cbts

Unified Communications as a Service
for food franchises

Centralized management, repeatable deployment, enhanced analytics and reporting.

UCaaS provides:

Simpified management and deployment

- Single point of contact for service, support, contracts, and billing.
- Automated disaster recovery and routing.
- Bulk moves, adds, changes, and disconnects.
- Manage from a single dashboard.
- Integrated Contact Center.
- Dashboard to track provisioning, shipping, and installation.

Consistent user experience and enhanced analytics

- Key system emulation for ease of use.
- Location-to-location collaboration and calling.
- Customer experience and business intelligence for workforce optimization.
- Hosted IVR for pre-routing calls and queuing with detailed analytics.
- Hosted call reporting for actionable business insights at the store level.

Why CBTS?

- 145 years of telecommunications experience.
- 20+ years delivering unified communications.
- Cisco Gold Partner and Master Service Provider.
- Over-the-top, SD-WAN, MPLS, VPLS, NNI deployment models.
- 24x7x365 U.S.-based support and training.
- Third-party audited and recognized to deliver superior design, delivery, implementation, and support.

CBTS is recognized by Cisco third-party auditing for our ability to design, deliver, implement, and support enterprise class solutions. CBTS is using the latest technologies and artificial intelligence to make deployment and installation a breeze for food franchise organizations. A single dashboard board allows you to manage all of the endpoints during your deployment to see where problems may arise. We've enabled full visibility for all phases from tracking and shipping to provisioning and installation.

We hope to help you with your custom unified communications solution soon. If you have any questions or would like to speak with an expert, contact us at **cbts.com**.