

COMMUNICATIONS PRO



A Better Way to Connect with Your World

CommunicationsPro delivers calling + chat + meetings for exceptional engagement

CommunicationsPro is a voice, video and chat solution that meets the needs of your team and your customers. Built to ensure reliability, flexibility and ease of use, CommunicationsPro is a cloud-based voice platform that offers:

- **Optimal Performance** – Having the same provider for both internet and unified communications ensures optimal performance and simplifies your service experience.
- **Multi-Device/Location Flexibility** – Collaborate anytime, anywhere using any device with mobile integration
- **Unmatched Customer Support** – Local, in-house, 24/7/365 customer support that is always just a phone call away
- **Speed & Reliability** – Our high-speed fiber network delivers exceptional quality and reliability
- **Low Switching Costs** – Reduce up-front investment with hosted, cloud-based communication and collaboration solutions
- **User-Friendly App** – Gain complete application visibility and control via the management dashboard

Rely on our user-friendly platform built to scale

CommunicationsPro includes dozens of the most useful enterprise-grade features that simplify how your team engages, easily scaling to meet your needs. Our focus is on delivering solutions that are practical, have demonstrated value, and are not overstuffed with expensive features customers rarely use.

Calling	Never miss a call with mobile app support and find me/follow me capability. Incoming calls route to the right individual or team with a variety of auto attendant and call group options.	Reporting + insights	Your management dashboard delivers real-time visibility and administrative control and end-user communication tools, making it easy to maximize value for your team.
Video-enabled collaboration	Host video, audio and web conferences from any phone, computer or mobile device. Chat and share notes and tasks with team members right in the app.	Contact center & advanced routing	Route calls where you need them. Contact Center capability is seamlessly integrated into our platform, giving you real-time call distribution and performance insights.
		HIPAA compliance	Safe to deploy solution for medical offices, hospitals, and any other business that requires HIPAA compliance.



DQE COMMUNICATIONS
45 S. 23RD Street, Pittsburgh, PA 15203

1-866-GO FIBER
DQE.COM

Flexible license options to meet your budget

Tailor your mix of CommunicationsPro seapes to reflect your users' specific work styles and needs
– all while optimizing your budget.

CommunicationsPro Features	Standard Seat	Pro Seat
Domestic unlimited and long-distance calling	✓	✓
Telephone number (DID)	✓	✓
E911 Registration	✓	✓
Encrypted Voice	✓	✓
Voicemail	✓	✓
Auto-attendant	✓	✓
Call groups	✓	✓
Custom hold music	✓	✓
Find me/Follow me (Internal)	✓	✓
Time of day routing	✓	✓
Call center		✓
Call recordings		✓
Voice conference bridge		✓
Holiday routing		✓
Find me/Follow me (External)		✓
External Feature Access		✓
Devices / Clients		
IP Phones	Optional	Optional
Desktop Client	✓	✓
Mobile App	✓	✓
Unified Communications App Features		
Chat	✓	✓
Tasks	✓	✓
Notes	✓	✓
User Dashboard	✓	✓
Voicemail	✓	✓
Directory	✓	✓
Contacts	✓	✓
Call History	✓	
Presence	✓	✓
Meetings	With up to 6 participants	With up to 6 participants
Conference Center		✓
Call Center Console		✓
Call Recordings		✓

