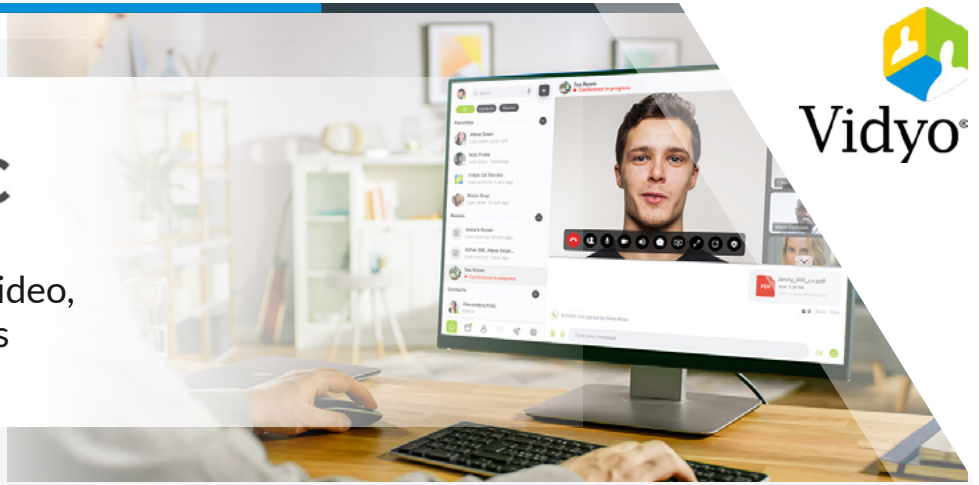




A single application for chat, video, telephony, and contact centres



Use Cases

- **Regional and vertical dependencies:**
Ability to fully customise UC to support customers unique needs
- **UC and contact centre convergence:**
Address all customer workflows, regardless of the entry point, to manage conversations effectively.
- **Telephony:**
All services such as local, Emergency, Toll Free numbers, along with advanced PBX functionality like extensions, hunting, multiple devices call answering capabilities.

Benefits

- Single application for all collaboration needs
- White-labelling and customisation options to boost visibility of company's brand
- Ease of porting numbers over allows companies to move to the cloud faster
- Microservices architecture provide fast time to market
- API-centric platform opens revenue streams

The Future of Business Communication

Within the last year, there have been significant shifts in the way people work and communicate. The majority of business leaders are anticipating greater flexibility in remote work post-pandemic, which has driven up the demand for unified communications solutions. While there are UCaaS solutions available in the market, none of them offer the level of flexibility and customization needed to provide companies with the all-in-one collaboration hub that they desire. Customers need a differentiated UCaaS offering that will streamline their workflows and increase productivity.

Unified Solution

Enghouse UC is a single UCaaS application for chat, video, and telephony that offers an elegant user experience for threaded, persistent chat and robust video collaboration. This unique solution can be white-labeled to boost brand visibility and customer loyalty, while leveraging our patented video communications technology and expertise in collaboration.

Enghouse UC is built using microservices architecture, delivering a faster time to market, enhanced scalability and increased resilience through component isolation.

Enghouse UC's API approach works with leading automation applications connecting thousands of apps into workflows, making Enghouse UC more versatile, flexible and easy to use.

Future Proof Your Business

With Enghouse UC as your communication backbone, you are part of one of the fastest-growing technology sectors. Secure a growing revenue and profitability stream by leveraging a highly customizable UCaaS solution. Meet specific needs of enterprises, deploy within their existing business model, provide world-beating UI/UX branded with your customer or your logo – and step confidently into the future.

Features	Details
Intuitive User Experience	<ul style="list-style-type: none">• Communicate through chat• Threaded, persistent, and contextual chat• Private chats for 1:1 or group conversations• Transfer and share files• Unlimited collaboration with external users or guests• Collaborate over video• Face-to-face interactions for the moments that matter• Robust and resilient; mobile optimized• Scalable multi-party• Share your screen
Branding and White-Labeling	<ul style="list-style-type: none">• Branding<ul style="list-style-type: none">• Logo change within the application• Color schema change• App name or icon change
API-Centric Platform and Microservices Architecture	<ul style="list-style-type: none">• API-Centric Platform<ul style="list-style-type: none">• Future-proof: Ensures that customers can distribute services across digital channels, devices, and interfaces• Easier to update: Saves time by reusing code and taking advantage of public, published APIs• Opens revenue streams: Facilitates the adoption of the platform economy, digitization, automation, and IoT• Microservices Platform<ul style="list-style-type: none">• Scalability: With the architecture based on small components, it's easier to scale up or down following a specific element's requirements• Time to market: Microservices work independently, making initial deployment and feature modifications easier
Telephony Choice	<ol style="list-style-type: none">1. Enghouse to provide new end numbers or toll free numbers for customers2. Enghouse to facilitate local number porting or toll free porting3. Emergency services included

To learn more about Enghouse UC, [contact sales today](#)



Vidyo, Inc. (Corporate Headquarters)
216 Route 17 North, Suite 301
Rochelle Park, NJ, USA
Tel: 1.866.99VIDYO
Email: vidyo.sales@enghouse.com
Web: www.vidyo.com

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