

Jive in a Nutshell



Products

Jive is more than just a phone system in the cloud. We deliver a range of Unified Communications products, including voice, video, contact center, and mobile applications. With Jive in their corner, organizations of all sizes can enjoy enterprise-grade telecommunications.


Jive Voice

Your Phone System in the Cloud.



Combine Your Communications Hardware and Phone Service in the Cloud.

Jive Voice is a cloud-based PBX phone system that combines traditional PBX hardware and service into a single hosted solution. It offers all of the advanced features of an enterprise PBX system with over 80 Hosted VoIP features.



CUSTOM SCHEDULES

Custom schedules come standard with Jive Voice, allowing users to configure time-based call routing for specified business hours, holidays, and special events.



VISUAL DIAL PLAN EDITOR

Make on-the-fly changes to dial plans and call routing with Jive's Dial Plan Editor. Map out call flows visually using the drag-and-drop interface. Easily configure elements like wait times, auto attendants, recorded boxes, sound clips, and schedules.



DETAILED CALL ANALYTICS

Create opportunities for more efficient use of resources, better training, and proper scheduling by using Jive's comprehensive real-time and time-of-day reports, geographically based heat maps, and downloadable call detail logs.

No upgrades, changes or service fees are necessary to enjoy Jive's world-class service. Visit jive.com/voice to learn more.

Jive Voice Dashboard | jive.com | 877-548-3007


Jive Video

Video Conferencing and Collaboration in the Cloud.



Collaborate Face-to-Face and Share Content in Real Time.

Jive Video and Jive Video Pro are cloud-based video conferencing solutions. Connect with clients and co-workers, enable real-time collaboration, and reduce travel time and expenses with direct point-to-point or multipoint virtual meetings.



INCREASED EFFICIENCY

Reduce commuting time, office costs, and long-distance travel with Jive Video. Operate more efficiently while increasing your return on investment.



GLOBAL COLLABORATION

Take your meeting to the cloud. Screen virtual face-to-face meetings anywhere, at any time, across any network, using any mobile device.




CONTENT SHARING


Improve collaboration with HD content sharing. Conveniently display documents to all video conference participants with a simple click of a mouse.

Link several office locations into a single cohesive work environment with Jive Video. Visit jive.com/video to learn more.

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Jive Contact Center

Your Contact Center in the Cloud.




Improve Performance through Multichannel Support and Real-Time Reports.

Jive Contact Center offers intelligent, scalable, and powerful cloud contact center solutions to organizations of all sizes. Increase agent productivity and enhance callers' experiences with Jive Contact Center.




MULTICHANNEL CONNECTIONS

With Jive Contact Center Pro, enjoy a single, simple-to-use platform that's compatible with IVR, chat, email, fax, click-to-dial web calls, and even social media events.



SINGLE INTERFACE

All contact types are handled through one Jive Contact Center Pro interface, increasing productivity and streamlining time spent logging back and forth between applications.



REAL-TIME DASHBOARD & REPORTS

Enjoy active monitoring of agents, as well as customizable reports available with 100 possible metrics to choose from.

Get the services, call flows, features, and integration you need to run your organization. Visit jive.com/voice to learn more.

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Jive Voice



Jive Video



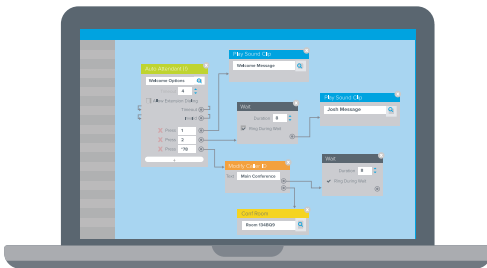
Jive Contact Center





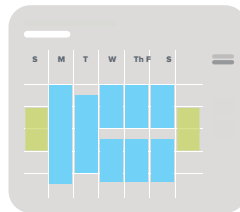
Jive Voice

Our cloud-based phone system comes with full PBX function, admin controls, and phone features that include unlimited voicemail boxes, auto attendants, and local and long-distance calling.



Ease of use

Users can control and update their system in real-time from any Internet-enabled device using Jive's online portal. Jive's visual dial plan editor is a life-changing way to set up a phone system.



Custom schedules

Clients can now accommodate for day/evening hours, weekend hours, or holidays by creating time-based routing and custom schedules within Jive Web—Jive's online control portal.



Find Me/Follow Me

Find Me/Follow Me allows users to route incoming calls to multiple phones in a specified sequence, enabling each user to create a unique call flow and failover for their extension. Now clients can conduct business wherever they need to go.



Jive Video

Basic Jive Video offers direct point-to-point conferencing. Jive Video Pro delivers multipoint virtual meetings. Customers who use Jive Video Pro can easily connect with clients and co-workers, collaborate in real-time, and reduce office and travel expenses.



Collaborate globally

Jive Video Pro takes meetings to the cloud. Jive Video Pro is perfect for face-to-face collaboration in the office, at home, or in the airport. Users can stream virtual meetings anywhere, at any time, across any network, using any mobile device.



Scale efficiently

Jive Video Pro is delivered via the cloud, so clients can offer video-conferencing capabilities to new employees without an expensive hardware outlay. All they need is an Internet connection and a mobile device and they're ready to join a virtual meeting.



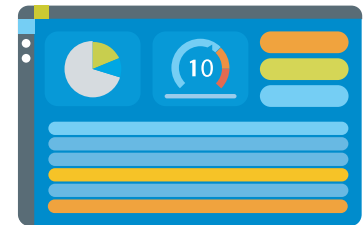
Share content

With Jive Video Pro, users can stop sharing documents and other digital resources via email or other means prior to meetings. Conveniently display documents to all video conference participants with a simple click of a mouse.



Jive Contact Center

Basic contact center features come free of charge with a standard Jive seat. More advanced contact center bundles, available through Jive Contact Center Pro, help customers increase agent productivity and enhance caller experiences.



Superior Service

Users can configure Jive Contact Center Pro to ensure high-value customers receive priority and move ahead in the queue—or route them to a special priority customer queue. If wait times stretch too long, Jive's callback feature allows customers to request a return phone call and avoid waiting on hold altogether.

Multichannel Capabilities

Now callers can reach organizations using whatever channel is most convenient for them. With Jive Contact Center Pro, enjoy a single, simple-to-use platform that's compatible with IVR, chat, email, fax, click-to-dial web calls, and even social media entries.

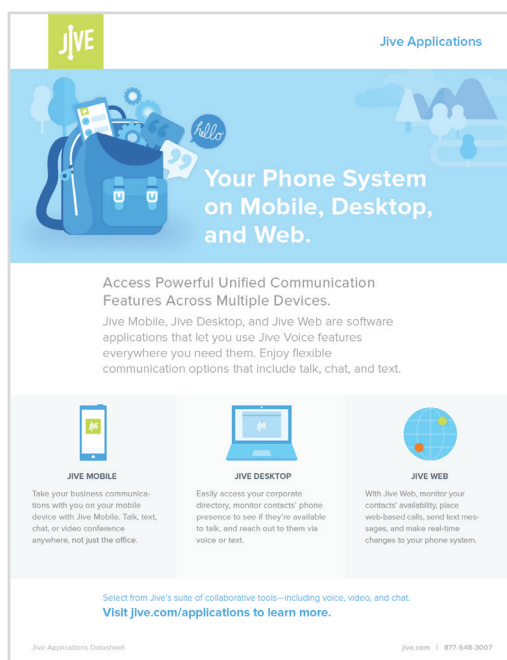
Increased Productivity

All contact types are handled through one Jive Contact Center Pro interface, increasing productivity and eliminating time spent toggling back and forth between screens. Supervisors and administrators will find all the information they need to run a world-class contact center.



Applications

Jive applications allow customers to access our products and features using their mobile devices, desktop computers, and web browsers.



Jive Applications

Your Phone System on Mobile, Desktop, and Web.

Access Powerful Unified Communication Features Across Multiple Devices.

Jive Mobile, Jive Desktop, and Jive Web are software applications that let you use Jive Voice features everywhere you need them. Enjoy flexible communication options that include talk, chat, and text.

JIVE MOBILE	JIVE DESKTOP	JIVE WEB
Take your business communications with you on your mobile device with Jive Mobile. Talk, text, chat, or video conference anywhere, not just the office.	Easily access your corporate directory, monitor contacts' phone presence to see if they're available to talk, and reach out to them via voice or text.	With Jive Web, monitor your contacts' availability, place web-based calls, send text messages, and make real-time changes to your phone system.

Select from Jive's suite of collaborative tools—including voice, video, and chat. Visit Jive.com/applications to learn more.

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Jive Web

Our unified interface is where customers can manage their phone system and communicate both internally and externally via their web browser. Jive Web lets them place web-based calls, send text messages, monitor contacts' availability, and make real-time changes to the phone system.



Jive Desktop

A software application that transforms a desktop computer into a unified communications interface. Customers can easily access their corporate directory, monitor contacts' phone presence to see if they're available to talk, and reach out to them via voice or chat.



Jive Mobile

Our softphone application enables customers to use their mobile device as an extension of their office phones or as standalone cloud phones.

Integrations

Jive integrates seamlessly with leading CRMs and third-party software applications. This integration allows customers' phone systems to support click-to-call, integrated directories, screen pops, and other helpful workplace communications features. Jive is also able to provide further integration into existing critical systems.



Industries

Over 10,000 businesses have chosen Jive as their phone system provider. Our flexible features, simple management, and affordable monthly cost has led to successful deployments across a spectrum of industries, including:

Enterprise
K12
Higher Education
Government

Hospitality
Insurance
Financial Services
Nonprofit



Jive Cloud

Jive Cloud is the service delivery platform for Jive Voice and the rest of our Unified Communications products and applications. It provides the architecture that integrates all call routing, system management, feature delivery, and application access. Jive Cloud is delivered through a reliable network of geographically diverse datacenters.

