



Federal Services Overview

Telespace is able to provide the enterprise level services for the federal government. Our partnership with Rackspace Government Solutions, a leading FedRAMP JAB authorized Platform as a Service, allows us to bring our Unified Communications as a Service (UCaaS), Contact Center-as-a-Service (CCaaS), and Telepresence to federal agencies. This partnership allows us continuous monitoring, governance, and operations support from the infrastructure all the way up to the application.

Unified Communications Platform

Telespace is a **Cisco® Gold Provider**—the highest level of Provider Partner—that delivers as-a-service and managed solutions via flexible consumption models: aligning to customers’ business goals, reducing CapEx costs and lower operating risk. The Telespace Unified Communications as a Service (UCaaS) offering incorporates:



IP TELEPHONY/VOICE OVER IP

Our UCaaS Platform integrates the best of global VoIP calling with integrated video allowing you the flexibility to take calls from anywhere and from any device securely.



INTEGRATED VOICEMAIL

Our integrated voicemail dynamically converts into email and sent to the receiver on desktop or mobile.



INSTANT MESSAGING

Create group or private chat sessions with your team members from any device.



PRESENCE

Check the Real Time availability of your team for a meeting, call, or instant messaging.



WEBEX MEETINGS & COLLABORATION

Schedule and connect via web teleconference and anywhere and anytime, with record functionality.



THIRD PARTY INTEGRATION

Use our native tools or integrate with your favorite apps like Microsoft Teams, Call Recording, E911 Services, Call Detail Reporting, Paging and Broadcast applications.

Contact Center-as-a-Service

Telespace Delivers a wide range of market-leading capabilities available in its Contact Center-as-a-Service offering that incorporates:



OMNICHANNEL EXPERIENCE

Omnichannel experience for voice, chat, email, SMS, Social Direct Messaging, all handled using the Telespace Agent Desktop, based on Cisco Finesse, including CRM gadget integration and Advanced Interactive Voice Response.



AI/CONVERSATIONAL INTERACTIONS & DIGITAL ASSISTANTS

AI/Conversational Interactions and Digital Assistants provides the means to create advanced virtual agents that handle multiple topics, handle supplemental questions, and operate across all channels 24/7 to minimize live agents’ interventions, while utilizing natural language processing to identify contact drivers and sentiment that helps learn about customer interaction to improve outcomes.

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The Telespace Difference

As one of only a handful of Cisco® Gold Providers globally, Telespace has earned a solid reputation for its cloud network, the innovative services that run on it, and the simplified environment customers enjoy when using integrated third-party applications.

TeleSpace sets itself apart in the cloud service marketplace using a set of differentiated services, including a dedicated private cloud instance with flexible options for customization and consumption models. Our carrier-class, geographically redundant network architecture includes multi-carrier diversity and also provides SLAs, 99.999% uptime, 24/7/365 US based Service Desk, full service Remote ITSM-as-a-Service, staging & kitting, nationwide deployment/logistics and field dispatch services. All TeleSpace services are available in PCI DSS, HIPAA and SOC 2 compliance states.



WORKFORCE OPTIMIZATION

Brings Quality Management, Workforce Management and Analytics to bear to:

- Drive consistency across every channel
- Keep your customer interactions secure and easy to access
- Easily manage compliance requirements
- Create more accurate forecasts and schedules
- Reduce overstaffing/overtime with intelligent automation
- Empower employees
- Analyze and elevate the customer experience



OUTBOUND OMNICHANNEL CAMPAIGNS

Maximize agents' productivity using best-in-class statistical and predictive algorithms, with a comprehensive set of rules to prioritize who to contact, sequence retries, and make the most of every customer interaction leveraging guided workflow and next-best-action intelligence.



STAGING & KITTING

Enterprise Telecom Services provides global infrastructure and expertise to support large-scale forward and reverse logistics for consumer technology devices, critical infrastructure sparing, and everything in between.

TELESPACE BENEFITS

- FISMA, NIST 800-171, PCI DSS, HITRUST, ISO 27001 and COBIT
- Custom Packages tailored to your needs
- FedRAMP-authorized platform as a service
- Remote site survivability
- SDWAN capable, as well as traditional MPLS connectivity
- Soft phone/hard phone over the Internet
- Enforceable SLAs
- Geographic redundancy
- Self-service portal
- 100% US-based support and operations
- Four-hour onsite dispatch
- Compliance (PCIDSS, SOC2, HIPAA)
- Staging, kitting and logistics
- Project management
- Remote and onsite training

Collaboration Software Client

Collaboration software is based on Cisco's collaboration architecture, provides organizations an efficient means of scaling HD video conferencing with no capital outlay for equipment, licensing, or IT support, and reduces real estate and energy costs.

- Supports Cisco, SIP-, and H.323-compliant endpoints
- Full Cisco TelePresence portfolio
- Cisco Meeting Server – Includes dedicated Video bridging with Skype/MS Teams compatibility
- WebEx-G – Cisco Webex for Government Customers



Use your Cisco Phones, Paging integration and dynamic Hunt groups while using the MS Teams Client and keep your E911 services for all your users to remain compliant with Ray Baum's Act.

