**Unified Communications**

Unified Communications Service

NUSO Inc.

Project Manager: John Doe

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**Introduction and Goal**

Our goal is to create a cloud based telecom product that meets the unique communication needs of enterprise clients in both office and remote work settings. NUSO already offers more traditional communication products such as SIP trunking, customer service contact centers, device as a service, and infrastructure as a service. These traditional services serve the needs of our customers in their current practices and have adapted to continuously solve communication challenges. As the business environment evolves, there rises a need for flexible yet unified communication across teams in multiple physical locations. Without a common physical location, and therefore common equipment, enterprise partners need voice services, video conferencing, and contact centers that are available to all in office and remote employees. This cloud based service ensures continuous workflow, improved flexibility, and cost savings; this is facilitated by the customized solutions which allow business partners to select which features best suit their needs.

**Who are our enterprise partners?**

1. **Managers and Team Leads:** Leadership whose role entails project progression and oversight. This includes employees who require access to conferencing and presence status tools.
2. **Customer Service:** Those who work directly with customers in support, complaint resolution, and sales. Team members who experience where the restraints of current systems throttle customer satisfaction.
3. **Inter-team and Remote Employees:** These individuals benefit from clear and consistent information sharing processes and tools and currently struggle with a lack of co-working options.

**Milestones:**

1. Concept Presentation and Feedback: 5/02/2022
2. Design Team Meeting: 05/16/2022
3. MockUp Presentation: 05/28/2022
4. Demo Meeting: 06/20/2022
5. Product Testing: 06/27/2022
6. Product Launch: 07/05/2022