

Unified Communications with Webex for state and local governments



Streamline the way your agency connects, communicates and collaborates.

Answer communication and collaboration needs with a fully managed, cloud-based unified communications solution that brings together calling, messaging, meetings, virtual workspaces and more in a single application. Spectrum Enterprise Unified Communications (UC) with Webex delivers a unified experience for today's mobile, on-the-go workforce.

Gain greater employee engagement that results in better customer experiences and business outcomes with seamless accessibility.

Free up IT to focus on business-critical projects with our fully managed UC service that eliminates the need to maintain equipment and collaboration systems across agencies.

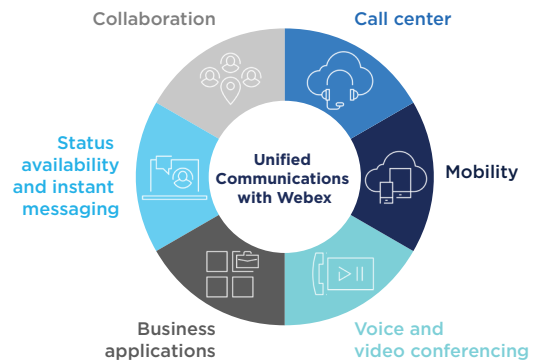
Make expenses predictable with low-to-no upfront costs and simple subscription pricing. Our cloud-based solution scales as your agency grows. Automatic updates ensure you'll have the most current voice and collaboration capabilities.

Consistent collaboration anywhere

Keep your teams connected and ready to collaborate anywhere, using a single platform that integrates their mobile devices for a consistent experience regardless of user location. Our cloud-based service eliminates barriers between mobile and desktop environments. Instant messaging, desktop sharing and voice and video conferencing provide the ideal teaming environment. Tap into a wide range of features and options that can be customized for each end user, including specialized call center capabilities.

Private-network reliability and security

Gain consistent uptime from a fully managed service that is delivered and supported from end to end with a service-level agreement (SLA) that covers our network to the IP phones on your desktops.



For voice communication, you gain the reliability of a dedicated connection within a private, secure fiber network. A geo-redundant architecture gives you peace of mind that your cloud-based services are always available to keep your government agency up and running.

Product highlights

- All-inclusive of design, installation, equipment, service, maintenance, training and support.
- Comprehensive communication and collaboration, encompassing calling, messaging, meetings and virtual workspaces.
- Integration with common business applications, including Microsoft Dynamics, Zendesk, Salesforce and more.
- Quick configuration and customization through IT administrator and end-user portals.
- Mobile device integration with seamless forwarding between mobile and desk phones.
- Customized training, local tech support and rapid 611 end-user support available 24/7/365.
- An optional wireless backup service for UC keeps your voice communications available in the event of a network disruption.

Solutions that match your needs

Spectrum Enterprise UC provides a comprehensive, full-featured solution to meet your agency’s specific needs, allowing you to select from multiple service tiers. Employees have control over how and when they can be contacted and are able to transition from simple chat conversations to voice or video conferencing with just one click. They can call colleagues from a mobile phone by dialing a four-digit extension, and seamlessly move calls between their desk and mobile phones. Employees can make and receive calls from any device, at any location with only one phone number, one dial plan and a unified set of features.

What is included

Calling features	UC Connect	UC Connect Plus*	UC Connect Plus*
40+ premium calling features (includes do not disturb, call forwarding, call pull, selective call rejection and more)		•	•
Unlimited long distance, international calls to 50+ popular destinations		•	•
Voice mailbox and voicemail to email		•	•
Dedicated voice bandwidth for clients with a dedicated connection		•	•
Unified Communications with Webex features	UC Connect	UC Connect Plus*	Conference upgrade
Messaging and presence / audio and video conferencing / desktop and application screen sharing	•	•	•
Virtual workspaces where teams can chat, meet and share content	25 participants	100 participants	300 participants
Meeting storage	2 Gb	5 Gb	10 Gb
Integration with Outlook, call integration with Microsoft Teams and other popular app integrations via apphub.webex.com	•	•	•
Meeting integration with Microsoft Teams		•	•
Personal meeting room / scheduled meetings / lock meeting		100 participants	1,000 participants
Call-in audio number		•	•
Cloud recordings and transcripts			10 Gb
Floor control			•
Presenter / password protection controls			•
Media quality indicator			•
Remote desktop control			•

*Eligible for conference upgrade.

Learn more

enterprise.spectrum.com/webex

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America’s largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions](#): [Internet access](#), [Ethernet access and networks](#), [Voice](#) and [TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

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