

Six Degrees UCaaS

A single cloud platform for voice, video, chat and contact centre

Contact your Account Manager or email brilliance@6dg.co.uk

Empower your teams to connect, collaborate and deliver brilliant services. Mix and match service plans to user requirements and create a communications solution that's tailored for your organisation.

One size doesn't fit all. Meet the Six Degrees UCaaS line-up of service plans:



Lobby - Common areas and break rooms



X5 - Voice-centric Contact Centre users including Predictive Dialler



X1 - Shared extensions and entry-level users with domestic calling



X6 - Voice-centric Contact Centre users with Advanced Reporting



X2 - Standard users with international calling [14 countries]



X7 - Omni-channel Contact Centre users with Advanced Reporting



X3 - Power users with global calling [32 countries]



X8 - Omni-channel Contact Centre users with Advanced Analytics and Predictive Dialler



X4 - Managers and supervisors with extended global calling [47 countries]

The power of one AI-driven platform

Start by addressing the immediate communications need. Turn on other parts of the platform when you're ready. Bringing all your communications capabilities onto one platform means that you can stop paying for, administering and maintaining other communication applications. It also means that the data from your various communication channels is available in one place. With complete, comprehensive, relevant data becoming easily accessible, you can take advantage of the advanced analytics and machine learning/AI capabilities to deliver operational efficiency and lower costs through automation.



A **single cloud-based platform** enables faster and smarter communication with reduced risk.



Facilitate collaboration across groups and bridge islands of communications from third party messaging apps.



Eliminate expensive on-site PBX equipment and costly associated maintenance.



Use **actionable insights** from customer journey maps, sentiment analysis and speech analytics to create customer-centric services.












Enable new ways of working with high-quality video conferencing, reducing travel costs and supporting a green agenda.



Mix and match service plans to get exactly what your organisation needs to achieve the lowest total cost of ownership.

Which Six Degrees UCaaS plans are right for your organisation?

| FEATURES |  |  |  |  |  |  |  |  |  |
|---|---|---|---|---|--|---|---|---|---|
| | Lobby | 1X | 2X | 3X | 4X | 5X | 6X | 7X | 8X |
| Number of Countries in Unlimited Telephony Calling Zone | | UK | 14 | 32 | 47 | 47 | 47 | 47 | 47 |
| Number of Minutes for Local International in CC Calling Zone (countries) | | | | | | 2,000 <small>(0)</small> | 4,000 <small>(47)</small> | 4,000 <small>(47)</small> | 4,000 <small>(47)</small> |
| Advanced Auto Attendant | • | • | • | • | • | • | • | • | • |
| Call Handling (Caller ID, Call Forwarding, Call Queues, Ring Groups, Barge, Monitor, Whisper) | • | • | • | • | Advanced | Advanced | Advanced | Advanced | Advanced |
| HD Secure Voice | • | • | • | • | • | • | • | • | • |
| Mobile and Desktop Apps | | • | • | • | • | • | • | • | • |
| Presence Detection | | • | • | • | • | • | • | • | • |
| Voicemail Transcription | | • | • | • | • | • | • | • | • |
| Cross-Platform Team Messaging | | • | • | • | • | • | • | • | • |
| HD Audio and Video Meetings with Screen Sharing | | • | • | • | • | • | • | • | • |
| Out of the Box Integrations with Key CRM, Productivity, Service and Support Applications | | | • | • | • | • | • | • | • |
| Call Recordings | • | • | • | • | • | • | • | • | • |
| Unlimited Internet Faxing | | | • | • | • | • | • | • | • |
| Switchboard Pro | | | | • | • | • | • | • | • |
| Call Activity Analytics | | • | • | • | • | • | • | • | • |
| Supervisor Analytics | | | | | • | • | • | • | • |
| Skills-Based Routing | | | | | | • | • | • | • |
| Interactive Voice Response (IVR) | | | | | | • | • | • | • |
| Queued and Web Callback | | | | | | | • | • | • |
| Post Call Survey | | | | | | | • | • | • |
| Contact Center Reporting and Analytics | | | | | | • | • | • | • |
| Chat, Email, SMS, Social Media Channels | | | | | | | | • | • |
| Co-browsing | | | | | | | | • | • |
| Outbound Predictive AI Dialer (minutes) | | | | | | 2,000 | | | 5,000 |
| Quality Management and Speech Analytics | | | | | | | | | • |
| Enterprise-Grade Security | • | • | • | • | • | • | • | • | • |
| Compliance and Certifications (GDPR, HIPAA, ISO27001, 9001 etc.) | • | • | • | • | • | • | • | • | • |

For more information on Six Degrees UCaaS, or to setup a consultation, contact your Account Manager or email brilliance@6dg.co.uk.

Partners and Accreditations

