

5 Ways Unified Communications (UCaaS) Supports Remote Workers

You no longer have to be tethered to your office desk in order to be productive. Now, the workplace includes millions of remote workers as well as employees that are always on the go.

IMPROVE PRODUCTIVITY IN YOUR WORKPLACE!



Greater Mobility Equals Greater Productivity

UCaaS facilitates access even away from the office. In a world that's shifting towards telecommuting – which by the way, can equate to more productive workers as well – to remain competitive in your industry, and to attract and retain talent, you must offer mobility. Workers can communicate and collaborate with others with ease with UCaaS. They can also respond to and connect with customers quickly and without limitations from their home office.



Real-Time Responses

Legacy phone systems have multiple features that were designed to help users save time and effort, like call forwarding. However, those aren't portable. UCaaS takes those features and improves them – by supporting automation of voicemails to email, for example. Should you miss an important call, you don't have to bother with the voicemail as the message is already in your inbox and can be forwarded to another party if needed. Responding immediately to urgent matters helps you better support customers and resolve issues in real-time.



Enhanced Collaboration

Your company thrives when employees collaborate to solve challenges and develop new ideas. However, collaboration doesn't mean all parties have to be in the same room. Your team may be spread all over the world, and that's okay because UCaaS allows you to collaborate without restraints. Your team is connected on one network and can work together in a number of ways through virtual meetings and instant messaging. Beyond just being able to communicate easily, which enhances collaboration, you can also expand on features that enable better teamwork, such as the ability to share and work on documents simultaneously.



Easy Integrations

Technology powers your workforce. Across your organization, you may employ many different technology platforms that your team needs to do their job every day. With UCaaS, you can integrate many of those. It works seamlessly with other cloud-based applications, allowing you to manage multiple functions via one system. For example, you can integrate with your customer relationship management (CRM) software to better track customer behaviors and interactions. Plus, your customer-facing employees will have information about that client at their fingertips, improving the customer experience.



Consistent Reliability

If your organization is using analog phones, what will you do should service go down? What's your backup? What's your business continuity plan? It's hard to answer these questions when you must depend on antiquated systems. UCaaS has greater reliability than legacy phone systems. You can't be productive when your system is down, and that's why so many businesses depend on UCaaS for communications.