

# SkyVoice Capabilities Overview

SkyVoice delivers a fully integrated suite of communication and collaboration tools that empower teams to connect faster, work smarter, and deliver better customer experiences.

## Features

### Business Voice

- Switch between your desktop and mobile during calls.
- Access 100+ enterprise calling features including HD voice, unlimited domestic calling, Hunt Groups, Auto Attendant, AI features, toll-free calling (add on), call history, call forwarding, call through, call blocking, silent mode, and more.

### Voicemail

- Access via desk phone, mobile app or email with automatic transcription for quick review.
- Customize various options such as your greeting, voicemail PIN, and notification preferences. You can also choose to delete voicemails, mark them as read, and send SMS notifications. Additionally, you can check your voicemail messages, listen to them, and even respond to the caller via chat or phone call.

### Chat

- Real-time communication with direct, private, and public channels for unlimited conversations, and an AI Assistant to help streamline simple and complex tasks. Chats are synced across all devices.
- Includes message editing, presence indicators, mentions, pinned chats, file sharing, message reactions, and more.

### Meet

- Host secure HD meetings with screen sharing, annotation, meeting recording, and AI Meeting Recap for summarization and notes.
- Share your screen, and collaborate with tools like auto-lock, virtual backgrounds, and annotations for more engaging, productive meetings.

### SMS

- Enable SMS (text) communication on your main or toll-free business number, giving your customers another way to engage with your business.

### Company Messaging (Add On)

- Company Messaging allows the creation of a user group and the assignment of a company phone number (Auto Attendant or Hunt Group) to it. All users in this group can receive and send SMS from a number assigned.
- Assign labels such as Sales or Support for clarity, and respond from anywhere via the mobile or desktop app.

### WebFax

- Easily send, receive, and manage faxes; access, manage, and share files securely, all within the UC application.

### File Sharing

- Enables secure access and file management across all devices with full user and sharing control. Includes automatic backups, point-in-time restoration, and up to 200 GB3 of file storage per user.

### Contact Center (Add On)

- For advanced customer engagement, intelligent call handling, personalized communication, and expanded AI-supported capabilities, Contact Center delivers a seamless omni-channel experience in one app, across voice, SMS, chat, email, and WhatsApp.
- Included AI features help handle initial customer chats, understands intent, and routes inquiries to the appropriate teams for complex issues and improved response times.

Let's create winning connections together.

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