PureCloud by Genesys
Communicate
Unified communications and collaboration that bring everything—and everyone—together

Executive summary
Your business needs to unite all the ways people communicate, and all the people—co-workers, partners, vendors and customers—you communicate with. PureCloud Communicate combines traditional IP PBX functionality and auto-attendant tools with real-time collaboration features like video conference, screen share, dynamic team chat, corporate directory and document management—into a single interface that’s seamlessly built from the ground up. Whether you use an IP phone, a mobile phone or a softphone, PureCloud Communicate supports a variety of options to suit your needs and ensure anytime, anywhere access.

A part of the PureCloud portfolio, PureCloud Communicate can be used with the PureCloud contact center suite for a tightly integrated all-in-one solution, or it can be used as a standalone solution. Because it’s built in the cloud, deployment is fast. Flexible administration and ease of implementation require no specialized technical skills or training. They also make onboarding and telephony management a breeze.

Benefits
- Accelerated deployment
- Flexible phone administration
- All communication channels in a single interface
- Increased employee productivity
- Improved organizational efficiency
- Reduced costs
- Business continuity and remote survivability
- Anytime, anywhere availability
- Open APIs for custom integrations
- HTTPS and TLS encryption
- HIPAA- and PCI-compliant

Workspaces of tomorrow
Global offices, distributed teams, remote workers: Today’s workforce is varied and reflects an upward trend in workspace flexibility. With PureCloud Communicate, your employees are no longer bound by location or hardware. An industry-leading softphone that is built on Web Real-time Communication (WebRTC) technology enables employees to use their browser as a phone. Built-in, rules-based groups; video conferencing; screen sharing; and chat tools make it easy to connect with co-workers in a multitude of ways. A unified inbox for voicemail and faxes keeps incoming communication in one central location. Native mobile apps let you access your communications and co-workers on the go. Keep your workforce united, equipped and engaged—no matter where they are.
The key to productivity

Imagine your employee has a question about product pricing, but isn't sure who to ask, or that you have a new hire trying to orient herself with cross-functional departments. The directory is an invaluable tool to navigate who's who in your organization. It provides hierarchical views, coupled with rich employee profiles and robust search. You can instantly pinpoint a colleague by name, department or skillset; view availability information; and then click to call, chat or launch a video.

The attractive, intuitive user interface enables employees to upload photos and update their profiles with personal details that help coworkers get to know them professionally and personally. A series of connectors seamlessly manages data transfer and synchronization between PureCloud and other systems—so you don't have to.

Enterprise communications made easy

PureCloud Communicate makes it easy for growing businesses to step up to enterprise-level communications without the costs and complexity of deploying and maintaining individual applications. Built on the PureCloud Platform layered on top of Amazon Web Services (AWS), the all-in-one solution offers deployment in days, continual delivery of new features, unwavering reliability and scalability. Designed with geographic redundancy and remote survivability, PureCloud Communicate ensures business continuity—even during a disaster. Obsessively secure, Genesys maintains strong encryption and key industry certifications to safeguard your critical data in the cloud. PureCloud Communicate even plays well with your existing systems. Leverage a connected, powerful integration ecosystem or use open APIs to build custom integrations for your unique needs.

Key Capabilities

- **Traditional IP PBX**: Traditional telephony features, including direct inbound and outbound dialing, extensions, transfers, voicemail, call forwarding, call recording, conference calls, group ring, hunt groups and faxes. The powerful PureCloud Edge server gives you the flexibility to integrate with your existing telephony infrastructure, while ensuring remote survivability and business continuity.
- **Speech-enabled IVR**: PureCloud Architect enables you to create custom speech-enabled IVR functionality using an intuitive drag-and-drop interface. Configure the menus and call flows that fit your business needs—without professional service or downtime.
- **Softphone**: Break traditional telephony rules and reduce the cost of your PBX with the WebRTC softphone. Use your browser as a phone and break free of location and hardware restraints.
- **Collaboration tools**: Quickly locate the right people in your organization with a searchable company directory. Then bring everyone together to share ideas. Tools like user status, persistent group chat, video conference, screen sharing and content management make it easy.
**Optional VoIP**

Leave your local PSTN behind and go totally cloud-based with the addition of PureCloud Voice—an Internet-based telephony service that provides public telephony access to any PureCloud services. This means you can manage all your cloud communications services with a single vendor! Port over existing numbers or add new ones from a large inventory of PureCloud-provided telephone numbers. High-quality SIP trunking eliminates the physical connection to a phone company, as well as all associated hardware, wiring and headaches.