All-Inclusive Managed Cloud Communications

Increase productivity, reduce costs, and optimize your communications with cloud-based technology

Zayo's Unified Communications Cloud Voice (UC Cloud Voice) is an all-inclusive, managed cloud communications solution. You'll receive phones, voice services, a collaboration platform, and ongoing support — all in a simple monthly service. You'll enjoy all the features you had with your traditional PBX phone system, enhanced by the latest applications and flexibility of cloud-based technology.

The Fullest Featured Cloud Voice Available

UC Cloud Voice provides everything your offices need in a full-featured voice and collaboration system, including mobility, collaboration, and contact center options. Whether you need to quickly expand your communication system across multiple locations or stay in touch during outages with automatic redirects to alternate devices, our experts can ensure your solution uniquely fits your business needs.

The Many Benefits of Zayo's UC Cloud Voice

High Touch Installation, Attentive Support

Simple installation and management with a project manager, on-site testing, phone placement and training, combined with ongoing support, all from a team of experts, all included.

You Call the Shots

Gain flexibility and power with your own instance of call control, applications, and SIP trunking.

Security and Reliability

We put our money where our mouths are; with our 99.999% uptime performance guarantee, you enjoy consistently high voice quality. Further, Zayo is committed to keeping your data private with end-to-end encryption.

Complete Mobility, from Desktop to Laptop to Phone to Tablet

Never miss an important call. From any Internet-connected device:

- UC Cloud Voice provides embedded multi-device capabilities, with internal and mobile devices fully integrated with the system. Your clients and associates have a single number to call. You answer from any device.

- Employees see the real-time presence and availability of colleagues with their desktops or mobile devices.

- Remote and in-office workers always have the in-office collaborative experience from anywhere, at any time on any device. This includes making and receiving calls, seeing the availability of colleagues, chat, transcriptions for voicemail messages, meetings and much more.

- UC Cloud Voice integrates with Windows, MAC, Android and iOS, to provide customer choice with the most popular operating systems.

Advanced Features of Zayo's UC Cloud Voice

UC Cloud Voice offers a full feature set - everything you expect from a comprehensive voice and collaboration solution - with advanced features you might not expect (but will love), including:

Chat Bots, Artificial Intelligence, Webchat, and Skills Based Routing. And your agents will have the full contact center experience wherever they work, on whatever device.

Contact Center - No matter where, no matter when

Treat your customers to a flexible and responsive support experience with Zayo's Contact Center. When your customers interact with you however they want - voice, webchat, email, SMS, or social media - they increase their engagement with you. They will benefit from shortened wait times when you integrate

Business Analytics - Insights to improve productivity

A dashboard of reports, management, cost, and usage helps you maintain a competitive edge - the insights provided on a single screen will guide you to maximize productivity across the business. Add Call Recording for even greater insight into your customer-employee interactions.

The Zayo Network | **Connecting What's Next**
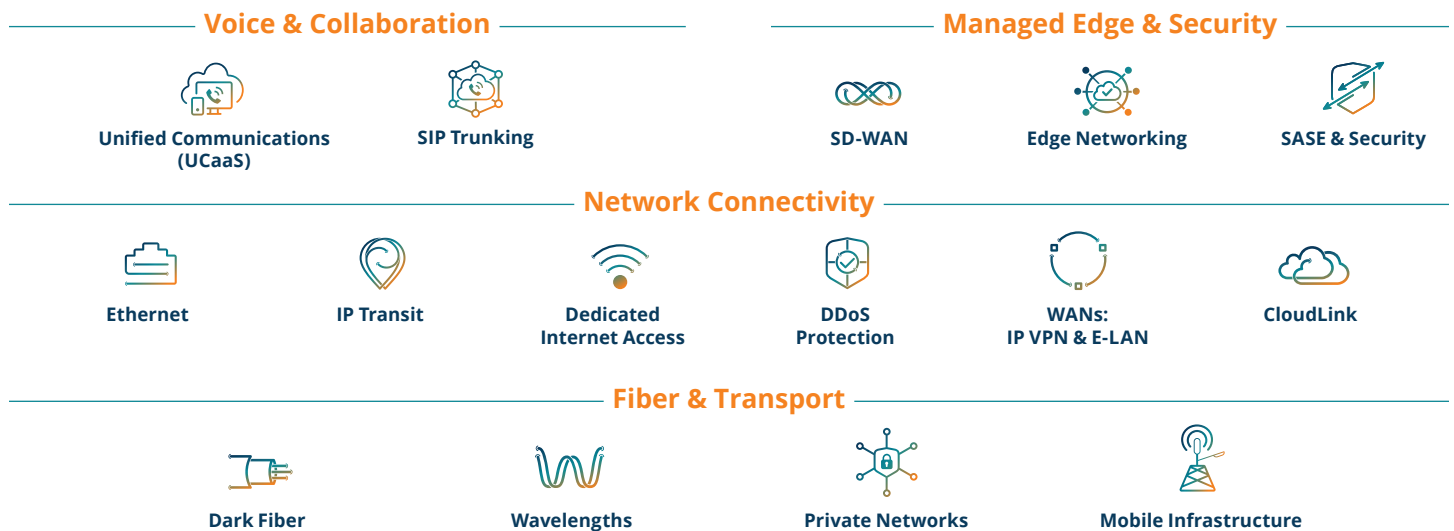
Notification Solutions

Keep everyone safe, informed and connected with Notification capability. You can send automated, event-driven alerts to employees for emergencies, school closures, organizational announcements, and reminders, to any device, anywhere.

Microsoft Teams Integration

Leverage your investment in Microsoft Teams with UC Cloud Voice. Its native integration with the MS Teams client means that you experience the full power of UC Cloud Voice, plus the desktop collaboration of MS Teams.

One Vendor, One Solution

Couple UC Cloud Voice with Zayo's other service offerings for a complete network solution:

Voice & Collaboration

Unified Communications (UCaaS)

SIP Trunking

Managed Edge & Security

SD-WAN

Edge Networking

SASE & Security

Network Connectivity

Ethernet

IP Transit

Dedicated Internet Access

DDoS Protection

WANs: IP VPN & E-LAN

CloudLink

Fiber & Transport

Dark Fiber

Wavelengths

Private Networks

Mobile Infrastructure

Zayo simplifies your solution by providing one bill and one unified project management across all services you purchase from us.

Get in touch with a Zayo expert to find out how to use the power of UC Cloud Voice for your business. We're here to help.

Learn more at zayo.com
Email contact@zayo.com
Call 866.364.6033

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