

Encompass Unified Communications

One hosted and managed business communications service.

Encompass Unified Communications from Enventis replaces your collection of voice and data equipment, services and vendors with a single, centrally managed and hosted VoIP communications service. Encompass is a single vendor service including local and long distance voice; business IP telephony via hosted IP PBX; unified messaging (single inbox for voicemail, e-mail and fax); call center features; dedicated internet access; 24x7 support and much more.

Business Telephony

Powered by industry leading Cisco IP telephony, IP PBX and VoIP products, Encompass provides business-class calling features across multiple sites without the need to purchase onsite PBXs. Standard features includes four digit dialing from any phone at any location, auto attendant for every user, single number reach (find me / follow me), conferencing, plus all the typical business phone capabilities.

Unified Messaging

Unified Messaging is e-mail, voicemail and fax integrated into one service and is available from one inbox. You can access your voicemails from your e-mail client and vice versa. UM is an incredible productivity boost and you'll wonder how you ever got along without it.

Contact Center Service

Through a combination of contact management, intelligent routing, and network-to-desktop computer telephony integration (CTI), the Encompass Hosted Contact Center Service (CCS) segments customers, monitors resource availability, and

delivers each contact to the most appropriate resource anywhere in your company.

Contacts and Calendaring

An optional component of Encompass, Calendaring provides personal, group and resource scheduling. Users can create meetings with meeting requests, manage conflicts, and view employee calendars. Calendaring is available via the Encompass Web Portal, via a dedicated Windows client, or through a Microsoft Outlook plugin.

Dynamic T1

Encompass includes a Dynamic T1 connection to the customer location that integrates voice (local and long distance), data and high-speed Internet access over a single connection.

Professional Services

Enventis' experienced team of engineers and project managers will ensure your system is up and running as smoothly as possible. Encompass installation includes training for administrators and end users so they can get the most of their powerful new communications system.

Support 24x7x365

Encompass Unified Communications is a managed, hosted and fully supported solution 24x7x365. Experienced Encompass engineers implement the system and provide support. All moves, adds and changes are included.

