UC Integration Makes Collaboration Easier

Unified communications (UC) solutions are essential to work in the modern world. Today's professionals need to be able to transition from one application or communication channel to another in seconds. Whether using instant messaging or checking up on social media platforms, having these tools in one place can make work easier.

This is why UC integration is important for enterprises. With the right UC configuration, employees can access email, appointment calendars and other useful applications on a single interface.

With so many communication channels being used today, bringing all systems together can make an enterprise more agile. For example, when a worker is sending messages to a colleague but needs to be on a client call in a few minutes, having VoIP systems easily accessible can allow that employee to take the call, while still engaging with the co-worker to accomplish necessary tasks.

With integrated UC services, businesses are able to increase productivity and give employees the tools they need to be successful. For this reason, enterprise leaders should create a UC investment plan as soon as possible.

CONNECTING THE DOTS
WITH UC INTEGRATION

Voice, video, instant messaging and presence solutions shoulder a growing proportion of business communications - but never quite the entire load. Shouldn't your UC system integrate with the channels that carry the rest?

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EMAIL
With more than 85% of humanity now accessing an online inbox, it's fair to say that any UC solution that ignores email integration is missing the point.

CALENDARS
Agendas define the day for today's busy professionals, and UC systems that are out of step with corporate calendars could leave users vulnerable to the dangers of missed meetings and double-bookings.

SOCIAL
Employees check social media profiles for business purposes 66% more frequently now than they did a year ago, making it as important to loop UC systems in with LinkedIn connections as email contacts.

CRM
Considering some corporate breadwinners spend more time in Salesforce than they do in their own homes, CRM integration is always in the best interest of any UC utility.

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WEB
The modern employee almost always has a browser window open, so click-to-dial capabilities that minimize the disruption to their web-based workflows are always greatly appreciated.

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