



Increase Productivity Even When You Work Remotely

Communication is key to any successful business. Keeping track of everything that you need and handling all communications can be hard, which makes it challenging for businesses with remote employees who are often on the go. A unified communication system will make your business run efficiently and productively because they have features specifically designed to cater for their business needs.

Solve These Business Challenges

- Lost of sales opportunity because missing out on an important business call
- Lack of business number integration to engage with affiliates and clients
- Sharing information takes a short time thus improving workflow and eliminating bottlenecks
- Need to work from home but still want to keep the personal number private

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SOLUTION BRIEF

TM One Managed Unified Communications

Collaboration tools connecting people anytime, anywhere

Introducing **TM One Managed Unified Communications (MUC)** - a fully managed end-to-end solution for seamless unified communications and collaboration. With TM One MUC, you can now redirect office voice calls and enjoy a low cost for an inter-branch communication solution. This service is perfect for businesses who want to enable their office voice call anywhere and anytime. With this cutting-edge technology, you can improve efficiency and productivity within your organisation. Give your business the competitive edge with TM One MUC.

Users can subscribe to our service by using any service provider that can provide Multi-line SIP (MLS) access. However, we encourage customers to subscribe to our TM One MUC bundle with TM MLS as voice access for the best experience. With our managed unified communications solution, you'll enjoy crystal clear call quality, enhanced collaboration and productivity tools, and so much more.

Solution Offerings	Solution Benefits
<ul style="list-style-type: none"> • Business phone via IP connectivity with advanced phone system features • IP PBX device is installed at the customer's preferred premise • Managed service • Softphone for remote workers who require mobility features • Includes support and maintenance 	<p>With TM One MUC, customers can now redirect office voice calls and enjoy low costs for an inter-branch communication solution</p> <p>This service offers:</p> <ul style="list-style-type: none"> • Secure connection between calls • Advanced phone system to stay connected remotely • Managed cost effectively

TM One MUC Benefits

Seamless call, a single number to reach you anytime, anywhere

<p>Redirect Calls To Any Device Increase business opportunity from potential clients (avoid missed calls).</p>	<p>Easy Accessibility Make and receive calls on fixed business number via any internet connectivity - Wi-Fi or 4G/5G.</p>	<p>Secure Privacy Keep mobile number private and share only office number with vendors or colleagues.</p>
<p>Easy Installation Just install the softphone apps on your devices.</p>	<p>Cost Saving Enjoy fixed-line and existing call plans at a lower rate/fixed-line rate compared to mobile.</p>	<p>Simple No SIM Card; calls will be directed to customer's device via softphone apps.</p>

TM One MUC Features



Hybrid Endpoint Support

IP phone, analog phone and softphone.



Hot Desking

User/operator/agents are able to log in from any location and maintain the same extension numbers.



PBX Standard Features

Call waiting, call hold, call transfer, parking, intercom, paging, call forwarding, do-not-disturb, follow-me, music-on-hold, time based routing.



Automatic Call Distribution (ACD)

Support various call distribution strategies such as send the call to the least recent pickup agents/operators, send the call to agents/operator with fewest calls, send next call to next member of agent/operator and skill-based distribution.



Audio Conferencing

Setup virtual conference room, pin-based virtual room, DID routing into conference, participant name announcement.



Operator Features

ACD, phonebook, call queues, voice announcement.



Interactive Voice Response (IVR)

Multi-level voice response setup. Call routing based on customer key input. Allow custom scripting to support database access and play custom voice.



Voicemail

Be able to record your voicemail. System will alert user phone there is voicemail available or system can send the voicemail to email.



Call Detail Reports

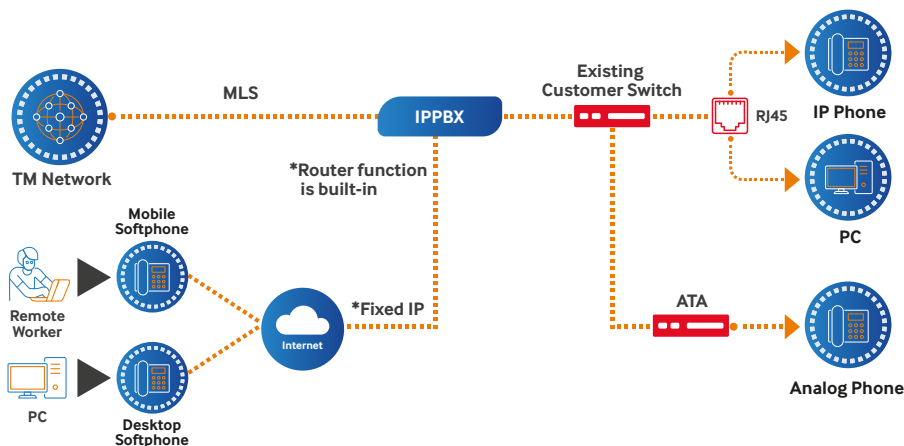
Interactive web based search form for administrator to perform call search listing, total calls per day, total calls per extensions, total talk time and also export call listing in comma-separated values (CSV) format.



Call Queue

Setup call queues for the various helpdesk. Play customised announcement in call waiting and playback another announcement at fix interval. Set maximum wait time before routing the call to voicemail or another destination.

TM One MUC Setup



Unified communications is no longer a buzzword, it's a necessity for businesses of all sizes. By implementing TM One MUC, you can improve communication and collaboration within your organisation while freeing up time and resources. With this cutting-edge technology, you can take your business to the next level. Contact us today to learn more about how we can help you enable office voice calls anywhere and anytime.

To learn more about TM One MUC, please contact your TM One representative or TM One business partner, or visit our website:

<https://www.tgone.com.my/collaboration-services/>

About TM One

TM One, the business-to-business arm of Telekom Malaysia Berhad (TM), empowers enterprises and the public sector to challenge the status quo and creatively disrupt various industries with the latest digital technologies and solutions across cloud, connectivity, cybersecurity and smart services.

For further information on TM One, visit www.tgone.com.my

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Why TM One MUC

- The new norm for businesses is to work remotely, anytime and anywhere.
- A seamless transition from single Direct Exchange Line (DEL) voice to digital managed voice communications.
- TM One through their partnerships are able to facilitate the digital connectivity transition by offering complete IP Voice Managed Solutions with a secure connection that can be accessed anywhere and anytime remotely.
- To offer a better customer experience by bringing our customer to another level of our product play offering.

Case Study - State Government Agencies

One of the state government agencies in Pahang that handles state administration, and also communications and collaboration with other state agencies have seen the importance of having a unified communication system to enhance both their operations and the services they deliver. This Pahang government agency subscribed to TM One MUC bundled with TM One Multi-Line SIP (MLS) for Session Initiation Protocol (SIP) voice connectivity and TM One software-defined wide area network (SD-WAN) as their internet solutions. Our mobility features also helped them to receive and make calls using their existing office number via softphone apps installed on their devices. With this complete solution, this Pahang government agency can have just one voice and data connectivity network that is managed by TM One, and their IT resources can focus on the other tasks without the worry of managing the network.

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