







## COLLABORATION

Collaboration is all about improving people's ability to work together seamlessly. We'll help develop a customized communication strategy and architect a solution to deliver secure, reliable, and seamless collaboration of all workspaces. Unified Communications means that every employee, customer, and business associate can actively collaborate in real time and conduct business across multiple workspaces and devices.

ABS Technology uses the latest tools and most advanced solutions to help people and businesses meet their collaboration needs.

-  VOICE
-  VIDEO
-  CONFERENCING
-  PAGING
-  CONTACT CENTER
-  DIGITAL SIGNAGE

**WE'VE GOT THE EXPERIENCE.  
ABS INSTALLED THE FIRST  
CISCO VOICE INFRASTRUCTURE  
IN VIRGINIA.**

We are committed to partnering with Cisco to provide the best possible collaboration tools and solutions for our clients. As a result of our commitment and engineering and design expertise, ABS is also a Cisco Master Collaboration Certified Partner.



## ONE ON ONE | VOICE + VIDEO

Voice calls are a traditional form of collaboration. We use IP phones, voice messaging, and 911 tracking solutions to provide the most complete voice solutions available. Video builds on the audio component of voice by providing the visual component to accompany the audio. ABS deploys end-user and room-based systems, supplemented by recording, storage, and distribution to deliver great collaboration experiences. When the need for collaboration is quick and voice and video are not required, instant messaging is very effective.

## THE MORE THE MERRIER | MULTIPARTY COLLABORATION

Often there is a need to bring multiple parties together. ABS offers web, voice, and video conferencing solutions so the collaboration experience can be expanded to meet the needs of multiple parties. Paging offers the ability to reach users through a one-to-one or one-to-many model that can include voice-over-speakers or through IP Phones, as well as SMS, mobile applications, and e-mail, including mass notification systems. Contact Centers allow customer to reach representatives by a variety of means (voice, e-mail, and chat) to ensure that the customer is routed to the correct resource to handle their issues, and provide reporting, recording, and self-service. Digital signage allows the creation of displays and kiosks that present information like videos, ticker tapes and other presentations, reaching end-users in environments like waiting rooms, meeting rooms, and entry kiosks.

### VOICE + PAGING

- IP Phones
- Voicemail
- Emergency Response

### VIDEO

- End User
- Room Based
- Recording/Storage/Distribution

### CONFERENCING

- Web
- Voice
- Video

### PAGING

- Voice
- SMS
- E-Mail
- Overhead
- Mobile Apps

### CONTACT CENTER

- Contact Handling
- Skills-based Routing
- Reporting
- Recording
- Self-Service Automation

### DIGITAL SIGNAGE

- Kiosk Displays
- Video Displays
- Ticker Tapes
- Presentations