



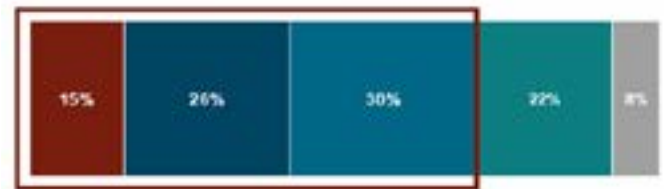
## EVOLVE CONTACT SUITE - ONLY VENDOR THAT INTEGRATES CONTACT CENTER, PBX & WORKSPACES WITH MICROSOFT TEAMS

### OVERVIEW

EVOLVE CONTACT SUITE IS A FULLY UNIFIED, OMNICHANNEL CONTACT CENTER THAT INTEGRATES WITH PBX, WORKSPACES AND MICROSOFT TEAMS AND IS PRICED SIGNIFICANTLY LOWER (30-40%) THAN COMPETING SOLUTIONS

**C**ontact Center in the cloud is an essential part of a Work Anywhere solution. According to recent research, 71% of respondents consider a unified Contact Center and PBX important.

How important is it to have contact center infrastructure and unified communications from the same vendor?



■ Critical ■ Very important ■ Important ■ Nice to have ■ Not important

Source: TechTarget 2019 Collaboration & Communications Survey (WW) | N=186

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### KEY FACTS

TOP SEVEN REASONS TO CONTACT EVOLVE IP AND LEARN MORE ABOUT EVOLVE CONTACT SUITE TODAY



**Fully Unified** - one platform for all users simplifies communications and reduces cost. Can also be deployed in a fully standalone mode or as an "overlay" to any phone system or **Microsoft Teams**



**Robust Omnichannel Feature Set** - along with superior AI speech analytics, advanced reporting, customized call flows to help you deliver a world-class customer experience



**Analyst Acclaimed** - 3 consecutive years in Gartner's MQ for CCaaS with highest customer recommendation rating at 92%



**Experienced** - contact center specialists with "real world" experience to assist in design and deployment



**Integrated with Microsoft Teams** - Contact center agents can take full advantage of Team's productivity features while also interacting with the rest of company's associates



**Work & Hire Anywhere** - ECS runs on all major web browsers with easily navigable, attractive modern user interfaces that improve agent productivity and empower a great customer experience.



**Competitive Pricing** - Saves 30-40% over competing solutions



CONTACT SOMMITA TO LEARN MORE ABOUT EVOLVE IP'S ANALYST ACCLAIMED OMNICHANNEL CONTACT CENTER

INFO@SOMMITA - 206-783-4742

**Gartner**

“Consider Evolve IP if you want multichannel functionality for price-sensitive small or midsize\* contact centers, either for stand-alone deployments or in conjunction with the company's UCaaS offerings.”

\*Gartner defines this segment as 300 agents or below