

# Connex Cloud Office

Migrating your communications to the cloud  
has never been easier.





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# Why Move to the Cloud?

## Cost, Control and Consolidation

Traditional phone systems come with substantial upfront costs and unpredictable expenses. Many technologies or features are not native to on-prem systems, complicating implementation and boosting service costs. This leaves companies stuck with legacy systems until they are prepared to incur additional expenses. A cloud phone system eliminates phone, server, network upgrade, and implementation costs thanks to its flexible and scalable nature.

A good cloud service provider can offer extensive features with transparent pricing and no pay-per-feature add-ons, a no-brainer for companies looking to innovate without breaking the bank.

Control your phone system without having to be physically present in the office. Make changes and additions to your system remotely through the online administrator portal, eliminating the need for out-of-office hour work or third-party technicians. You can also identify, analyze, and resolve emergencies remotely – taking the

urgency out of emergencies and putting control back in your hands

Most importantly, a cloud phone system allows you to consolidate all your communications channels into a unified network, resulting in stable and productive communications between customers and employees. Providing individuals with their preferred means of communication, in an intuitive and user-friendly way, ensures satisfaction across all touchpoints.

## Is a daunting migration holding you back?

Fear no more! With the right strategy

and team, the once intimidating cloud migration can be entirely non-disruptive and ensure business continuity throughout the process. Gone are the days of deficit spending and security weak spots due to inadequate understanding of cloud technology.

At Connex, we are committed to your success. Our certified experts take the time to understand your business to design, implement and monitor the most suitable migration for optimal results. If issues arise post-migration, our post-deployment guarantee ensures speedy resolution and quality assurance.

So, what is the Connex Cloud Office difference?



# What is Connex Cloud Office?

## Connex Cloud Office is more than just another cloud phone service provider.

Connex Cloud Office is a comprehensive cloud-based telephony solution with all the functionality of on-premise PBX. It was designed to aid organizations of all sizes to modernize their communications capabilities by replacing their aging telephone system without requiring any capital investments.

We strive to deliver enterprise-level unified communication functionalities while lowering the total cost of ownership. Our focus is to complement, not duplicate the team collaboration functionalities already found in Microsoft Office 365/Teams, Google Docs, or specialized solutions like Zoom and Slack.

Connex brings advanced communications solutions that deliver in today's business environment. We focus on delivering the best telephony solution without forcing customers to pay for features they don't need, or to significantly change the way they work.



## Streamline communications, through simplified technology!

The telephone remains the simplest and most persuasive communication technology. Allow your customers to reach you throughout the buying process and/or to reach your customer service department.

### Solution Features

- Unlimited Calling in the U.S. and Canada
- Microsoft Teams Integrations
- Hardened Security
- Advanced Call Routing
- Interactive Voice Response (IVR)
- Call Queues and Agents
- Administration and End User Portal



# Frequently Asked Questions

## 1. My phone system has worked for years, why change now?

It is likely your phone system is not suited for the modern hybrid work environment. Type, pace, and mode of communication have shifted vastly, and it is crucial for your phone system to be able to scale and adapt accordingly. It is also becoming increasingly expensive to buy replacement parts or to augment your existing technology.

## 2. I use Microsoft Teams, am I a good candidate for Connex Cloud Office?

Connex Cloud Office has built in integrations to Microsoft Teams. You can use Connex Cloud Office within your Microsoft Teams environment. (Additional Microsoft licensing may be required).

## 3. Would I be locked into a Manufacturer for Deskphones or Accessories?

No, Connex Cloud Office supports deskphones from Grandstream and Yealink, and as far as accessories go, you can use any headset, speakerphone with USB into your laptop or desktop computer.

## 4. Can Connex Cloud Office support a large user base?

Connex Cloud Office can scale on demand to support thousands of simultaneous users. The computing environment is scalable in a way that adding on server resources is only a few clicks away.

## 5. Can I mix and match user types to get exactly the quantities I need?

Yes, you can assign platform features to different users. If you have those that use extension dialling, you can mix those with other license types to build out the right configuration for your business.



# Connex Cloud Office Features

## Features equipped for the Enterprise

Connex Cloud Office is loaded with features that you will use. Considering that typical users only need up to 10 telephone features, Connex Cloud Office has you covered with even more. Microsoft Teams integrations, User Portals and Administration Portals, Contact Centre features and more. Ask us to see our full feature line-up.



### Unlimited Calling to the U.S. and Canada.

We don't limit or throttle your calls. It's an unlimited service. Make and take calls from anywhere in North America. There are no minute usage limits. We do ask that you respect the fair use policy (Calls over 4 hours). That's it.



### Microsoft Teams integrations are built in.

Does your business use Microsoft Teams? It's become a very popular collaboration platform. Connex Cloud Office provides a native integration to MS Teams. You can make and take calls right from the Teams client.



### Zero Trust Security and 24/7 Monitoring.

To ensure a secure computing environment, Connex Cloud Office has implemented zero trust security. This means that users and IP addresses need to be white listed before they gain entry into the service. We've had no data breaches to date.



### Hosted in Canada. Data stays in Canada.

Connex Cloud Office is hosted in Canada at geo-redundant Canadian data centres. Your calls, your recordings, your data stays secure and is fully replicated to ensure availability.



### Contact Centre Features you will use

Many businesses run small customer service departments, these groups take calls from customers directly and provide support, product info etc. Connex Cloud Office enables these features; automated call distribution, recording and reporting.



### Administrative and user portals

Enable your staff to use the self service features of the user portal. Let them control their find me-follow me numbers, fix up their voicemail and manage their softphone. Administrators can also manage key elements like IVR and Auto Attendant, routing and more.



# Connex Cloud Office Plans

## Essential Edition

The perfect starter edition. Let your users be reached by extension dialling, give them voicemail and a softphone. This edition is perfect if your business uses extension dialling today.

### Key Features:

- Unlimited calling in the U.S. and Canada
- Voicemail
- Voicemail to Email
- Softphone access (No charge)
- One registered device

## Premium Edition

Premium includes all of the feature set of Essential Edition and gives users the ability to have their own numbers (DID's). Additional user features are also available at this tier.

### Key features:

- Unlimited calling in the U.S. and Canada
- Direct Inward Dial numbers
- Multiple registered devices
- Smartphone app
- User Portal access
- Personal conference bridge

## Contact Centre Edition

Enhance your customer experience with Contact Centre Edition. Building on the feature-set of Premium edition, gain access to software and features designed to improve your customer experiences.

### Key features:

- Automated call distribution
- Agent and Supervisor software
- Real-time reporting
- Historical reporting
- Call Recording
- Wallboard ready



# Connex Cloud Office DeskPhones



**Grandstream GPR2616**  
6-line - Colour, BT, Wireless -  
Executive phone

**Yealink T46U**  
14 Line - Colour, BT, Wireless -  
Executive phone



**Grandstream GPR2615**  
5-line - Colour, BT, Wireless -  
Manager's phone

**Yealink T43U**  
10-line - Greyscale, BT,  
Wireless - Manager's phone



**Grandstream GPR2601/P**  
Essential IP Phone  
Everyday use

**Yealink T33G**  
4-line Essential IP Phone  
Everyday use



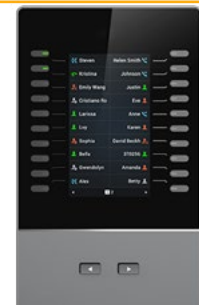


# Connex Cloud Office Accessories



**Grandstream GAC2500**  
Android Enterprise Conference Phone

**Grandstream GBX20**  
20 Button Extension Module



**Yealink CP965**  
'The Black Box' - Enterprise Conference Phone

**Yealink WH67**  
DECT Wireless Headset



**Grandstream GUV3050**  
Bluetooth Wireless Headset

**Yealink CP900**  
Personal Bluetooth Conference Speaker



# Implementation Services

Connex Professional Services completes your implementation of Connex Cloud Office. We offer 2 types of services to ensure you are getting the value from the implementation that you need. These versions are:

**LITE IMPLEMENTATION** - If you have in-house IT Staff, this may be the implementation solution for you, Connex completes much of the implementation remotely.

**ENHANCED IMPLEMENTATION** - If you are looking for an on-site deployment, with every task completed by Connex engineering, this option may suit your needs better. Ideal for companies who don't have internal IT resources to assist the project. Connex completes much of the implementation on-site.

Task	Lite Implementation	Enhanced Implementation
Network Assessment	x	✓
Data Collection	✓	✓
User Configuration & Programming	✓	✓
Call Flow Programming	✓	✓
Queue and Ring Group Programming	✓	✓
E911 Configuration	✓	✓
On-site phone deployment	x	✓
Remote phone deployment	✓	✓
Integration with Third Party Applications	✓	✓
Number Porting – (Business Hours)	✓	✓
Number Porting – (After Hours)	x	✓
Remote Go-Live Services	✓	✓
Remote Administration Training	✓	✓
Remote User Training	✓	✓



# Implementation Services

Connex Cloud Office is installed by Connex engineering and project management resources. Specific steps are required in order to implement your Connex Cloud Office platform to work for your business. Connex ensures a seamless transition and will provide post implementation support to ensure a successful deployment.

## Network Assessment

Network readiness assessment is performed by a Connex engineering resource. A network packet test will ensure that your physical network is setup to support quality of service (QoS) for voice traffic.

## Data Collection

Data Collection includes collecting user information including user types and extensions. It also includes gathering call flow data, call queue data and phone button programming.

## User Configuration and Programming

User configuration and programming uses the data collected and programs the system based on your specific requirements.

## Call Flow Programming

Call Flows are the specific routing steps that your business has in place for incoming and internal calls. These need to be replicated, or created and programmed on your Connex Cloud Office platform.

## Queue and Ring Group Programming

Call Queues are contact centre functions that hold callers in that queue. Ring Groups allow your business to ensure that every call is answered by sending that call to one or more staff extensions. It's essential that these be developed and programmed to ensure all calls are answered as quickly as possible.

## E911 Configuration

Connex Connex will test your E911 Configuration and update the ANI database with your current business address(es). This is an important step to ensure that any VoIP call to 911 is associated with the address that the first responders will travel to.



# Implementation Services

## On-Site Deskphone Deployment

Connex engineering staff will come to your location to program and place phones at staff desks, common areas and boardrooms. We test every phone configuration including E911 services to ensure every phone deployed on the network is functioning as it should.

## Remote Deskphone Deployment

Connex engineering staff pre-program phones and label them according to their location or user. These phones are shipped to the customer to place and plug into the network. Remote testing of phones including testing E911 services is included.

## Integration with Third-Party Applications

This may include a door phone, or intercom or third-party paging system. Connex will collect the details of the request and include the correct equipment on the order.

## Softphone Deployments

Remote Go-Live Services are provided to customers by Connex engineering resources. This service is a concierge-type service that allows your organization to benefit from a technical resource overseeing your service turnup.

## Number Porting and Go Live Services

Connex provides number porting and post-go-live services to ensure that your business is up and running and all users on the system are able to access the network to make and take calls, from any device they are using.

## Remote Admin Training

Connex engineering resources will provide a virtual-based training session for administrators of the Connex Cloud Office platform. These sessions will include user management, basic and advanced routing, troubleshooting and software client reviews.

## Remote User Training

Connex engineering resources will provide a virtual-based training session for end users. This includes how to use your device(s) and clients and the basics of using your Connex Cloud Office communications platform.



# Service and Support

## Support Services are included with Connex Cloud Office

Connex is responsible for the uptime of the system, the system features and emergency services. All customers receive basic support for uptime and feature management. We're available for consultations and we provide many training manuals online for your convenience.



### 24/7 Monitoring

Connex provides uptime for your solution 24/7. This is an essential service feature. Count on Connex engineering for complete uptime of Connex Cloud Office.



### Security Support

Connex monitors for uptime but also for security. Zero trust security is in place and no security breach has occurred to date. Hardened server environments and rigid firewalls protect your system, and your data.



### Emergency Calling (E911)

It is critical that your business have 911 access. Connex provides this on implementation and it is tested and verified. If your business is changing address, adding an office, removing an office, Connex needs to update 911 services to reflect an accurate address and location.

## Concierge Services



### Connex Managed Care

With the optional Concierge service, Connex completely manages all elements of your system, on your behalf. Connex will provide moves, adds and changes, programming services, announcement services and all technical aspects of your deployment. This is an optional white glove service to consider.



# Our Commitment



## Connex Cloud Office - Built by Connex

Connex stands behind the products that we develop and deploy in the field.

Built by Connex refers to products that Connex has developed specifically for our customers that make a difference to their businesses. In addition to Connex Cloud Office, Connex has also developed:

Connex CATS - Assurance Testing for Contact Centers and Connex IIICE - Intelligent Interactive Coaching Engine.

## Product Enhancements

Connex Cloud Office is always in development, features and product roadmap deliverables are always being assessed and implemented. If you have an idea for a product feature addition, please reach out to a Connex representative. Your feedback is important to us and your input is of critical importance. If you feel you are not getting the answers you need, you may escalate to senior management.

## Quality Assurance

If you are not satisfied with your Connex Cloud Office solution, please reach out to us, so we can be aware of any user feature additions or product stabilization features that will benefit the users of Connex Cloud Office. We stand by the products and services we deploy, and your satisfaction is of critical importance. If you feel you are not getting the answers you need, you may escalate to senior management.

