



Business  
Solutions

Cloud-based PBX, Collaboration  
& Contact Center Services

# Introducing Kandy Business Solutions

Organizations of all sizes are moving their business-critical services, such as email, storage and business process apps, to the cloud because it is more cost-effective and flexible. They are moving their phone systems to the cloud too – and they are choosing Kandy Business.

Kandy Business delivers carrier-class cloud PBX and hosted business phone services with all the features organizations expect from a traditional phone system — plus unified communications. Services such as instant messaging, mobile apps, video conferencing and more.

Kandy Business takes all of the guesswork away by offering a cost-effective, pay-as-you-grow, service. It doesn't skimp on quality or features, it won't hurt the bottom line and it will continue to deliver innovative services year after year.

## Kandy Business Solutions

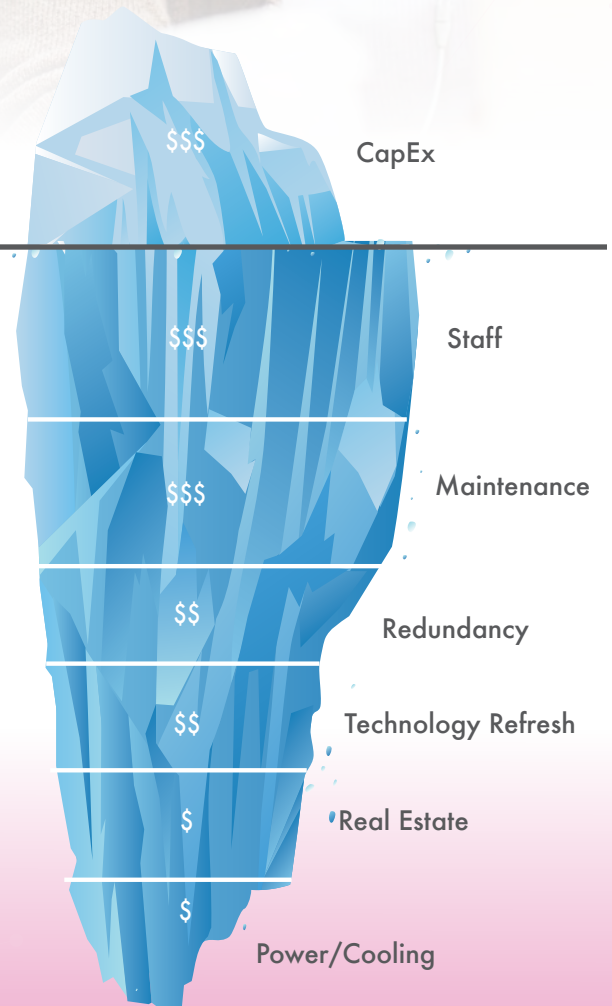


## The Value of Kandy Business

Traditional phone systems and PBXs are expensive to maintain and require a large capital investment to update or replace.

- Kandy Business removes capital expenditures and long-term operating costs for hardware, maintenance and installation.
- Kandy Business doesn't require organizations to have dedicated IT staff to keep their phone system up and running.
- The Kandy Business pay-as-you-go pricing model lets organizations pay for what they use and add more services when needed.
- Kandy Business can integrate with an organization's existing phone system, helping protect their existing investments while layering on new services and features.

## On-Premises Alternatives





## The Benefits of Kandy Business

The right cloud communications solution needs to be incredibly simple to use, and not require IT support. However, making Kandy Business easy to use doesn't mean limiting its capabilities. From sophisticated mobile services to multi-media contact centers, Kandy Business delivers tools that improve user productivity and customer engagement. It has the scale and administrative tools to support one location or one thousand; offering the same features worldwide. And Kandy Business is ready for the long haul, built with the same proven equipment that drives millions of lines at service providers across the globe. Kandy Business elements are anchored in geographically redundant data centers, offering piece of mind that Kandy Business is ready for almost anything.



### Flexibility

Time – it's you and your team's most important resource. Kandy Business is designed to make users more productive wherever they need to work. In the office, in a home office, a hotel room, an airport or a coffee shop, Kandy Business keeps users connected and makes them more responsive to co-workers and customers.



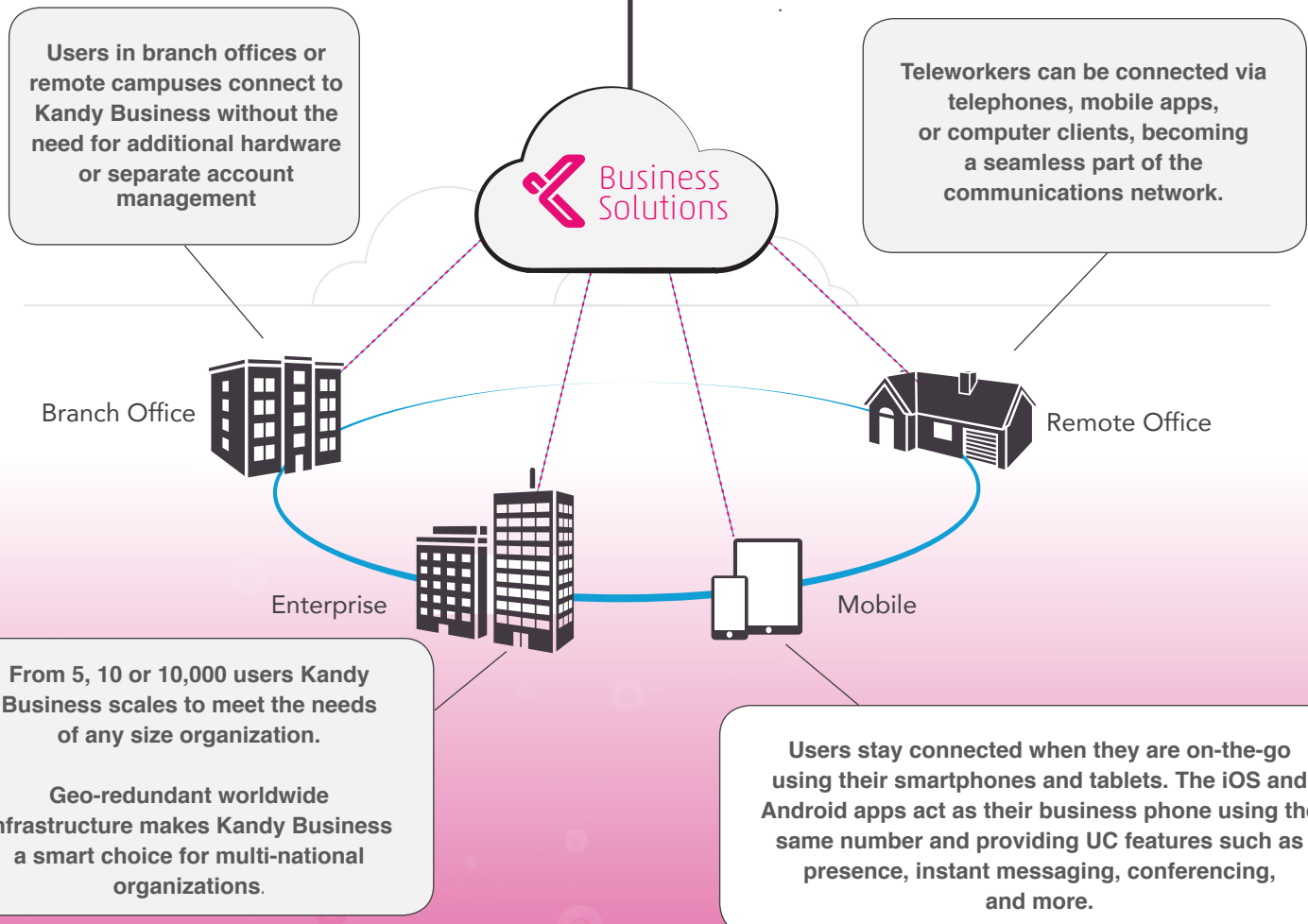
### Mobility

Imagine a unified communications solutions that allows one phone number to follow users wherever they go—accessible from their desk, their smartphone, their tablet, or on their laptop; from anywhere with an Internet connection. This is Kandy Business – your mobile office.



### Expandability

With traditional on-premises solutions, you often have to plan and pay for future growth long before you even need it. Kandy Business lets you pay for what you need; adding, changing, moving users as needed. Opening a new office or store? With Kandy Business, there are no hidden hardware costs and you can manage all locations from one account.



# Cloud PBX

Looking for business class phone features without the cost and headaches of installing and maintaining an on-premises solution? Kandy Business provides the flexibility you need to jump right into cloud communications or slowly migrate away from your existing solution

The best part is that Kandy Business does all of this without customers having to install or maintain special telephony equipment and infrastructure. A user-friendly web portal allows organizations to easily add, remove, and update users without special training or IT staff.

With just a phone and a network connection, users are ready for work. With the same phone number, Kandy Business extends the capabilities of the phone system to smartphones, tablets, Windows and Mac clients, or even a web browser. Users gain the flexibility to choose how they want to use Kandy Business regardless of whether they are in the office, on the road or working from home

## Traditional Business Voice Services:

Kandy Cloud UC delivers hundreds of the business features organizations expect from a real phone system – directly from the cloud including:

- HD Voice Quality
- Advanced Call Screening
- Call Park & Pickup
- Hunt Groups
- Shared Line Appearance
- Extensive Call Routing

## Advanced Enterprise-Grade Services:

- Voicemail (with transcription option)
- Business Fax
- Multi-level Auto Attendant
- Call Recording
- Web Conferencing
- Multi-site Directory
- Call Grabber
- Active Directory & SSO Integration

## The Most Phone Choices

Leverage the power and flexibility of Kandy Business on a wide variety of industry standard, SIP-based business phones. Unlike some of our competitors, Kandy Business doesn't try to lock you in with proprietary hardware or costly licenses; simply choose a SIP-based phone that meets the needs of each member of your team. Select the right device for each work environment: a speakerphone in the conference room, an attendant console for the receptionist, or a video-enabled display phone for an executive. No matter which phone you choose, Kandy Business will make it a powerful communication and collaboration tool.

## Officially Supported Phones

Kandy Business delivers standards-based SIP call control that is compatible with hundreds of brands and models of phones. We simply can't test every brand or model so we focus our interoperability guides on the most popular products. However, we are testing new phones every day. Have a specific phone that is not in the list below? Contact us and we'll let you know if we've tried it ourselves.

### Polycom

- Polycom VVX 1500
- Polycom VVX 450
- Polycom VVX 350
- Polycom VVX 250
- Polycom VVX 150
- Polycom VVX 601
- Polycom VVX 501
- Polycom VVX 401/411
- Polycom VVX 301/311
- Polycom VVX 201
- Polycom VVX 101
- Polycom D60
- Polycom Trio Series 8800/8500
- Polycom Soundstation 7000
- Polycom Soundstation 6000
- Polycom Soundstation 5000
- Polycom SoundPoint Family (650,560,550,335,331,321)

### Yealink

- Yealink SIP-T57W
- Yealink SIP-T54W
- Yealink SIP-T53W
- Yealink SIP-T53
- Yealink SIP-T48S
- Yealink SIP-T46S
- Yealink SIP-T42S
- Yealink SIP-T41S
- Yealink VP-T49G
- Yealink SIP-T48G
- Yealink SIP-T46G
- Yealink SIP-T42G
- Yealink SIP-T40G
- Yealink SIP-T4xP and T2xG/P Series - (T41P,T40P,T29G,23G,T23P,T21P,T19)
- Yealink W60P/W53P/CP930W
- Yealink CP960/CP920/CP860

### Nortel / Avaya

- Avaya 1140
- Avaya 1120
- Avaya 1230
- Avaya 1220
- Avaya 9640
- Avaya 9621G
- Avaya 9611G
- Avaya 9608

### AudioCodes

- AudioCodes 440 HD
- AudioCodes 430 HD
- AudioCodes 420 HD
- AudioCodes 405 HD

### Aastra

- Aastra 6867i/ Mitel 6867
- Aastra 6865i/ Mitel 6865
- Aastra 6863i/ Mitel 6863
- Aastra 6757i

### Ribbon EdgeMarc

- EdgeMarc 2900 Series
- EdgeMarc 7000
- EdgeMarc 4808
- EdgeMarc 4806
- EdgeMarc 4601/4603
- EdgeMarc 4570/4571
- EdgeMarc 4550/4552

### LG Electronics

- LG 8840
- LG 8830
- LG 8820
- LG 8815

### SNOM

- SNOM 760
- SNOM 720
- SNOM 710
- SNOM 320
- SNOM 300

### Moimstone

- Moimstone IP255S

### SpectraLink

- SpectraLink 8440

### Cisco

- Cisco 8861 MPP
- Cisco
- Cisco
- Cisco
- Cisco
- Cisco

### Grandstream

- Grandstream GXW4004
- Grandstream GXW4008
- Grandstream GXW4104



## A Trusted Partner for IP Phones

Not only does Kandy Business support a wide-range of IP phones but we have forged a strong partnership with the market leader — Poly. This relationship ensures ease of deployment, a quality user experience and support you can count on.



## Yealink

### Cost Effective & Easy to Deploy

Yealink SIP phones are designed to meet the needs of almost any organization. From executives to receptionists, there is a Yealink phone that works the way you do. Kandy Business ensures that these high quality, feature rich phones are easy to deploy and provide a great user experience.

### Works Right Out of the Box

Kandy Business provides Zero Touch Provisioning with supported Polycom and Yealink phones. This means there is no IT staffing requirement when installing phones. Simply provide the phone power and plug it into the network; Kandy Business does the rest.

#### Kandy Business Provisioning Portal

### Avrum Group

[Dashboard](#) [Account](#) [Provision](#) [Documentation](#)

**Device Management**

**Device Parameters Configuration**

#### INDIVIDUAL

MAC Address

Terminal Type

Firmware

Hotdesk

Select Terminal Type

Polycom - IP321

✓ Polycom - IP331

Polycom - IP335

Polycom - IP5000

Polycom - IP550

Polycom - IP560

Polycom - IP6000

Polycom - IP650

Polycom - IP7000

Polycom - VVX101





## Take the Office with You

Kandy Business Solutions not only delivers carrier-class telephony throughout the office and enterprise, it also enables employees on-the-go to stay connected. Feature-rich apps for both iOS and Android connects smartphones and tablets to 's telephony, conferencing, and collaboration services providing an in-the-office experience from virtually anywhere.

## One Phone Number Simplicity

The demand for mobile enterprise communications is growing at record speeds as more of the workforce is working on-the-go or from remote offices. It's hard for organizations to keep users connected, to provide quality phone services and deliver advanced collaborative tools. Kandy Business Solutions solves this communication gap by giving organizations the ability to deliver feature-rich telephony and unified communications services directly to smartphones and tablets over Wi-Fi and 3G/4G. Users have just one phone number that can simultaneously be used by a desktop phone as well as clients for Windows, Mac, iOS, and Android – making it easy to work from anywhere.

## Give Your Mobile Calls A Boost

Smart Office Mobile clients are designed for the real world. That includes our Call Boost feature that can move a live call from a WiFi or 3G/4G data network to a traditional cellular call. It's ideal way to boost the quality of a call if data coverage gets weak or spotty. Avoid being interrupted or having to redial while on the road. One click boosts the call... problem solved.

## One Business Directory with Presence & IM

Kandy Business clients provides a single business directory that provides presence information and instant messaging. Kandy can integrate with an organization's existing Active Directory and Single Sign On (SSO) platform so users don't have to remember separate passwords. Easily see who is online, on the phone, away, or offline. Presence is built into every smartphone app, making it easy to see everyone's status and send them an instant message or make an audio or video call with just one touch.

## Call Grabber - Take Your Call with You

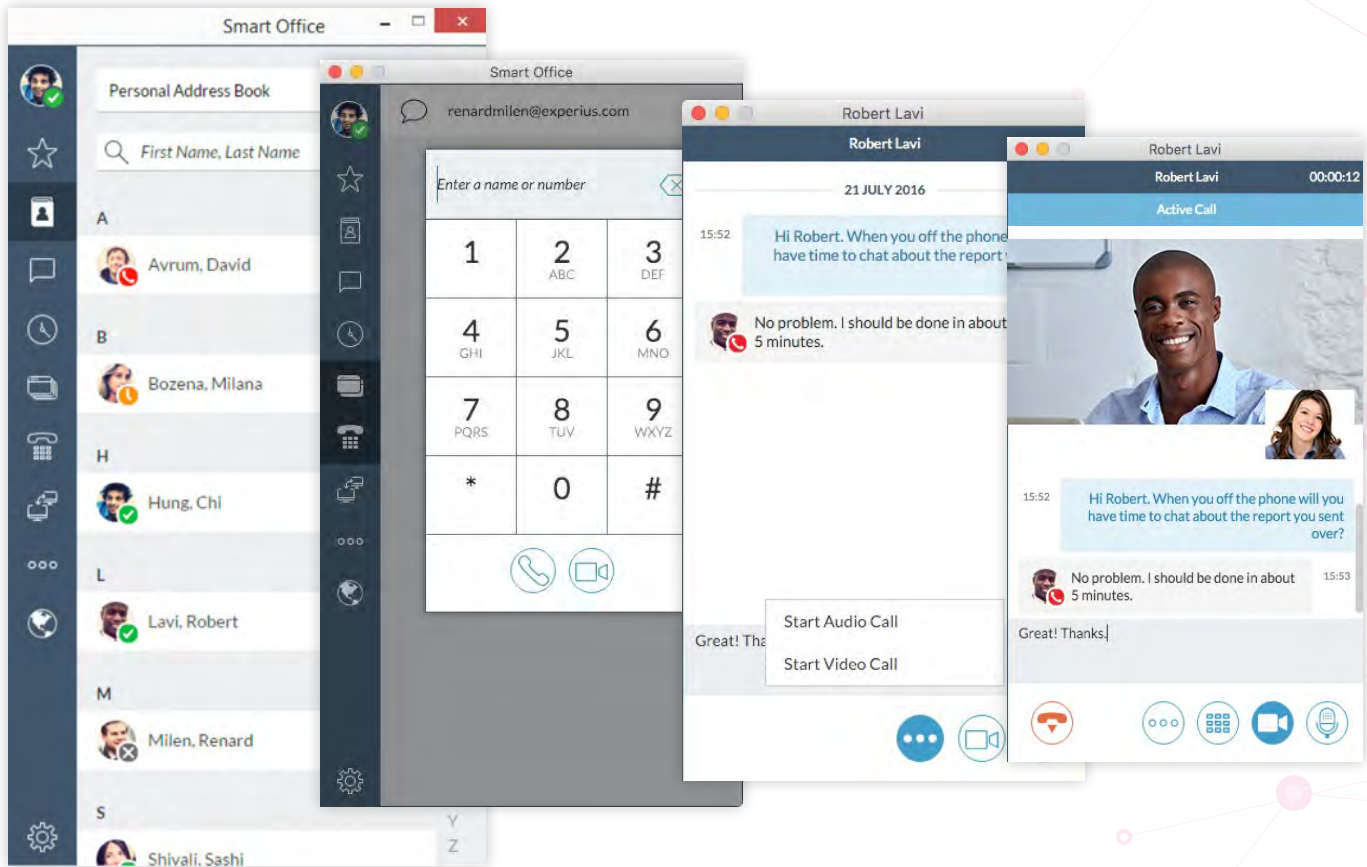
We have all been in the situation where we are on a phone call at our desk but needed to leave and either had to leave the call, missing important information or had to be late for the next appointment. Call Grabber lets users take the call with them. One click and the call is grabbed from the desk phone and transferred to the Nteract app, quickly and seamlessly. Easily grab the call again from your desk phone or another client.



Smart Office for Windows, Mac, iOS and Android

# Phone and UC Services Without the Desk Phone

**Smart Office's** PC and Mac clients can replace or complement a traditional business phone. Use them in the office, in a home office or on the road; anywhere you have your computer and Internet access you have a complete unified communications experience (an office VPN connection is not required). Find co-workers using the built-in corporate directory, see their presence status, send/receive instant messages and make/receive voice and video calls. Easily escalate into a Smart Office Collaboration Room to share content or start a multiparty video call. All of the Smart Office clients share your business phone number so your connected to your desk as soon as you login.



## Business Value

- Extends UC functionality to virtually anywhere
- Replace or complement desktop phone
- Consistent experience across devices and operating systems



## Voice & Video

- Click to call
- Integrated dialer
- Multi-call handling
- Point-to-point video



## Instant Messaging & Presence

- Instant message contacts
- Presence including "On the phone"
- Integrated with Global Directory



## Conferencing & Collaboration

- MeetMe Audio Conferencing
- Smart Office Screen Share
- Smart Office Collaboration





## Smart Office Collaboration Rooms & Screen Share

Organizations need more efficient communications to enable greater productivity. A voice-only conference call is not the best answer. Without the use of video conferencing and screen share participants are not as engaged, are more apt to multi-task, and are probably missing the point. Oversubscribed knowledge worker need a higher level of engagement so they stay focused and get more done, in less time. Smart Office Collaboration is the answer.

HD videoconferencing and screen share keep participants fully engaged. Anyone with a web browser can connect and participate; connect in the office or from the road. Meet with one person or use Outlook to invite dozens of participants. Choose full collaboration (video conference and screen share) or value-oriented screen share-only. Smart Office tools enable users to collaborate, make decisions and move on to the next task.



**Multi-party HD video conferencing**



**Dial-in for voice only participants**



**Screen Sharing**



**Built-in Group Chat**



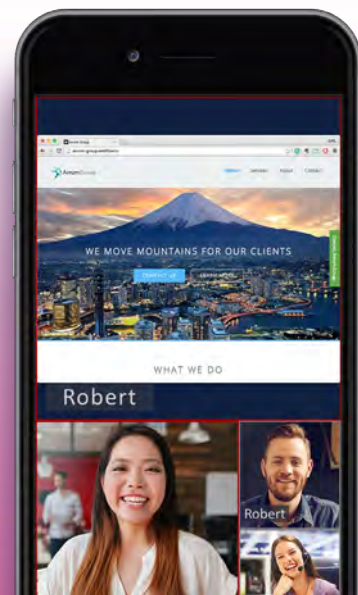
**Powerful Moderate Controls**



**High quality experiences  
across low bandwidth links**

## Collaborate On-the-Go

Kandy Business Solutions gives mobile users a virtual seat at the table with anywhere access to Smart Office's high-quality, multi-party video and screen share from smartphones and tablets. Don't settle for legacy solutions that leave mobile participants out of the picture, with only a voice connection. Get full mobile access to video and shared content for more engaging and productive meetings.

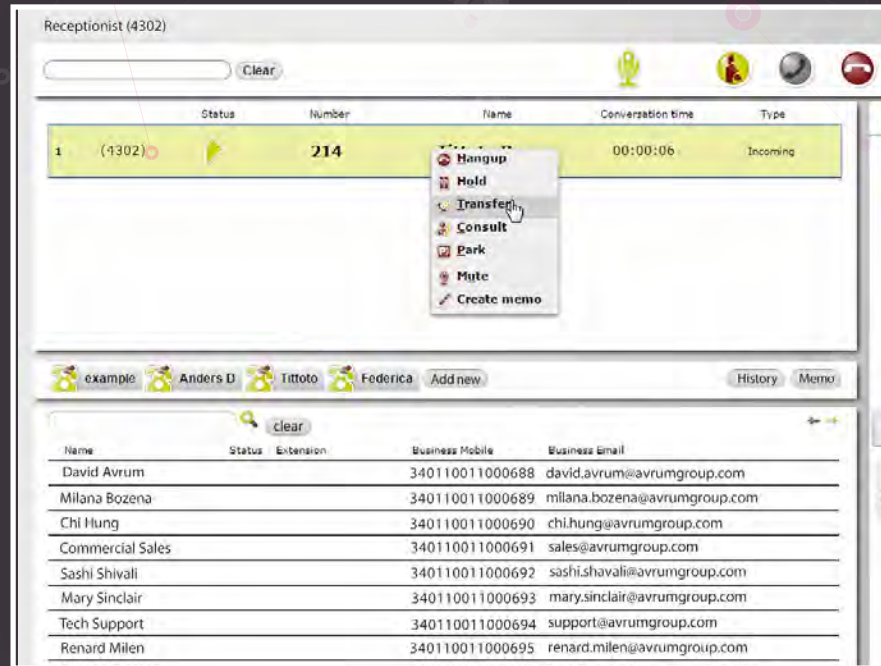




## Kandy Operator Console

Whether you are a receptionist looking to easily route calls or a call center operator handling multiple queues, the Kandy Operator Console provides simple and efficient call management — and because the console is web-based you can use from virtually anywhere and any device

- Device choices (PC, MAC and tablets)
- Supports multiple simultaneous calls
- Web-based, no application installation required
- Works with softphone or desk phone

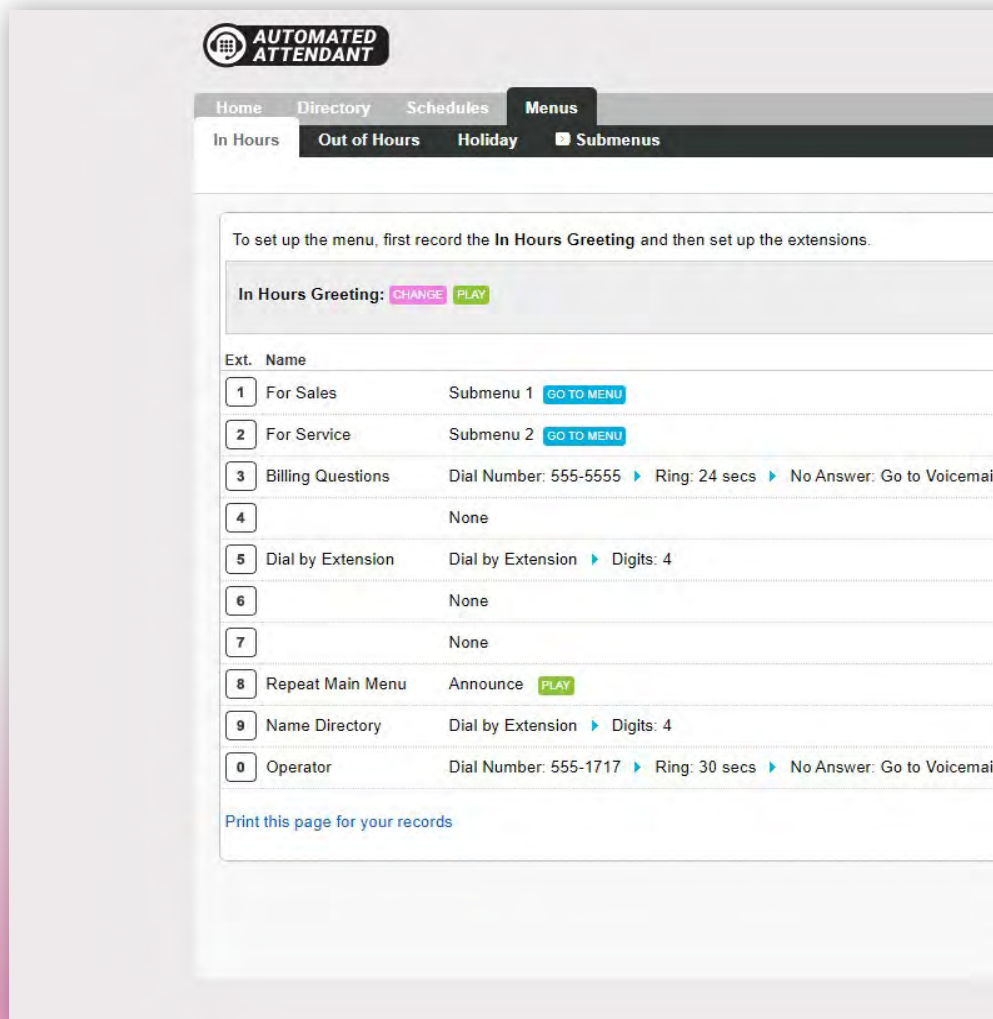


## Be Sure Every Call is Answered and Routed Efficiently, Day or Night.

The Kandy Business Automated Attendant can be your organization's primary answering point or supplement a live receptionist; ideal for high-volume call environments or after-hours and overflow call routing.

An intuitive web portal makes it easy to define menu structures and routing selections. Multiple schedule options simplify call management at different times of day, day of the week and during holidays.

The Automated Attendant can easily manage large volumes of incoming calls and provide multiple levels of call handling for any business environment.





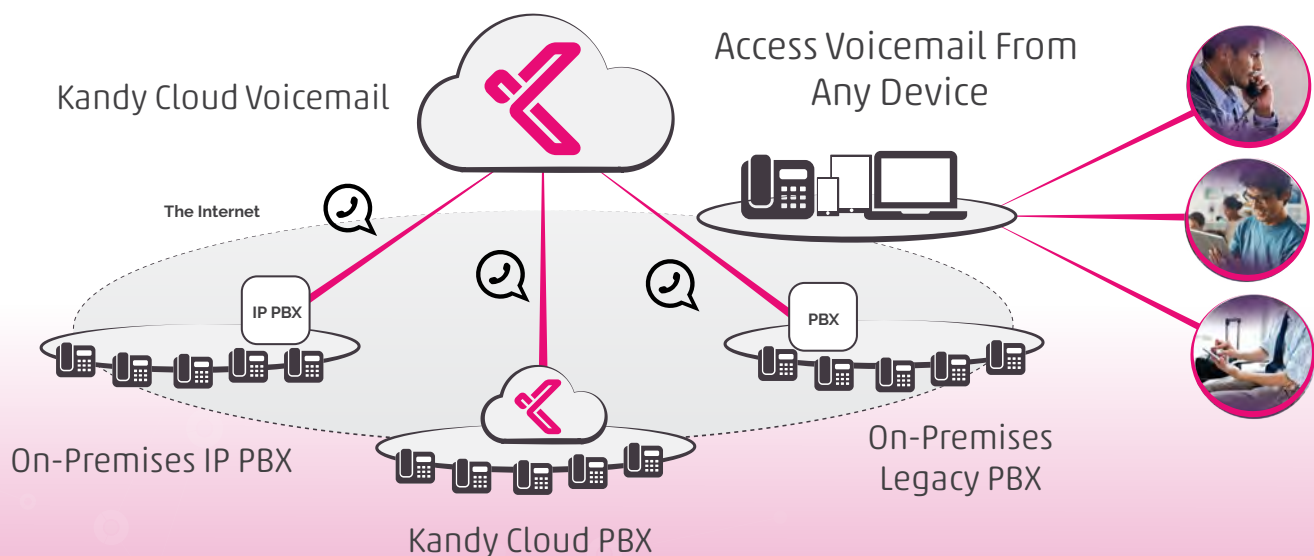
# Business



## Stay Focused - Kandy Business Will Take a Message

There is nothing revolutionary about voicemail, but that doesn't mean it can't be better than you expect. Kandy Business offers voicemail as well as fax messaging, from one number; making it easy to stay focused on the task at hand. Kandy Business offers far more than just traditional touch-tone commands; a web portal, email and mobile access (optional) make it easy to re-connect. Optional transcription (voice to text) makes it easy to read and respond to messages without ever picking up the phone.

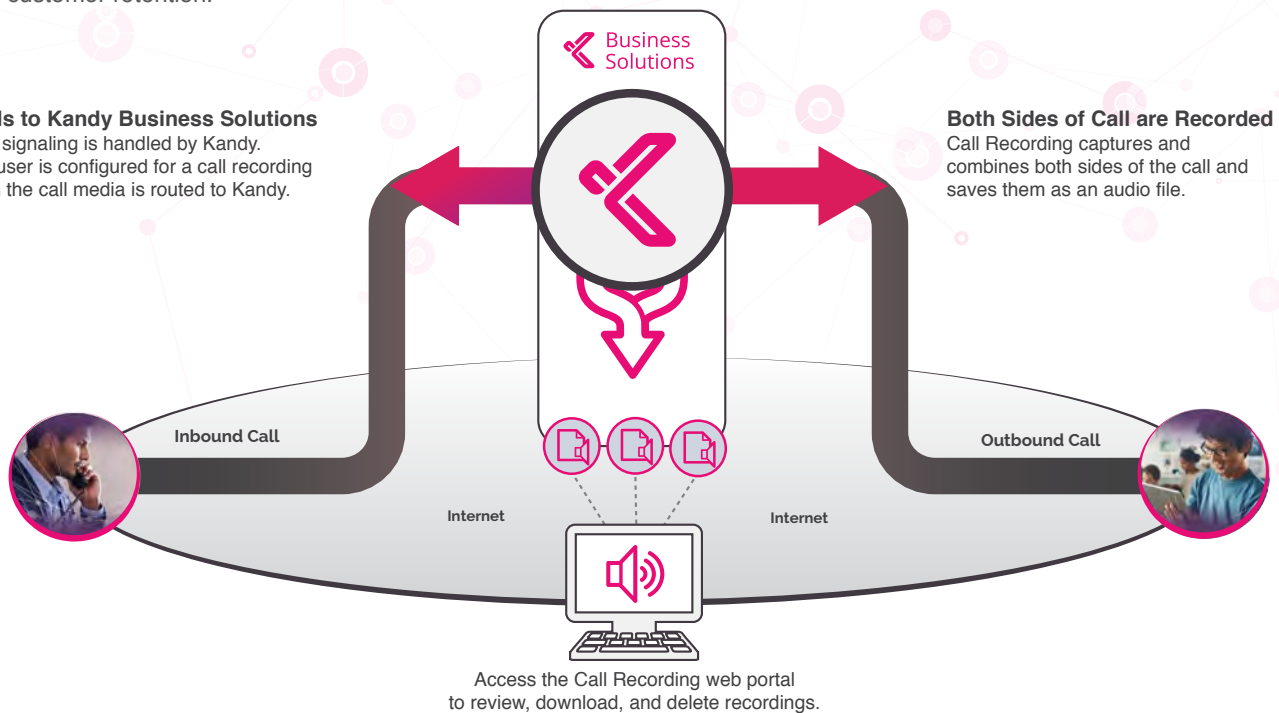
Kandy Business voicemail can also be purchased as a separate service, an ideal solution for large organizations that want to extend the life of their premises-based PBX and don't want to invest in a replacement for their end of life/support voicemail system. Kandy Business integrates with most PBXs and its cloud economics mean you'll typically pay less for Kandy Business mailboxes than maintenance costs for your outdated v-mail system. Pay less – get more, that's Kandy Business.





# Call Recording - Don't Leave the Success of Your Business to Chance

Recording incoming and outgoing calls within your organization helps measure the effectiveness of your sales, marketing, and customer service. It can also help comply with regulatory compliance and minimize risk. With Call Recording, recordings can be indexed by time, agent/employee, date, group, and a variety of other fields, making for hassle-free, instantaneous record retention, search, and retrieval. This makes reviewing calls simple letting you easily gain customer insight, improve sales conversion, and increase customer retention.



## Faxes Where You Need Them

Many organizations still heavily rely on faxing as a form of reliable and secure communications —Kandy Business takes the hassle out of sending and receiving faxes. Running in parallel with traditional stand-alone fax machines, Kandy Business eliminates the need to print every document manually to send or view it. It's easy to send and manage most content as electronic documents. Kandy Business allows users to send and receive faxes using a computer or mobile device; it's easy to send a fax from anywhere.

**FAX**

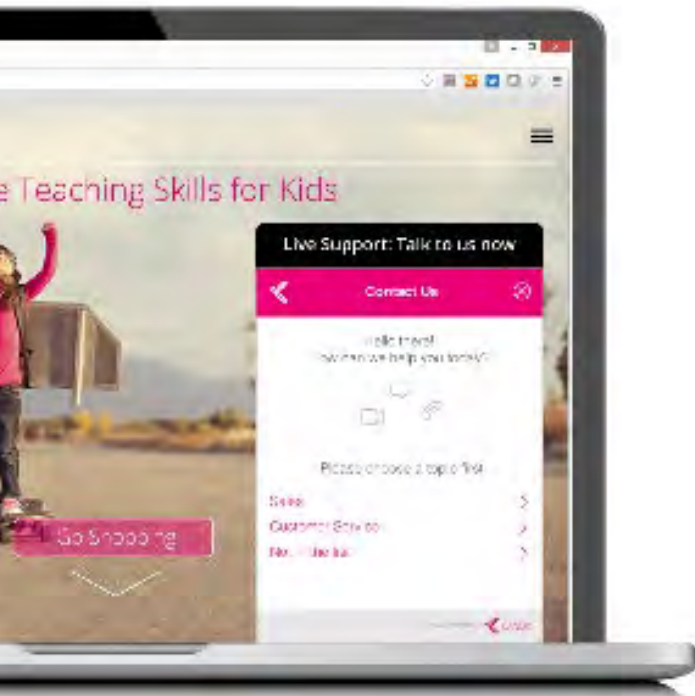
Home View Faxes **Send Fax** Contacts Settings (992) 670-7670 My Account Logout

Select Cover Page Enter Details Attach Files Preview Fax

Select Fax Cover Page

Professional Elegant Contemporary No Cover Page

Next



## Engage Your Customers with Our Live Support Suite

We're used to connecting with our friends using the web, social media, FaceTime or WhatsApp so it should come as no surprise that customers want to connect to businesses in the same manners. That's where Live Support comes in. Live Support is a suite of customer engagement tools that can be added to any website or accessed from popular social media sites. Customers click a button or a web link to progress from a simple chat to a phone call or video call (1-way or 2-way) to a screen share. Use chatbot or voice AI services to provide 24x7 access or front-end customer engagements.

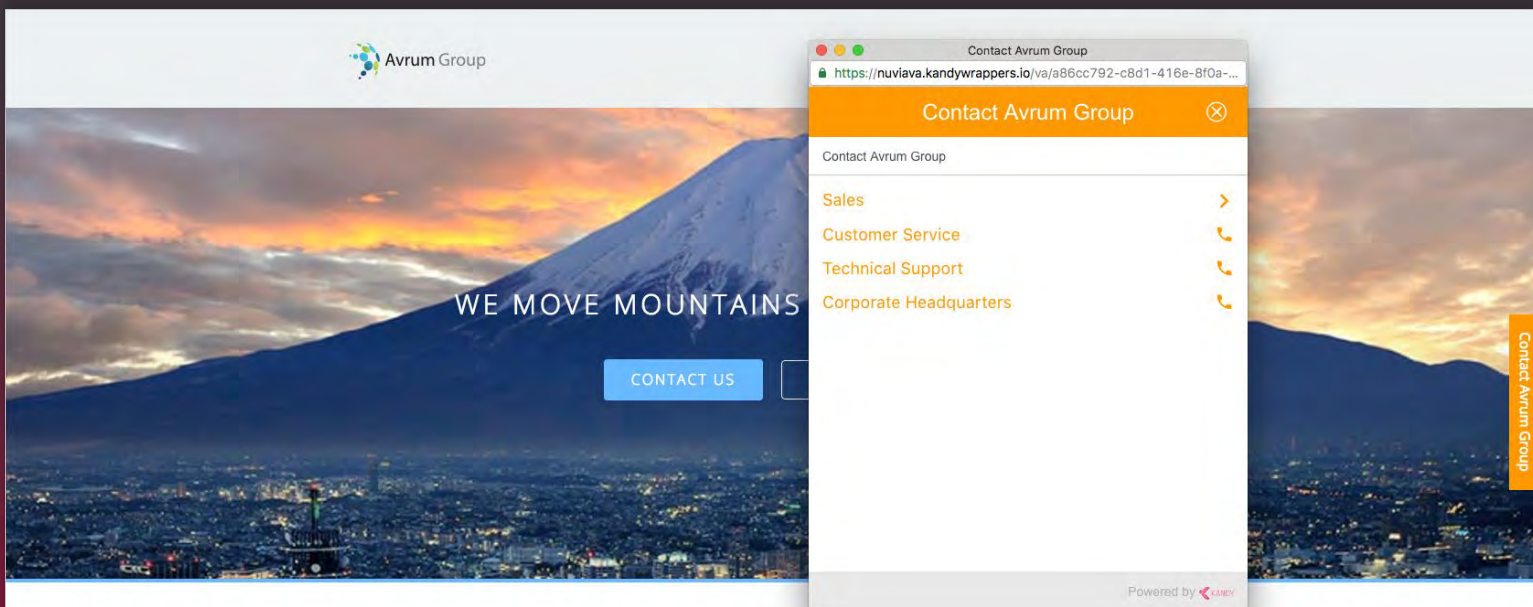
Live Support provides Agents with browser-based tools to manage customer interactions, no software to deploy on-site or load on Agent's devices. Small organizations or departments can use as a contact center app while larger organization can use in concert with traditional call centers to add multimedia services with paying for a massive call center upgrade.

*Use Live Support to provide a richer customer experience - sell more or deliver better support.*

## Skip the Toll Free Number - Use Visual Attendant

Today's customers are looking for instant satisfaction. Why should your website visitors have to leave your site to dial your number, navigate through complex menu options and then wait in a queue. Visual Attendant makes it easy for customers to visit your site and quickly reach the department or person they're seeking. Most calls are preceded by a website visit, why take a chance of losing your prospects mindshare with busy signals, recordings, and endlessly complex multi-level menu choices?

- **Visual Attendant is ready to help when customers and prospects visit your website.**
- **Your customers call directly from their browser and select who they want to talk to - reduces toll-free charges.**
- **Click to connect ensures your customers get what they want, when they want it... so they will keep coming back!**
- **Every web page can have different contact numbers so users quickly get to the right group or person!**





## Group Calling Services

Even the smallest team can have challenges managing incoming calls, especially when volumes climb during holidays, peak season or one-time events. Kandy Business has group services that help employees work together to spread the load and assure calls are being answered in a timely manner. Kandy Business delivers several options for basic call handling and queueing:

- **Hunt Groups:** Designed to solve simple group calling needs for customers with low incoming call rates.
- **UCD Groups:** Queueing solution that addresses an organisations more formal needs including options to queue callers until someone frees up.
- **Advanced UCD Groups:** Provides an additional level of live reporting to UCD groups. A virtual wallboard (via web browser) allows team members and managers to track real-time call activity.

CALLS ABANDONED	CALLS ANSWERED	TOTAL CALLS
3	31	34
WAITING	MAX LONGEST WAIT	CURRENT LONGEST WAIT
4	00:09:21	00:09:21
AGENTS ON CALL	TOTAL TALK TIME	AVERAGE TALK TIME
3	00:93:62	00:03:14

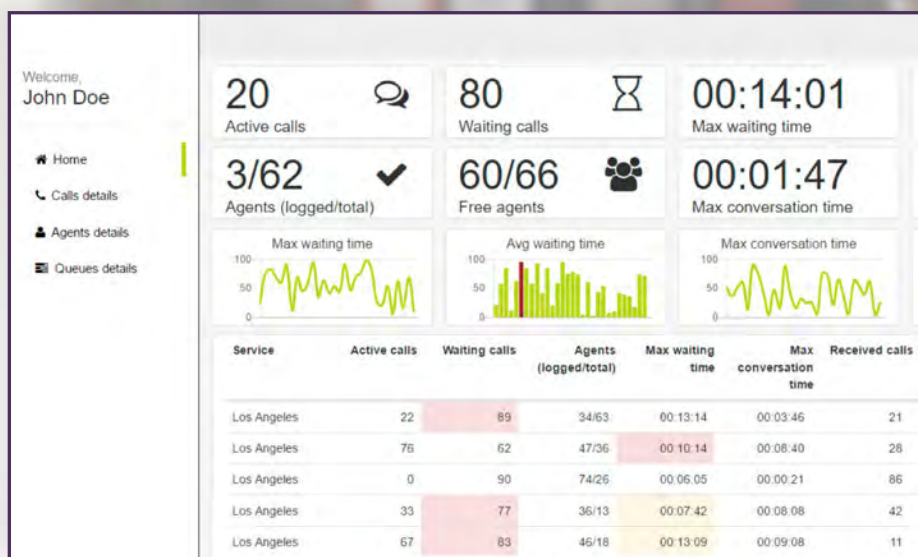
Kandy Wallboard

## Kandy Call Center

Finally, a powerful but simple solution to manage more calls without a premium price tag. Cloud access assures that your organization only pays for what it uses.

Kandy Call Center is a cost-effective Automatic Call Distribution (ACD) solution that allows supervisors and agents to easily manage multiple queues without having to be together in a physical location; giving organizations the ability to route calls to the right resource regardless of where they are. The result? A better customer experience.

Kandy Call Center - Supervisor Module



Basic & Advanced Queues



Skills-based Routing & Hunt Groups



Wallboard & Dashboards



Interactive Voice Response (IVR)



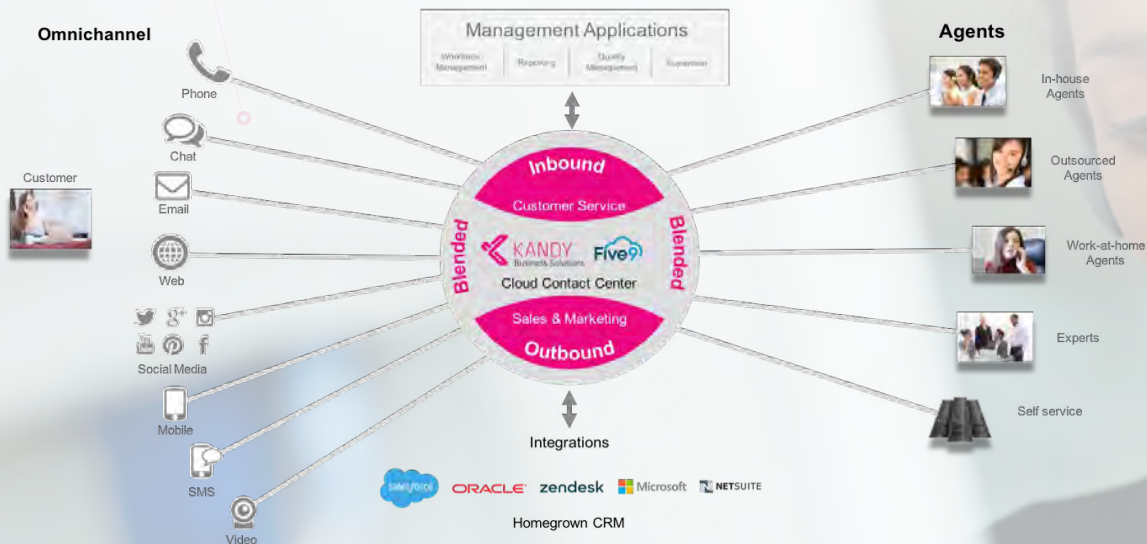
Data-Rich Supervisor Console



Flexible Call Control & Park Options

# KBS Cloud Contact Center - Powered by Five9

As staffing costs rise and competition for customer spending increases, organizations need cost-effective tools to proactively manage the customer engagement process; improving customer service and reducing staff costs. Traditional premises-based call center solutions can be expensive to acquire, cumbersome to operate and often only manage inbound phone calls. They don't offer an option to manage web inquiries, SMS or mobile, and other text-based interactions, they also may not support outbound services. Kandy has partnered with a world leader in hosted contact center, Five9, to deliver a best-in-class omni-channel capabilities solution, from the cloud. Agents can focus on customers and supervisors can manage people, not systems. With the Kandy Business and Five9, organizations don't have to invest thousands in complex infrastructure that quickly becomes obsolete. Always have the latest tools and pay only for what you use.



## Omni-channel - Blended Inbound and Outbound - One Screen Agent Experience

Telephone calls, website chats, emails, SMS (text) and social media are all potential channels for customers to connect with your organization. The Kandy Business Solutions Cloud Contact Center (KBS CCC) makes it possible to harmonize these diverse paths, routing interactions to the right agents with the right priority level. Agents have a single view of a customer's past interactions regardless of how they last connected. Agents can seamlessly move from an inbound interaction to an outbound interaction, without changing screens. Everyone in the organization "speaks with one voice", even if that response is a text message or an outbound call.

### Skills-Based Routing

Skills-based routing decreases engagement times and increases customer satisfaction connecting the customers to the right agent the first time they call.

### Call Routing

Kandy Cloud Contact Center delivers menu-driven call routing, queue announcements, and sophisticated queue overflow treatments to expedite calls as well as handle peak agent demand.

### IM/Web Chat Routing

Some organizations are already seeing web chats eclipse live call volume. Prospects and customers don't expect to wait to chat. Kandy Contact Center can balance real-time chats and calls, making the best use of available staff.

### Inbound & Outbound

Agents can easily move from inbound to outbound interactions on a call by call basis. The agent experience is seamless.

### Email Routing

Customer expectations for email inquiries have changed dramatically; volumes continue to increase along with expectations for speed of response. Kandy Cloud Contact Center allows supervisors to monitor and manage email queues in combination with other work streams, assuring appropriate priority and timely responses.

### Text (SMS) Routing

Text messaging (SMS) has become a critical path for customer communications, especially among younger demographics. Kandy Cloud Contact Center makes sure that these messages are routed with the same care and efficiency as any other contact medium.

### Mobile Engagement

Organizations can stay engaged with end customers that choose to connect via a mobile device. Use APIs to embed services into an existing mobile app or connect via mobile text or web. Kandy Cloud Contact Center is mobile ready, enabling agents and supervisors to manage these engagements just like incoming phone calls.

### Social Media Routing

Customers have a powerful voice via social media but if that dialogue is not managed properly it can have dire consequences. Kandy Cloud Contact Center allows organizations to monitor Facebook posts (status updates, direct messages, and comments) and Twitter feeds (keywords, hashtags, and mentions). By prioritizing and routing messages organizations can assure a timely response.



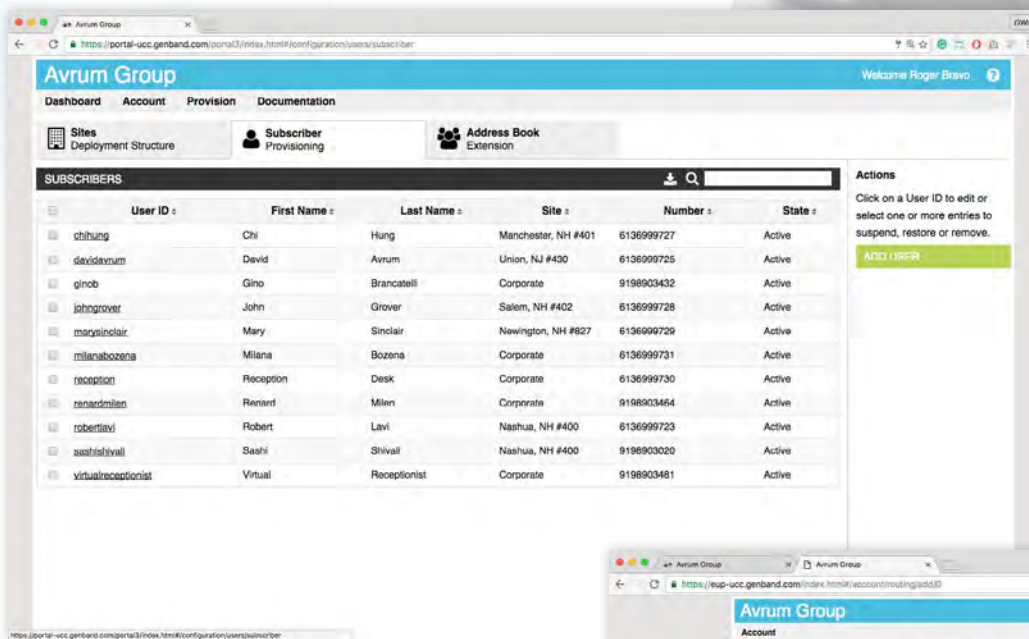
## Management & End-User Portal

Organizations want control over the management of their communications. To easily be able to do adds, moves, and changes without having to call their service provider. Kandy Business gives organizations the ability to self-manage their accounts via an easy to use web portal. The Kandy Business Solutions Portal allows customers to:

- Order products
- Provision Subscribers
- Manage Devices
- Define Hunt Groups
- Configure Sites
- Manage DiDs
- Create Directories
- And So Much More...



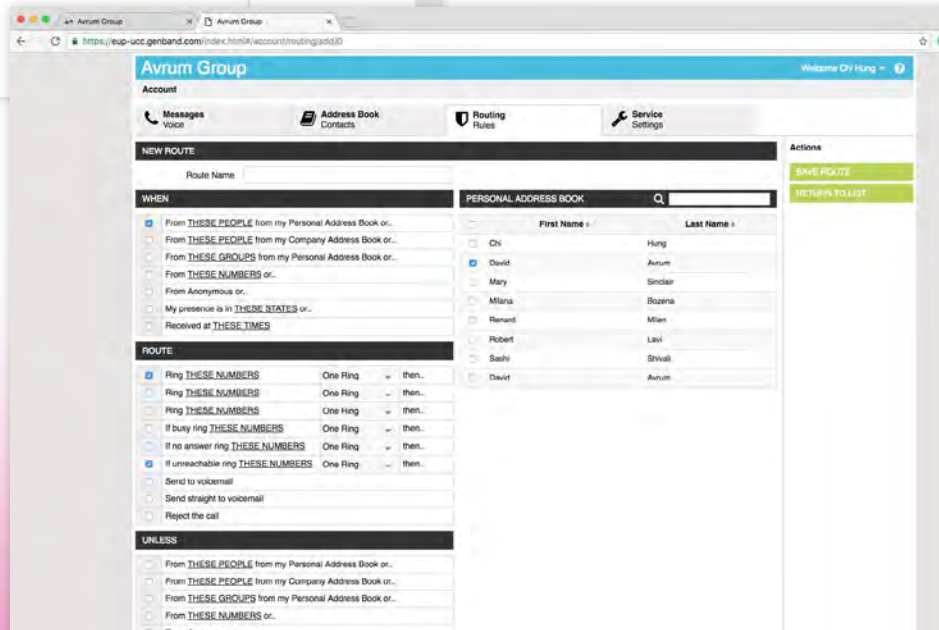
Kandy Business Provisioning Portal



## End-User Power

The Kandy Business Solution End-User portal give unprecedented acces for the end-user to manage and configure their account. The easy to use web-portal allows them to:

- Manage Voicemails
- Create Personal Address Books
- Manage Call Routes
- Review Services

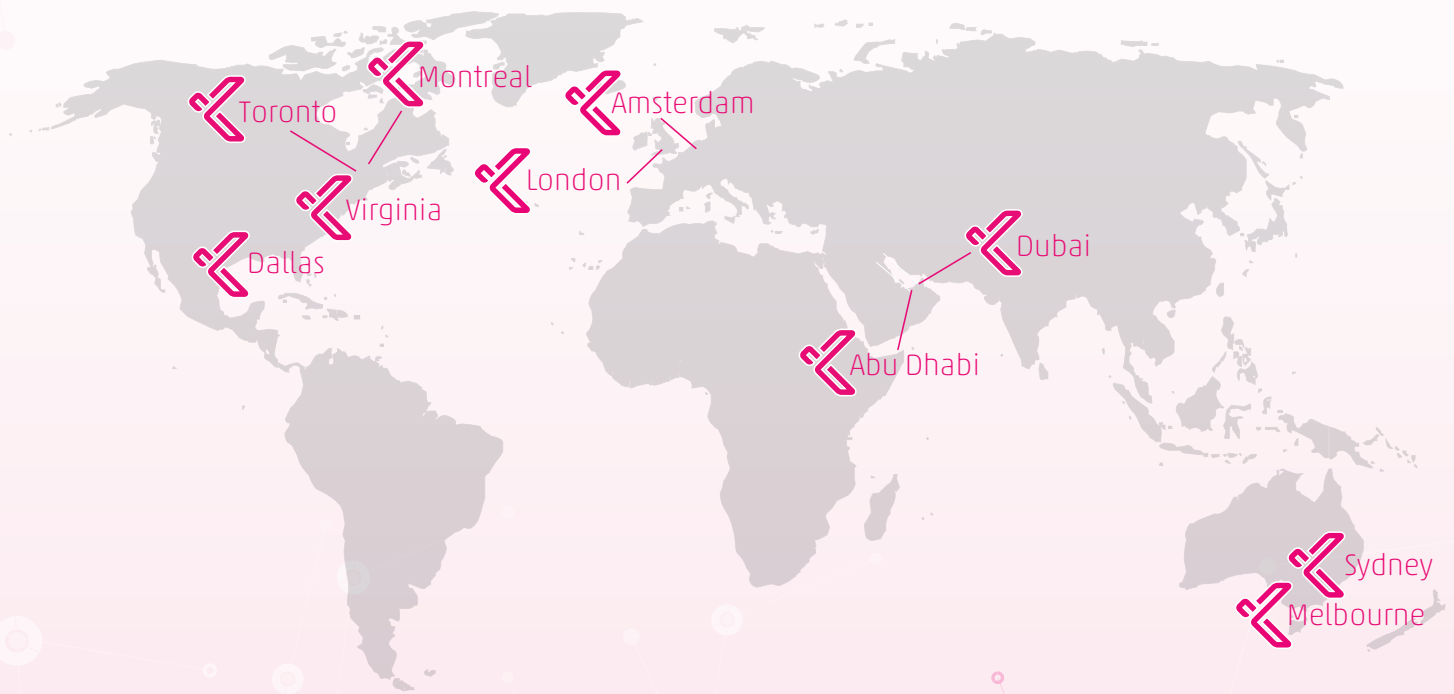


Kandy Business End-User Portal

## The Ribbon Difference

Ribbon, a global leader in real time communications software solutions for service providers, enterprises, independent software vendors, systems integrators and developers in over 80 countries. Kandy Business is sold exclusively through a global network of authorized partners. The solution is built on the same carrier-class elements that support millions of IP lines and billions of minutes of use at Ribbon customers worldwide. Kandy Business infrastructure is designed for 99.999% uptime; all of the elements are redundant and all of the infrastructure is deployed in geographically redundant datacenters. Kandy Business is designed and built to support organizations of all sizes. It includes the management tools required to maintain large, multi-site organizations.

Kandy Business leverages Ribbon's unified communications, mobility and embedded communications solutions that help its customers connect people to each other and address the growing demands of today's businesses for real time communications wherever they happen to be.



**Deployed in Geographically Redundant Datacenters**  
**Kandy Business Infrastructure is Designed for 99.999% Uptime**



# Business Solutions