




Managed Unified Communications Services

Zones' managed unified communications offering is a proactive communication network management service. It provides system monitoring, help desk tune/break/fix, priority queuing, and support for your unified communications network infrastructure.

 Managed UC \$4.50 per user/mo	 Managed UC Pro \$6.00 per user/mo	 Managed UC ProPlus \$8.50 per user/mo
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Services	Base	Pro	ProPlus
24x7 System Monitoring — Availability, Health, and Performance			
Remote Diagnostics and Remediation			
24x7 Help Desk Support — Tune/Break/Fix			
Basic Health/Performance Reports			
Priority Response Queuing			
Real Time Quality Statistics — In Call Monitoring (MOS)			
Synthetic Traffic Analysis			
On-going Network Assessment (Monthly)			
Protocol Monitoring (QoS Tagging, SIP, H.323, etc.)			
Quarterly Business Reviews			
Customized Maps and Topology Visualization			
Customized Reports			
Customer Support Portal			
Patch Management			
Dedicated UC Consulting Services			
Carrier Liaison			
Adds, Moves, and Changes			
Employee Onboarding + Video and Training Material Library			