FUSIONWORKS
BUYER'S GUIDE
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OVERVIEW

FusionWorks is a cloud-based business communication service that combines the cost saving advantages of a Hosted PBX service with the productivity power of Unified Communications (UC). It's voicemail, web, video, messaging and phone service built on an IP network, with the power to connect businesses, employees and customers more powerfully and productively.

FusionWorks offers a rich set of calling and collaboration services. Access information and communicate seamlessly anytime, anywhere and on any device. Your service is cloud-based, saving more than 50% compared to traditional PBX service and eliminating additional IT resources. Our service is designed and priced to scale easily and affordably as you grow.

Fusion, a leader in VoIP services, knows all businesses have unique needs and one size does not fit all. That's why Fusion offers the industry's most flexible and affordable FusionWorks service with a choice of calling and usage plans, services, equipment and even your choice of Broadband provider.

Use this guide to easily navigate your FusionWorks choices in six simple steps.

1. Select a Calling Plan

Choose how you want to be billed for your FusionWorks service.

Concurrent Call Path Pricing	Bundled Seat Pricing
Select the number of concurrent call paths your company requires and pay a low price per seat. Ideal for companies with a high ratio of phones to required call paths.	Provides for an unlimited number of call paths (up to bandwidth limitations) and pay a standard seat price. Ideal for those companies that have a high percentage of phones in use simultaneously. Pay a bundled price per seat for the features and usage for each employee or common phone, based on the usage plan selected (see below).

2. Select a Usage Plan

Choose a usage plan that best fits the needs of your business.

Inbound	Local	Local & LD
Includes inbound, non toll-free calling. Outbound local and long distance calls are charged low, per minute rates. Optionally, add a bundle of long distance minutes to reduce the per-minute rate.	Includes inbound , non toll-free and outbound local calling. Domestic long distance calls are charged a low, per minute rate. Optionally, add a bundle of long distance minutes to reduce the per minute rate.	Includes inbound, non toll-free and outbound calling to the lower 48 and Canada.

3. Select Employee and Phone Features

Choose the feature sets by individual employees or common phone. You may mix and match feature sets within a company and based on the individual employee.

Common Area Seat	Voice Seat	Collaboration Seat
Designed for phones that will be shared by multiple employees in your company such as a conference or lobby phone.	Designed for employees that require calling services and includes key advanced calling features.	Designed for employees that also require collaboration features. The Collaboration Seat includes all of the Voice Seat phone features plus a set of collaboration and communications features.

Common Area Seat Features. The following key features are included with the Common Area Seat.

Feature	Description
Basic Calling Services	Includes caller ID, call transfer, call waiting, and do not disturb.
HD Voice	High definition voice for crystal clear call quality.
Video Calling	High-definition video calling available with select handsets.

Voice Seat Features. The Voice Seat includes all of the features of the Common Area Seat plus the following.

Feature	Description
Unified Messaging	Voice mailbox with advanced features including voicemail-to-email and forward, save and sort functions just like email.
Find Me/Follow Me	Calls can be configured to ring sequentially at up to 5 phone numbers or simultaneously at up to 10 phone numbers.
Instant Conferencing	Up to 15 parties can be added to a phone call directly from the employee's phone or Call Manager client.
Executive and Executive Assistant	Two interrelated services that enable Executive users to have a pool of assistants who can answer and initiate calls on their behalf.
Advanced Call Routing	Automatically redirect calls based on time, day, or caller, so you never miss an important call.
Fixed Mobile Convergence	Enjoy one phone number and one voicemail box with the flexibility to switch between devices mid-call. Enable efficient virtual teams and avoid voicemail tag by seamlessly connecting employees and customers.

Collaboration Seat Features. The Collaboration Seat includes all of the features of both the Common Area Seat and the Voice Seat plus the following.

Feature	Description
Instant Messaging and Presence	Instant, secure, intra-company peer-to-peer and group messaging. The user's desk phone and mobile phone status are integrated into the platform providing the most up-to-date presence information of the user. Windows users also have status updates based on the user's Outlook calendar.
Personal Audio Conferencing Room	On-demand, always-available personal conference room for ad-hoc or scheduled meetings.
Voicemail-to-Text	Leading-edge voice recognition technology to convert voicemail messages into text. This technology delivers transcribed voicemail, along with the original audio, to the user's email account.
Fusion Communicator	A software application that enables a unified communications experience across mobile (iPhone, iPad, and Android) and desktop (Mac and Windows) platforms seamlessly, enabling voice and video calling, instant and group messaging, presence, and desktop sharing.
Desktop Sharing	Instantly share desktop with coworkers or external parties for ad-hoc or schedule meetings. Seamlessly integrated with chat and personal audio conferencing bridge via the Fusion Communicator.
3rd Party Application Support	Use community supported softphone and software applications from the Broadsoft Marketplace.

Receptionist Software Client. A Receptionist Software Client may be optionally added to any Voice Seat or Collaboration Seat, enabling the employee to screen and process incoming calls. Three client versions are available allowing a receptionist to monitor status of 8, 30, or 100 coworkers.

4. Select IP Phones

Select the phones to be used by your employees and common areas. Fusion supports a wide range of IP handsets from Polycom. IP handsets can be purchased or rented directly from Fusion.

Fusion recommends Polycom VVX business media phones for use with our FusionWorks product.

IP Phone	Description
	Polycom VVX 600 Executive-level, 16-line phone with a 4.3" color TFT LCD. • Bluetooth headset pairing • Call recording • Exchange calendar integration • GigE support • Streaming media playback • Touchscreen display • Video calling via optional USB camera attachment
	Polycom VVX 500 Manager-level, 12-line phone a 3.5" color TFT LCD. • Call recording • Exchange calendar integration • GigE support • Streaming media playback • Touchscreen display • Video calling via optional USB camera attachment
	Polycom VVX 400/410 Mid-range, 12 line phone with a 3.5" color TFT LCD. GigE supported on the VVX 410
	Polycom VVX 300/310 Entry-level, 6 line phone with a grayscale backlit LCD. GigE supported on the VVX 310.

Accessories. The following IP Phone Accessories are available to address your business needs.

Accessory	Description
	Polycom VVX Expansion Model Programmable sidecar with support for up to 40 lines. Up to 3 can be used with any VVX phone.
	Polycom VVX Color Expansion Model Programmable, color screen sidecar with support for up to 28 lines (84 if using the multiple page feature). Up to 3 can be used with any VVX phone.
	Polycom VVX USB Camera High-quality video camera attachment for the VVX 500 or 600.

Other certified handsets include:

Polycom: SoundPoint IP 321, 331, 335, 430, 450, 501, 550, 560, 601, 650, 670

Polycom: SoundStation 4000, 5000, 6000, 7000

5. Select Optional Add-ons

FusionWorks offers a range of optional add-ons to ensure that your call flow functions exactly as your business requires. Choose from the following options.

Included Services. The following services are included with any FusionWorks deployment.

Service	Description
Billing Telephone Number	Local Access number that includes 911 provisioning, Directory Listing, Outbound CNAM, and Outbound ANI setup. 1 BTN required per service location.
Account and Authorization Codes	Users can assign calls to specific codes for tracking purposes or call authorization.
Call Park/Pickup	Suspend a call for an extended period of time to allow another member of the group to retrieve it.
Music on Hold	Customize the music your callers hear when a call is held or parked.
Administrative Portals	An online portal providing advanced users management, service and feature configuration.

DID Services. The following DID services are available.

Service	Description
Local Numbers	Local number for direct inward dialing. Enhanced local numbers are also available that include outbound CNAM setup, ANI, and directory listings.
Out-of-Market Numbers	Non-local number for direct inward dialing. Enhanced Out-of-Market Numbers are also available that include outbound CNAM setup, ANI, and directory listings. International inbound DID available upon request. ICB pricing. Fees vary by country.
Toll-Free Telephone Numbers	Secure the inbound toll-free numbers you need for your business. International toll-free numbers from select countries also available. International toll-free numbers are also available for inbound toll-free calling from select international countries.
Inbound CNAM	Enables inbound caller name to be received by your employees.
Outbound CNAM	Enables customer name to be displayed on called party phone.
911 Service	Additional 911 configurations beyond the BTN, if needed. Required for each teleworker site.

Company Services. The following advanced call flow and company services are available

Service	Description
Audio Conferencing	On-demand, reservation-less audio conferencing rooms are available for use by your employees.
Auto Attendants & Call Hunting	Control distribution of incoming calls by determining how you want incoming calls from a central number to hunt for an idle user in the group. Automated Attendants provide a customizable menu of options to complete call routing. Basic and advanced Automated Attendants available depending on features required.
Fax Service	Inbound and outbound electronic faxing service.
Voice Mailboxes	Standalone voice mailboxes that can be used as a shared or secondary mailbox.

Call Center Service. The Call Center service allows business agents to receive and queue incoming calls from a central phone number. Using this service, a business can establish technical assistance lines, customer support numbers, or order-taking centers. Advanced call flow, queue management, and agent skill-set routing is supported.

The Call Center Agent Add-on service enables the Voice Seat or Collaboration Seat employee to log in to and receive calls from a Call Center queue. Agents may either be Premium or Standard depending on the type of queue they need to be able to access. Premium agents can log into Premium or Standard Call Queues, but Standard agents can only log into Standard Call Queues.

Optional software clients are available to enhance the experience of the call center agent and supervisor.

Call Center Agent Software Client. Provides desktop functionality to the agent including the ability to login/logout, set their personal status, such as call wrap up states or unavailable, and view queue statistics.

Call Center Supervisor Software Client. Provides desktop functionality to the supervisor including the ability to monitor queues, view agent status and access call center reports.

Call Recording. An add-on option for FusionWorks customers that enables Always On or On-Demand recording options, empowering businesses to meet any legal, compliance or customer support related recording need. Recorded calls are accessible via an easy-to-use online interface. Customers may download and store their recorded calls in the Fusion cloud or may opt to set up a local/premise server for storage.

Web Collaboration. A web and video conferencing tool for hosting online meetings, webinars and training. As a cloud service, Web Collaboration is accessed through an online interface for convenient access to sessions and meetings. The feature-rich platform enables desktop and application sharing, multi-person video conferencing, and integrated audio conferencing to drive engagement and collaboration among remote team members and clients.

6. Choose Your Broadband

Since FusionWorks services are hosted on our network, broadband is required. Determine if it is best for your business to use your existing broadband service or allow Fusion to provide broadband service for you ensuring availability and quality.

There are multiple considerations when selecting the right broadband for your cloud-based communications service. For assistance with this process, please see our Broadband Buyers Guide white paper titled *Making a Broadband Purchase Decision: 8 Key Considerations When Selecting Broadband for your Business.*