

# The Benefits of Unified Communications



## COST BENEFITS

Unified Communications is more cost-effective compared to the traditional office handset that lacks technological capability.

## HIGH LEVELS OF PRODUCTIVITY

Increase your productivity by assigning and monitoring inbound calls.



## FASTER RESPONSE TO CUSTOMER QUERIES

Integrated platform helps to respond faster as all the customer queries can be viewed on a single dashboard.



## BUSINESS CONTINUITY

Unified Communication solutions enable employees to work from home or remote location to provide uninterrupted customer service.



## MORE THAN ONE PERSON ON THE CALL

More person can be on the same call at a time with help of unified communication. This is helpful for employees for their real-time training.

## REQUIRED MAINTENANCE COST

Unified Communication solutions can cut overall maintenance cost to a great extent as this is a cloud-based technology.



## VOICE QUALITY

Good voice quality is the desired feature for a call center, and it has up to 6800KHz wideband capability, which assures seamless communication.

## According to Jabra Research

82% of consumers appreciate the feeling of having a private call with customer service with no background noise.

**Implement Unified Communication in your business and reap various benefits**

Contact us now at 0330 175 5588 or email [hello@modesolutions.com](mailto:hello@modesolutions.com)