needs of modern business communication & collaboration with highly reliable, feature rich, competitive cloud communications solutions including:

### SCI Networks Hosted PBX & VoIP

Replace outdated telephone closets and move into the cloud with SCI Networks' hosted voice services. Hosted PBX & VoIP transform business communications by improving efficiencies and lowering costs. With Hosted PBX and VoIP, you'll remain connected from anywhere, adding stability, flexibility, and scalability to your business.

### SCI Networks UC & Mobile

SCI Networks UC & Mobile combines a feature-rich Unified Communications (UC) client and fully-integrated mobile app, enabling seamless, effective communication and collaboration from anywhere and on any device. It eliminates roadblocks and headaches often associated with working remotely, and maximizes the productivity of every communication interaction.

### SCI Networks SMS

SCI Networks SMS allows users to send SMS (text) or MMS (images/videos/documents) through their business phone number via SCI Networks UC. The user's personal number is never displayed, increasing professionalism while engaging with customers and coworkers via texting, the communication channel that's become front-and-center for users of all ages across all industries and verticals.

### SCI Networks Voice to Text

With SCI Networks Voice to Text visual voicemail, users receive instant text transcriptions of voice messages delivered via email, SMS text, SCI Networks UC, or SCI Networks mobile. Voice to Text is a convenient, time-saving tool that makes it easy to remain connected to critical information at all

times. Whether on the go, sitting in meetings, concentrating deeply while set to "Do Not Disturb", or any other time when listening to messages isn't ideal, Voice to Text enables users to prioritize messages at-a-glance.

### SCI Networks Contact Center

SCI Networks Contact Center (CC) is an omni-channel customer engagement platform that allows businesses to provide extraordinary customer experiences via voice, live chat, SMS (text), or email. Contact Center's advanced functionalities empower managers and agents to increase First Contact Resolutions (FCR), improve operational efficiency, lower operational costs, and deliver the kinds of loyalty-building customer experiences that keep businesses competitive.

### SCI Networks WFM for Contact Center

SCI Networks Workforce Management (WFM) adds built-in scheduling, forecasting, and adherence tools to SCI Networks Contact Center, allowing businesses to exceed their performance goals and guarantee accountability with onsite and remote agents. WFM capabilities lead to higher-performing agents, happier customers, reduced operational costs, and allow managers to focus on what matters: making informed, data-driven staffing decisions and providing real-time coaching and support to their teams.

### SCI Networks IVR

SCI Networks Interactive Voice Response (IVR) enables automated inbound and outbound messaging to customers in your database. With IVR, businesses can streamline critical but time-consuming tasks like appointment reminders and satisfaction surveys, and provide customers with 24/7 phone-based self-service support.



### SCI Networks SIP Trunking

A Session Initiation Protocol (SIP) Trunk is a virtual phone line that utilizes a Broadband connection for access. Utilizing SIP Trunking improves a business' continuity, and disaster recovery capabilities. And with unlimited or metered calling plans, SIP Trunking delivers savings of up to 40% over traditional telephone lines.

### SCI Networks SD-WAN

SD-WAN acts as an intelligent router for your business and optimizes your existing bandwidth to prioritize VoIP applications and data transmission. SD-WAN is ideal for organizations that need reliable, high-quality voice capabilities and simplified day-to-day operation and management of VoIP and data systems.

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### SCI Networks API Integrations

Using the SCI Networks platform's API Integration suite, SCI Networks seamlessly integrates with all the programs and applications you use to run your business. You can combine its proven calling capabilities with a variety of essential programs and services to minimize administrative hassles and focus on what matters most: running your business and succeeding.

SCI Networks can integrate with virtually any solution through its configurable API, including these out-of-the-box integrations and plugins:

- Authorize.Net
- Avalara
- Salesforce
- Outlook
- ConnectWise
- Chrome
- Safari
- Internet Explorer