

# Lightpath

## Lightpath Unified Communications



### All-In-One Communications and Collaboration

*Wherever work takes you, a better way to communicate needs to come, too. With Lightpath Unified Communications (LP UC), a full office communications suite goes wherever you go.*

Our LP UC combines a feature-rich business phone system with video conferencing, chat, contact center, file sharing, texting and more, with integrated mobile and desktop apps that allow for wherever, whenever communication. And with LP UC, they are all available on one integrated, secure, reliable, and easy-to-use platform.

#### LP UC Benefits

##### **Increased Productivity & Collaboration**

Communicate and work from virtually anywhere, at any time, with integrated mobile and desktop apps.

With business continuity, LP UC automatically rings to all your endpoints with every call and in the event you don't answer, it routes to any number you choose.

#### **Flexibility and Efficiency**

With our LP UC integrated voice and data network, the ability to mix and match plans per user, and flexible contract options, your business will run more efficiently.

#### **Highly Secure**

Triple Guard Security™ protects users and their data from any potential cyberthreats with secure data centers, a certified security team, encryption, password management, and 2FA geographic diversity.

#### **LP UC Advanced Features**

##### **Phone System And Hardware**

Cloud-based phone service offering 100+ enterprise-grade calling features and excellent network call quality and uptime.

System configuration and call reporting managed from a single web-based portal with built-in Spam Call Protection. Variety of plug-and-play devices available, pre-configured to cater to your business needs.

### Mobile + Desktop Apps

The LP UC Advanced Features App transforms smartphones and computers into essential collaboration tools with calls, chats, video meetings, advanced voice mail features, texting and presence awareness.

### File Management

Seamless file access across devices with user control, real-time backup, quick recovery and up to 50 GB<sup>1</sup> per user of file storage.

### Messaging

Real-time communication with direct, private, and public channels for unlimited conversations, file sharing, and more.

### LP UC Teams

For Teams users, enhance your communication with our LP UC Teams integration, seamlessly combining LP UC's advanced cloud-based phone system with Teams' collaboration features for a unified, single-app experience.

### AI Assistant

Increase productivity using Generative AI to access information more easily and help with daily tasks right within the mobile and desktop app.

### Meetings

Meet face-to-face in HD video and share your screen for more interactive and productive meetings with colleagues and customers. Access to advanced features - like automatic meeting lock, virtual backgrounds, meeting transcriptions, and more.

### Call Center Features

Extended capability with supervisor monitoring, scheduled reports, extended storage, real-time dashboard, smart greetings, customizable call distribution, and agent wrap time.

### LP UC Advanced Features

#### Archiving

Automatically capture and retain calls, chats, meetings and SMS to help ensure your communications are preserved and archived in one place.

Have continual historical access to your company's last 30 days of UC calls, video meetings, chats and SMS. Free 30-day archiving retains communication data for 30 days<sup>2</sup>. For longer retention periods, upgrade to one of our 1-year to 10-year plans.

#### Contact Center

Voice, chat, and email queues combine into a single omni-channel experience. Customizable call flows provide exceptional customer interactions.

#### Company Messaging

Enable SMS (text) communication on your main or toll-free business number, giving your customers another way to engage with your business.

1. 50 Gbps available on LP UC Pro.

To learn more, call **877-544-4872** or visit [lightpathfiber.com](https://lightpathfiber.com)