



One site to manage it all

Introducing WE Connect for OfficeSuite UC[®]

A revolutionary online, customer portal that centralizes all of your communications and hosted services into one user-friendly site.

WINDSTREAM ENTERPRISE

Online management unlike any other

Unlike other customer portals, both administrators and employees can make changes to the system and their individual accounts in real time, from a single, intuitive dashboard that features an easy-to-use, widget-based architecture and integrates you with all of your OfficeSuite UC services and Windstream Enterprise support.

Administrators can create unlimited user profiles based on different employee's roles in the company to confidently allow self-management of the features you want and need them to control.

The WE Connect portal's user-focused, sleek and modern design and anytime, anywhere controls delivers unlimited flexibility that allows you to scale on demand, mobilize your entire workforce and ensure full business continuity no matter what takes place.

Unifies powerful communications services

OFFICESUITE HD MEETING

Launch HD video, audio and web conferences and online meetings

COLLABORATION

See co-worker presence, and chat or click-to-call them on any device

ADVANCED PHONE FEATURES

Route calls, check voicemail, record greetings and more

FAX

Send and receive faxes right from the portal

Designed with the user in mind

Benefits

A single platform to manage it all from any device

Make company-wide changes at once, in seconds

Fully scalable – add and remove users with ease

No IT support required

One-click access to trouble tickets, live help, videos and our online community

Built-in disaster avoidance – re-route calls, listen to voicemail, and more from absolutely anywhere

Create unlimited user profiles to enable employees to access only the features you want

Customize user profiles based on employee's roles and needs

Empower users to self-manage their own preferences so you don't have to

Personalize dashboard displays to improve productivity

Advanced features and functionality:

Online Presence

View the availability of coworkers and set your own availability status.

User to User and Group Chat

Chat live with individuals or groups of employees right from the portal.

Video Conferencing

Launch or join a video conference instantly from the portal.

Apps for iPhone®, Android™ and Windows®

Click-to-call contacts, listen and respond to voicemail messages and make real-time changes directly from your smartphone or desktop.

Voicemail

View when you receive new voicemail messages and listen to voicemail online.

Quick Contacts Pop-out

Close out of the portal, but keep the presence pop-out up to interact with coworkers.

Customizable Dashboards

Arrange widget display based on your role and preference for optimal productivity.

Music on Hold

Upload your own or select custom on-hold music and recordings.

Unmatched control and visibility

View and manage everything:

Call Routing

Re-route calls and set up call forwarding rules from anywhere.

Auto Attendants

Upload or record unlimited auto attendant greetings on the fly using our text-to-speech feature.

Billing

Quickly view and pay your balance, review payment history or print invoices.

Trouble Tickets

Open, view and track the status of trouble tickets.

Call History

View call history by company, employee, date or extension.

User Profiles

Create custom user profiles and grant access to services based on employee's roles.

User Manager

Add new users, extensions and services to any user's account at anytime.

Order Status

View the status of your order in real time.

Online Community

View FAQ's, how-to instructions and even post questions.

How-to Videos

Watch how-to videos and get information on how each widget and feature works.

Built-in business intelligence

Utilize a one-of-a-kind business intelligence and reporting tool for actionable insight about your business.

WE Connect's Call History feature helps identify staffing inefficiencies, improves productivity, boosts customer satisfaction and provides greater visibility into marketing and sales efforts.

Utilize built-in reports to analyze critical call data

View which calls are the longest to see where employee's are investing their time.

See which numbers call in the most so you can identify customer issues.

Track the number of outbound calls made by department and employee to better evaluate performance.

Instantly view the effectiveness of your marketing campaigns.

Sort and filter call data to build customized reports

View the call history of your entire company by department, employee and extension.

Narrowly mine actionable data with more than 16 real-time filters.

Real-time slider functionality to quickly sort and view by date range.

Group employees by departments for granular analysis.

Save reports with one click for future use.

About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

To learn more about OfficeSuite UC, visit windstreamenterprise.com