EVOLVE IP
WORK ANYWHERE™

Your Logo Here

UCAAS FOR EDUCATION GUIDE

Deliver a world-class communications solution for your students, faculty, and administrative staff.

Why Are Leading Educational Institutions Choosing Us?

Evolve IP provides schools and universities with the flexibility to tailor communications by mixing and matching licences based on staff roles, including education-specific options. Our seamless integrations with Management Information Services like Arbor and SIMS enhance the technology ecosystem, resulting in a more efficient caller experience and significant time savings.

We also support tannoy systems and offer Office 365 and Google integrations within Webex to streamline collaboration. With our Anywhere AI Studio, schools can easily update voice messages remotely, ensuring timely communication during unexpected closures, such as snow days. Evolve IP empowers educational institutions to improve communication efficiency and stay connected, whatever the circumstances.

How Do We Support Education

The education vertical differs from others however they still require a reliable, efficient and practical phone system. What some don't realise is that by investing in the right solution not only will they achieve this but they can save time, reduce costs and improve their reputation.

CRM/MIS integrations enable users to provide a professional calling experience with 'screen pops' informing the agent who is calling into the school plus saving time with the ability to update records on the fly.

We live in a data driven world and it's almost impossible to make a smart business decision without data to hand. Call Reporting provides the school with true real-time data, assisting them to make informed decisions that will have a positive impact on all aspects of the school.

Anywhere AI Studio's ability to create and update on hold audio in a matter of minutes, even when you are not in the office, again highlights how far we've come as a technology solution provider. Snow day or an emergency? No problem, callers can be alerted within minutes. Want to tell everyone how good you've done on a recent Ofsted inspection – upload your message swiftly and with ease, supplemented with music and let the community know how good you are!

With a full plate of features such as live transcriptions, customisable video conferencing so sign language interpreters are always seen, keyboard shortcuts for limited mobility user, plus many more, we are proud to provide a service that enables accessibility and inclusion for EVERYONE.

Evolve IP's ability to provide an Education focused license with the ability for integrations into CRMs/MIS, Call Reporting, Professional Voice Messaging, intelligent call routing, plus much more, not only create the ideal phone system but streamlines processes and optimises the schools reputation within a community.

How UCaaS Supports Education

Saves Time: Our solution streamlines operations with zero-touch provision handsets, simplifying deployment. Integration with Arbor MIS allows users to access and update individual records and notes while on calls, enhancing efficiency. Additionally, schools can swiftly amend phone messaging during emergencies from any location, ensuring smooth communication.

Reduces Cost: The Education License provides schools with a versatile phone system designed to streamline communication and reduce operational costs. Restrictions on phone numbers help prevent unexpected bills for non-business-related calls. Furthermore, the cloud-based system eliminates the need for server hardware, power consumption, and space, reducing ongoing expenses.

Legal/Compliance: Our system supports compliance with call recording and AI sentiment analysis, aiding users handling sensitive calls with parents. PCI-compliant payments are securely processed via Secure Call, and Webex's AI features provide transcription during video calls, supporting schools and parents in sensitive conversations.

Brand Reputation: Our integrations into market leading MIS's enhance the caller experience with screen pop features, while Anywhere AI Studio keeps callers informed of updates while on hold. Webex promotes accessibility and inclusion with features such as transcription for the hard of hearing, AI commands for limited mobility users, customizable video views for visibility of key individuals, and keyboard shortcuts for navigation, ensuring a positive and inclusive brand image.

Features for the Education License:

Authentication

Barge-in Exempt

Basic Call Logs

Call Forwarding Always

Call Forwarding Busy

Call Forwarding No Answer

Call Forwarding Not Reachable

Calling Line ID Delivery Blocking

Call Return

Call Transfer

Call Waiting

Connected Line Identification Presentation

Customer Originated Trace

External Calling Line ID Delivery

Internal Calling Line ID Delivery

Last Number Redial

Three-Way Call

Voice Messaging User

Why Choose Our UCaaS Technologies

Together with Evolve IP we offer a full carrier-grade cloud telephony solution purpose-built to meet the unique needs of educational institutions. We enable seamless migration from legacy on-premise systems to the cloud, providing all the tools needed for schools and universities to deliver a world-class experience for their students, faculty, and administration.