# EDIFY EX

Edify EX is a unified communications (UC) and collaboration tool that connects employees with one another via voice, chat, conferencing, and video. Now you can consolidate your disparate UC tools into one cloud-native solution that will never go down. The streamlined, user-friendly design gives employees a familiar way to communicate across teams and geographies. Use Edify EX alone or level-up by using it alongside Edify CX in your contact center, putting all of your employees on the same platform for the best experiences.
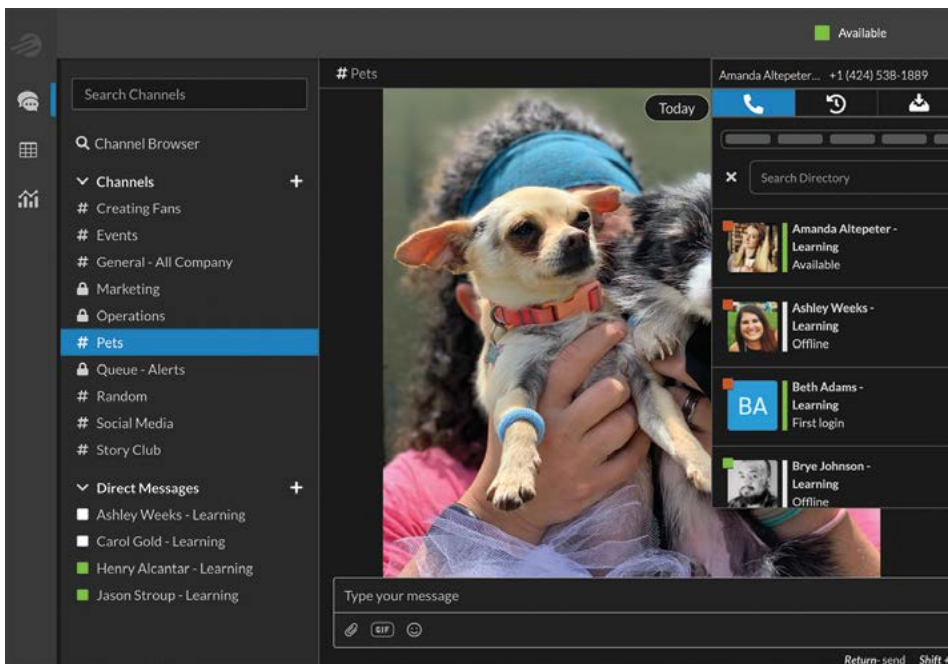


*Use multiple channels at once – talk while sending an image – like you do on your phone in our familiar one-window interface.*

## WHAT IT DOES

- Replaces disparate UC tools by combining voice, chat, conferencing, & video into one system
- Reduces onboarding time & ongoing frustration with a single user-friendly interface
- Makes & receives calls via softphone
- Creates & joins chat channels
- Sends & receives individual & group messages with attachments, GIFs, & emojis to another individual user or phone number directly
- Texts & chats from a business number to keep personal details private
- Starts or joins Sync video chat with one-click
- Protects data with encryption in transit & at rest
- Sets & displays availability status
- Provides option to retire physical phones

## Edify®

### AT-A-GLANCE

Single screen, single window design

Chat, SMS, conferencing, video, & phone

Extension dialing

Click-to-connect directory

Ring anywhere

Built-in reporting & analytics

No IT resources necessary

## SETTING IT UP

Set up Edify EX in minutes by first defining the office locations for your account. In a few clicks, order as many location-specific phone numbers as you need and assign them to users or conference rooms. Add employees to the account and customize their permissions en masse through templates or on a user-by-user basis. Then all they need to do is login and they are ready to go.
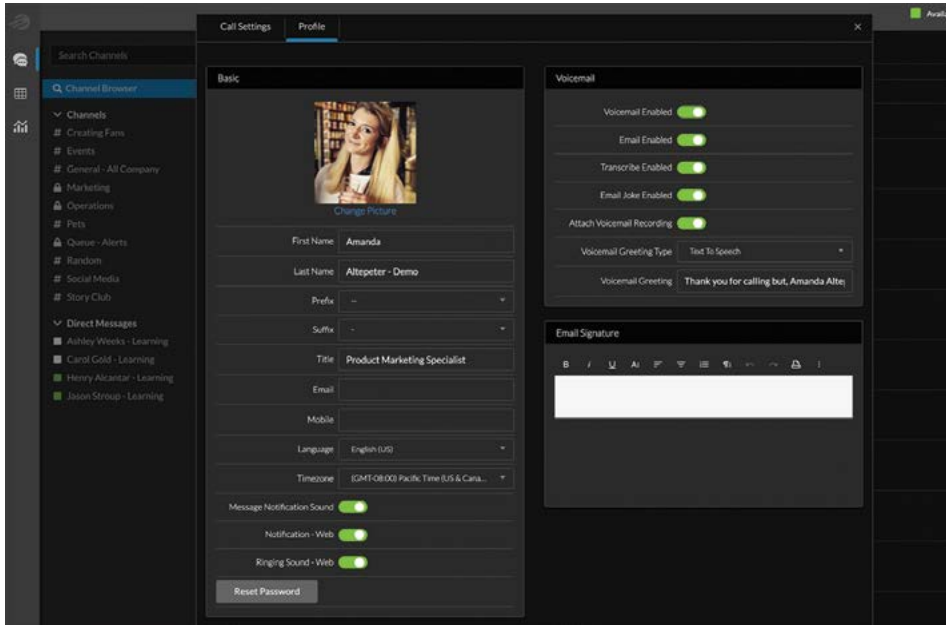


*Customize your profile and call settings instantly and without administrator or IT involvement.*

## WHAT'S IN IT FOR YOU

Edify EX provides your team must-have unified communications tools to maximize satisfaction and productivity across your business with:

- No extensive configuration or IT support necessary
- Security through end-to-end data encryption in transit & at rest
- Happier employees working smarter by evolving disparate, outdated systems into one modern experience
- Lower technology costs & usage-based pricing that aligns with payroll
- Innate reporting & dashboards

## ABOUT EDIFY

Edify connects businesses with customers and employees with each other, making enterprise communications as easy as personal ones. Its flagship product, Edify CX, unites contact center (CCaaS), unified communications (UCaaS), and real-time communications platform (CPaaS/API) functionality in a single cloud-native solution that facilitates continuous conversations. Edify is also a Google Chrome Enterprise Recommended solution for the contact center.



## SAMPLE USE CASES

Let contact center agents loop in back-office staff to resolve issues in one interaction

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Make calls & send or receive texts from any device with ring anywhere

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Move your internal chat to video in a single click

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Create channels for groups, projects, or campaigns

**edify.cx**