Virtual Communications Express
Valued Features, Easy Installation, Reliable Support

• Cloud Based UC Service Delivered by Verizon
• Runs on Broadband from Any Supplier
• Delivers all the Benefits of Unified Communications
• But Without the Hassle of Doing it All By Yourself
• “Verizon’s Virtual Communications Express is our latest unified communications service that helps your business become more efficient and productive while helping you control costs.”

• Let’s understand more…….
Verizon Virtual Communications Express

Value Proposition

- **Cost Effective:** No large capex investment needed, all services are in the cloud
- **Flexible:** Just buy what you need when you need it
- **Big Company Productivity Features:** Get the latest productivity features all delivered from the cloud
- **Work Anywhere:** The same great features available in the office, on the move or in the home office
- **No Technology Risk:** Advanced solutions without the hassle of building and maintaining them
Verizon’s Virtual Communications Express
Valued Features, Easy Installation, Reliable Support

- Unlimited domestic local and long distance calling
- Standard and Enhanced voice features
- Simple installation
- Google Apps integration
- Carrier-grade, redundant platform architecture
- 24x7 support
- Administrator and User web portals
- Customer training
  - https://customertraining.verizon.com/virtualcommtraining/
### Virtual Communications Express

#### Components and Features

**Site Features**
- Custom Music on Hold
- 1 Auto Attendant
- 1 Hunt Group

**User Features**
- Voicemail via Email
- Simultaneous Ring
- Call Forwarding
- Unreachable Receptionist
- Web Portal for easy management
- And many more...

**Internet Access**
- Simultaneous Call Paths are built in the Cloud
- Router/ Firewall (customer already has this in place)

**Google Integration**
- Click to call from Gmail, Calendar, etc.
- Telephony Presence for Google Chat
Verizon Virtual Communications Express
Target Customer and Drivers

• **Size and Structure**
  • Single or Multi-site
  • 1-100 employees

• **Timing**
  • Moving or experiencing growth
  • Replacing outdated phone equipment
  • Adding/upgrading Internet services

• **Functionality**
  • Need for PBX and mobility features
  • High Business Continuity, Disaster Recovery needs
  • Currently paying for measured local/long distance
  • Retail stores that need key system functionality (new!)

• **Culture**
  • Remote Users
  • CapEx-Limited or IT-Limited
• Through the Virtual Communications Express service, customers can receive key system functionality without the hassles of the physical device on premise.

• A single Premier Key System can be assigned to multiple individual lines on a single device or multiple devices simulating a traditional squared key system: a single telephone number is available in 2, 4, 8, or 12 lines based upon the purchased package.

• Number of line appearances provided depends upon package and phone selection.

Available July 11!
Premier/Standard User vs. Premier Key Packages

**Standard/Premier User**
- Inbound Calls ring on individual phones unless a shared appearance is set up
- All phones are different
- Phones can call each other
- A call must be transferred to another user before they can pick it up
- DID for each user

**Premier Key System (2/4/8/12 line)**
- Inbound Calls all ring on every phone
- If line 1 is busy, call rings on line 2
- Every phone is the same
- Any user can answer any line on any phone
- No calling needed between phones
- No DID for each user

Available July 11!
Premier Key System Example

1. A caller calls into Premier Key System phone number.
2. The Premier Key System service sets up simultaneous calls to all of the assigned phones.
3. Each of the target phones ring. The next available line key on each phone will flash green.
4. The first phone to answer connects the call. The corresponding line key turns red on all other phones.

- Only one phone can access an active line appearance at a time.
- A line appearance is consumed by an incoming or outgoing call.
- Activating Do Not Disturb on a phone will remove that phone from receiving calls to the Premier Key System number.
- No calling between phones assigned to the Premier Key System.
### High Quality Phone Selection to Meet Your Individual Needs

Choose any combination of the following Polycom phone types:

<table>
<thead>
<tr>
<th>Type</th>
<th>Features</th>
<th>Models</th>
<th>Rebate</th>
</tr>
</thead>
<tbody>
<tr>
<td>6-line set</td>
<td>High call volumes, Executive office, Telephone attendant’s desk, Large font/screen</td>
<td>SoundPoint IP 650, Attendant Console</td>
<td>$50 *</td>
</tr>
<tr>
<td>12-line set</td>
<td>High call volumes, Executive office, Gigabit Ethernet, Large color/touch screen</td>
<td>VVX 500</td>
<td>$50 *</td>
</tr>
<tr>
<td>12-line set</td>
<td>Medium call volumes, Executive office, Knowledge workers, Color touch screen</td>
<td>VVX 400</td>
<td>$25 *</td>
</tr>
<tr>
<td>6-line set</td>
<td>Value, Cubicle, Minimal call handling, Lobby/break room</td>
<td>VVX 300, VVX 400</td>
<td>$15 *</td>
</tr>
</tbody>
</table>

**SoundStation IP 5000 and 6000**
- Conference rooms
- 360 degree microphones
- Polycom HD voice
- 5000 has 7-foot microphone pickup range
- 6000 has 12-foot microphone pickup range

**NEW**
- VVX 500
- VVX 400

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SoundPoint IP 450 and IP 335 models also available. All phones are available via rental or purchase plan.
## Site Type

<table>
<thead>
<tr>
<th>Premier User</th>
<th>Standard User</th>
</tr>
</thead>
<tbody>
<tr>
<td>$35/user</td>
<td>$13/user</td>
</tr>
<tr>
<td>Includes trunk capacity</td>
<td></td>
</tr>
</tbody>
</table>

### Fax Station User
- $10.50/user
- Includes trunk capacity

### Key System Packages
- 2 line package - $72/pkg
- 4 line package - $140
- 8 line package - $265
- 12 line package - $375
- Includes trunk capacity

### Optional Billable Features
- Add’l Auto Attendant - $25
- Add’l Hunt Group - $10
- Call Queue Agent - $30
- Stand Alone Voicemail - $6
- Mobile Client - $1.25
- Receptionist - $36

### $150 NRC Provides:
- Auto Attendant
- Hunt Group
- Music on Hold
- PacketSmart Probe
- Google UC for Verizon
- Provisioning/Porting
- User/Admin Web Portals
- Unlimited Local/LD
- 4 Int’l tiers (6/10/25/50 cents/min)
# General Guidelines for VCE User Types

<table>
<thead>
<tr>
<th><strong>Premier Users</strong></th>
<th><strong>Standard Users</strong></th>
<th><strong>Premier Key System</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Smaller offices with high call volumes</td>
<td>Larger offices</td>
<td>Need all phones to ring for incoming calls</td>
</tr>
<tr>
<td>- Individual users have their own extension/TN</td>
<td>- Users have their own extension/TN</td>
<td>No need to call between users</td>
</tr>
<tr>
<td>- Need ability to call between users</td>
<td>- Need ability to call between users</td>
<td>Users don’t need to have their own TN/extension</td>
</tr>
<tr>
<td>High likelihood all users on calls simultaneously</td>
<td>Low likelihood all users on calls simultaneously</td>
<td>Examples:</td>
</tr>
<tr>
<td>High need to avoid call blocking due to busy signal</td>
<td>Cost per user is critical and needs to be minimized</td>
<td>- Retail Store</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Doctor’s office front desk</td>
</tr>
</tbody>
</table>
Group Paging

Available July 1st!

- Allows a user to set up a one-way call to a group of up to 20 target users by dialing a number or extension.

- The Group Paging service makes a simultaneous call to all the assigned targets and announces to the originator that the system is ready for paging.

- The originator’s message is heard through the speakers of the phones without the target users having to take any action.

- After speaking, the originator ends the page by hanging up the call.

Note: Prior to using the Group Paging service, the Site administrator must set up the service.
Up to 6-Way Conference

Allows a user to create ad-hoc conferences with multiple parties. The user initiates a call then connects up to six total participants in conference (including the caller).

Note: *In a Standard site, each leg of the conference consumes a trunk for the caller.*
New Instructor Led Training!

The two classes are titled:
• Virtual Communication Express My Phone Dashboard
• Virtual Communication Express Administrator
Option 1: Order Inquiry and Implementation
Option 2: Billing
Option 3: Support/Repair

• **Implementation should be called if there are questions prior to service activation or, in the case of porting orders, prior to completion of the port.**
  ➢ Callers are prompted to leave a message and all messages are returned within 24 hours.

• **Support/Repair is to be called post service activation or, in the case of porting orders, after completion of the port.**
  ➢ All calls are answered by a Customer Service agent who will create a trouble ticket for the customer's issue. The ticket will then route to the VCE Tier 1 Support team. Tickets are prioritized based on the ticket priority and severity of the issue.

1-800-287-6235
New VCE Customer Testimonial!
163rd Street Improvement Council, Inc.

http://www.verizonenterprise.com/Resources/
http://www.verizonenterprise.com/Medium/products/voice/voip/virtual/
Mobile Client – Key Features

- Single Number Reach and Outbound Caller ID
- Easy Transfer Between Desk phone and Mobile
- One Button Voice Mail Check
- Access to Enterprise Directory
- Change Call Settings

To identify incoming business calls: Go to Call Settings => Office Anywhere => Turn on Answer Confirmation. This will prompt end users to “accept” calls to the business number.
Dialer: Pulling Call From Desk Phone

To pull a call placed to your VCE number, but answered on your cell phone, back to your desk phone, press *11 on your Polycom.
Call in Progress
Call Transfer for VoIP Calls
Directory Search

[Images of two smartphones showing directory search results.]

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Call Settings Screen

- **Dialing Service**
  - VolP Call
- **Call Forwarding**
  - Business Continuity: Disabled
  - Unanswered Calls: Disabled
  - Busy: Disabled
  - All Calls: Disabled
- **Do Not Disturb**: Disabled
- **Caller ID**
- **Hide number**: Disabled
- **Office**
- **Office Anywhere**
- **Sim Ring**
- **Sim Ring**

Right side of the image shows the Call Settings screen with options like Do Not Disturb, Forward All Calls, Forward Unanswered Calls, Call Forward Busy, Business Continuity, Hide number, Office, Office Anywhere, Outgoing calls, and Sim Ring.