Yealink

Yealink Intelligent MTR Solution for every room size

Personal Communication Solution

Video Conferencing Solution

Unified Communication Solution

01

Yealink updates

02

Video portfolio updates

03

Services

Update the Achievements of Yealink in 2023

Global Strategy

- SGP HQ established （Sept.23）;
- Innovation Park operated (220K ㎡);
- SIX Sites * CEC Settled globally ;

Security Strategy

GDPR
The General Data Protection Regulation

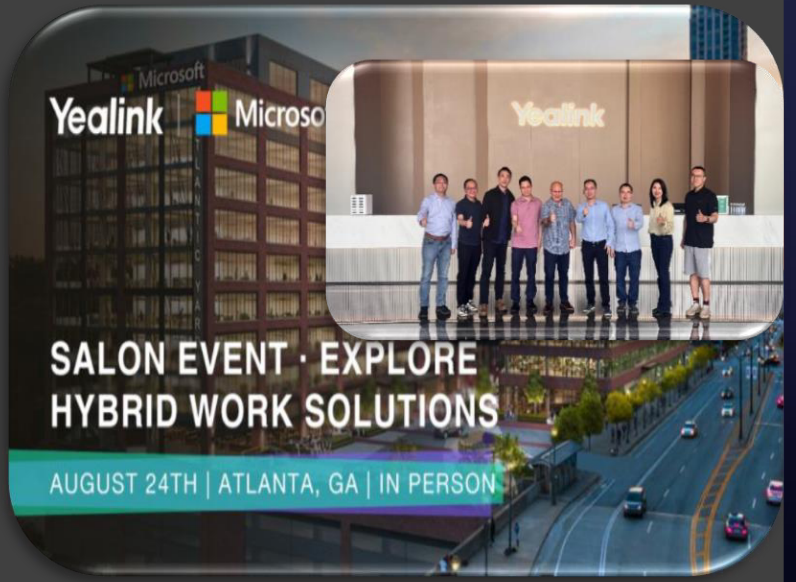
ISO

AICPA SOC
aicpa.org/soc4so

ISO/IEC 27001:2013
Certified Information Security Management System(ISMS)
Comprehensive Information Security Controls

- ISO ISMS & SOC Certified officially;
- YMCS migrated to Azure Cloud;
- Independent Pen-Test by leading labs;

Eco-System Strategy



- NO 1# IN Microsoft EMEA;
- Official partnership: INTEL/YAMAHA...
- Membership: GPA/PSNI Global Alliance;

Yealink Performance DACH, 2023

High-Speed Growth Across The Product line for Consecutive Years

- **Returned to fast growth from H2, 2023;**
- The Biggest SIP Phone Vendor Since 2017, 60%+ share in DACH;
- The Second Biggest MTR Vendor Since 2021, 20%~25% share in DACH;
- The Fastest Growth Android/Headset Vendor, 15%+ share of DECT Headset in DACH;

UC Solution

No. 1 38.2%

VC Solution

No. 2 22%

USB Solution

Target No. 3

DACH MARKET OVERVIEW

Our Partner & Customer Success Stories

Manufacturing

SIEMENS · BOSCH · ALPLA · brose Excellence in Mechatronics · DRÄXLMAIER · SIEMENS energy · SARTORIUS · ARaymond (NEW)

Financial / Professional service

DC BANK AG · Emil Frey · GOLDBECK · msg · suva · KPMG (NEW) · EY (NEW) · Telefónica (NEW)

Retail

adidas · CORDES & GRAEFE SEIT 1921 · Frankfurt Airport · GASAG · MIGROS · OTTO · FERRERO (NEW)

Healthcare / Education

Education First · PHOENIX group · MEDECINS SANS FRONTIERES

01

Yealink updates

02

Video portfolio updates

03

Services

Yealink one-stop Teams Certified Devices Solution

covering every workspace and catalog

Intelligent / Immersive

Teams Rooms on Windows

MVC S40 NEW
Small to Medium Room

MVC860
Large Room

MVC S90
ProAV Room

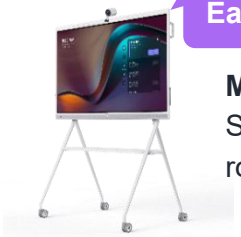
Teams Rooms on Android

MeetingBar A10
entry-level

MeetingBar A20
Small

MeetingBar A30
Medium

DeskVision A24
Phone Room / Manager office / Hot-desking



Easy / Price Sensitive

MeetingBoard 65/86
Small-to-large rooms

Room IoT

Room Scheduling Panel
8-inch /10-inch

Room Sensors

USB Peripheral

UH Series
USB-Wired

WH Series
Wireless Headsets

BH Series
Bluetooth Headsets

UVC Series
Webcams and PTZ Cams

Teams Phone

MP54

MP56

MP58

VP59

CP965

Benefits of Yealink MTR Solutions

Complete

Single-vendor solution cover from huddle to ProAV rooms

AI Powered

Intelligent camera and audio

Pro-level

but still

Simplify

For installation and use.

Wireless

Presentation, Microphone.

Yealink 3rd-Gen MTR-Windows Portfolio

3rd-Gen Base Kit

NEW

MCoreKit-C4
- MCore Pro
- MTouch E2

MCoreKit-C5
- MCore Pro
- MTouch Plus
- RoomSensor

Standard Package

MVC340-C0-000 NEW

MVC640

MVC860-C5

S Package

IntelliFrame + Copilot

MVC S40
Small to Medium Room

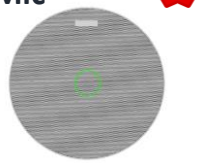
NEW

MVC S60
Small Signature Room

MVC S90
ProAV

ProAV Accessories

CM20 Ceiling Mic NEW



CS10 Ceiling Speaker NEW

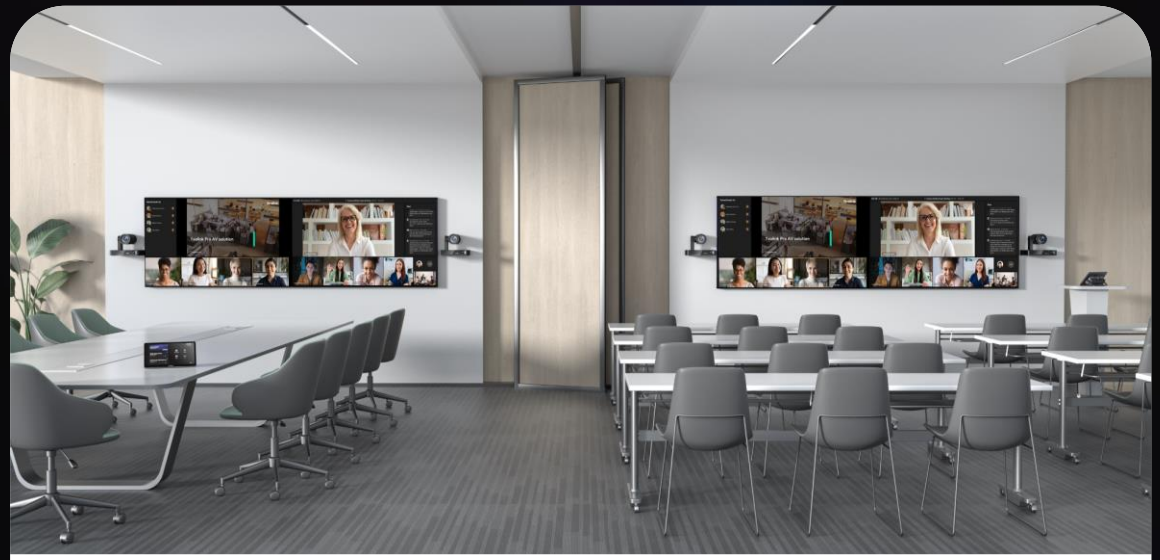
Multi-Touch Console

BYOD Accessory

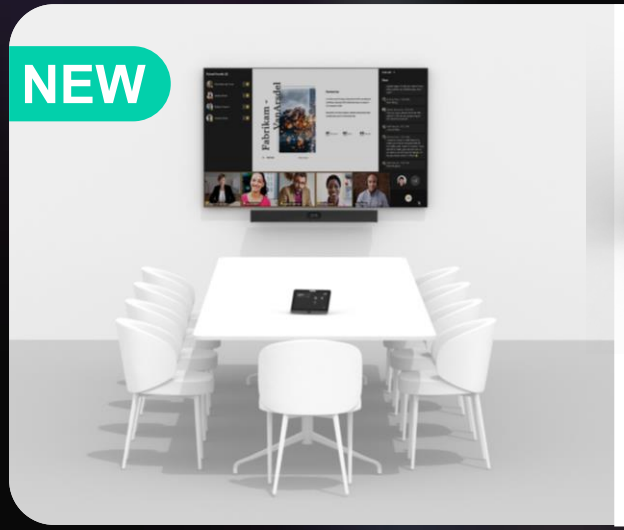
MShare E2

Yealink 3rd-Gen MVC S-Package
Teams IntelliFrame Experience for All Room Spaces

MVC S60
Small Signature Room



NEW



MVC S40
Small-to-Medium

MVC S90
Large & ProAV

Yealink 3rd-Gen MCore Pro Kit Improvement

MCore Pro v2

- Intel 11th-gen chipset
- 3x HDMI-out
- CEC supported for every HDMI
- Built-in **EDID** module
- 5K and **21:9** resolution
- **One-cable technology**, dedicate port for one CAT5E cable connect to Touch console (up to 131 feet)

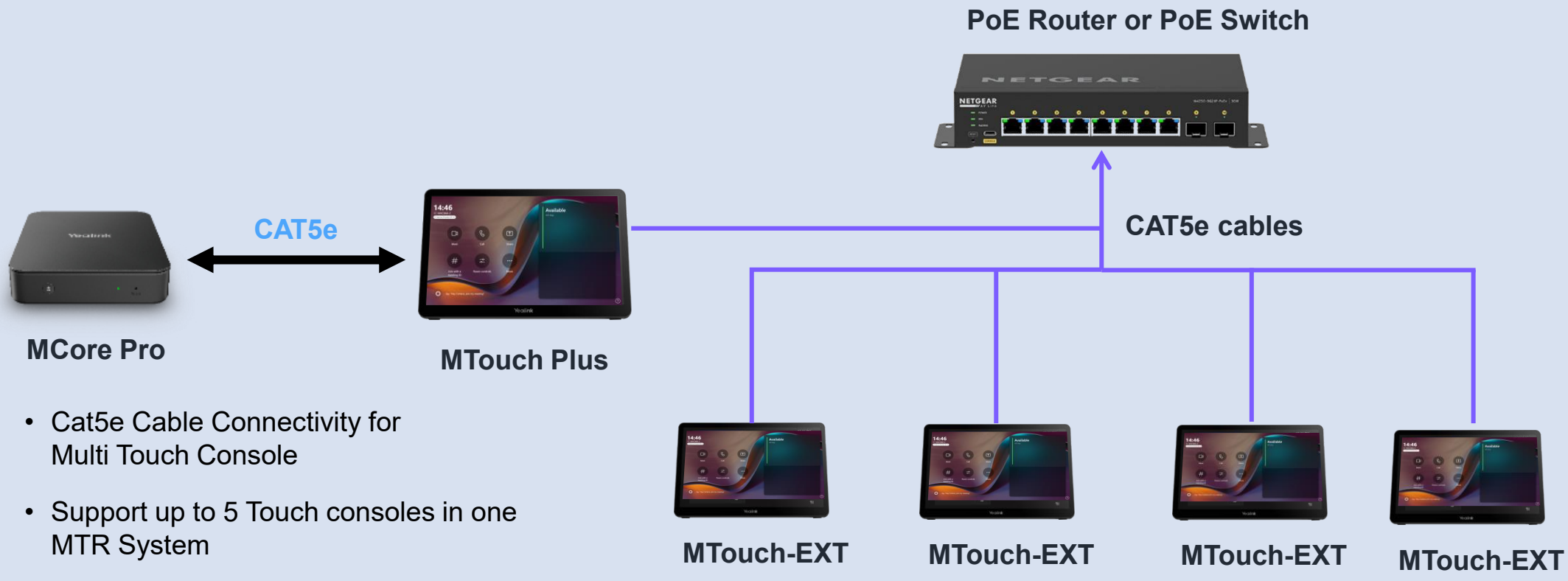
MTouch E2

- 8-inch IPS screen
- 1280 x 800 resolution
- Build in Human Motion Sensor
- Wireless sharing + wireless BYOD
- USB-C/HDMI content share input

MTouch Plus

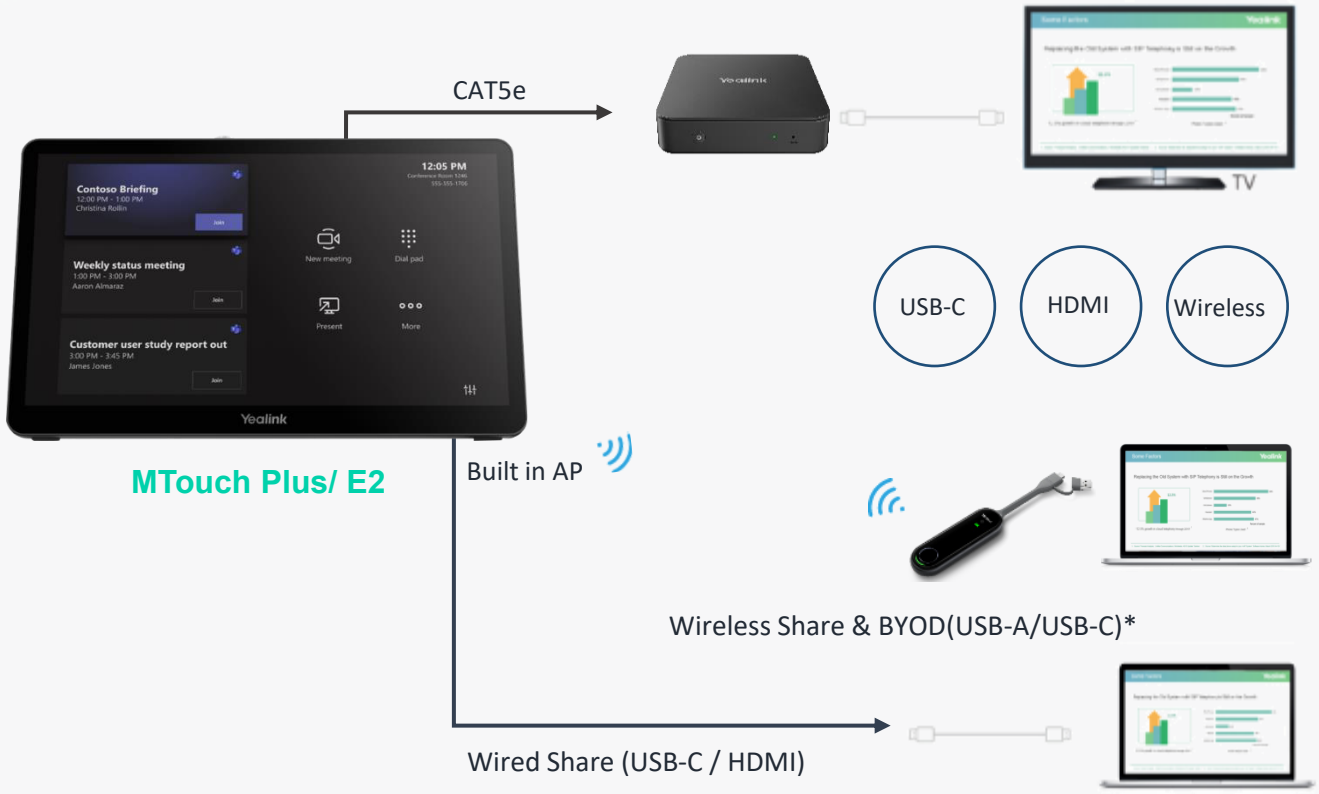
- 11.6-inch IPS screen with 1920 x 1080 resolution
- Flexible desk and wall-mounted deployment
- Optional **PD power** supply for powering laptops when sharing screens
- Multi Touch Console Solution
- Wireless sharing + wireless BYOD
- USB-C/HDMI content share input

Multi Consoles Solution



- Cat5e Cable Connectivity for Multi Touch Console
- Support up to 5 Touch consoles in one MTR System

Integrated Wired & Wireless Content Sharing Technology



Wireless Presentation & BYOD

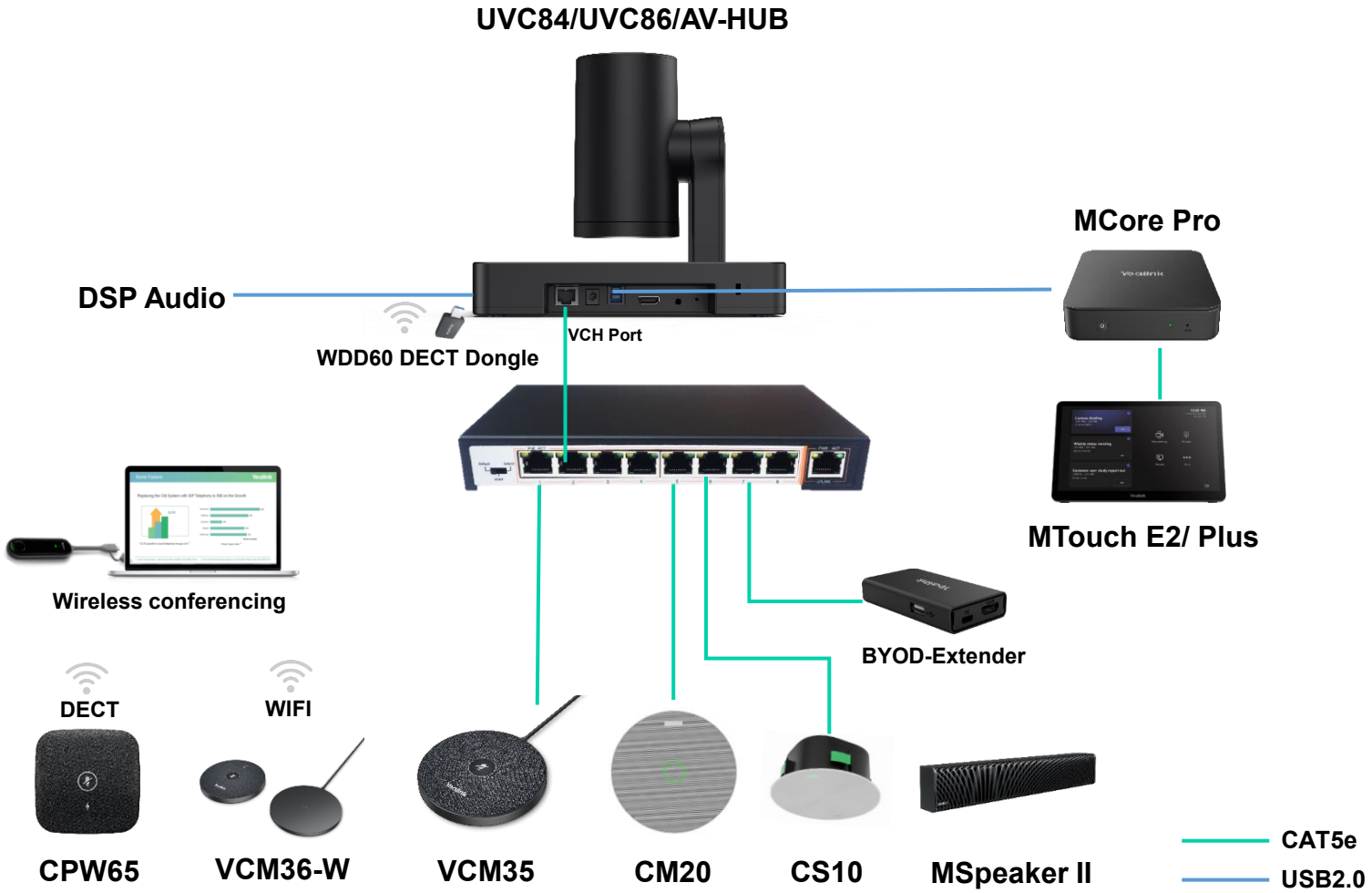
- Instant sharing, simply plug WPP30 dongle into PC to share content with a single click.
- Share anywhere in the meeting room without distance restriction, even for the XL room.
- USB-C direct content sharing without software

Wired Presentation

- USB-C/HDMI port for wired sharing
- Smoothly switch between wired presentation and wireless presentation

* WPP30 Wireless BYOD only works on MVC S40/MVC 860/MVC S90 exclude VCM36-W)/

Camera is a Hub



Integrated Audio & BYOD

- Built in mini-DSP for Audio Processing
- Built in AP for Wireless Mic or Wireless BYOD
- Use Only one cat5e cable or wireless technology to connect Audio and BYOD accessories with Camera

* Only one type of microphone or speaker is allowed in one system.

MVC Series BYOD& Presentation

MTouch Plus + WPP30

- Just plug-and-play to share your ideas
- Wired and Wireless content sharing
- Wireless BYOD on MVC S40/MVC 860 / MVC S90*

BYOD-Extender

- Plug-and-play
- Simple and flexible deployment
- Support for UVC40/S40/UVC84/UVC86/AV-Hub

MShare E2

- Teams Certified HDMI to USB content Ingest Box

*Wireless BYOD features and VCM36-W Wi-Fi Mic can not work at the same time in MVC860 and MVC S90;

IntelliFrame for Small Rooms

Eyes more, intelligent more.

Yealink SmartVision40

for small to medium Rooms

MSRP: $ 1099

Performance and SPEC

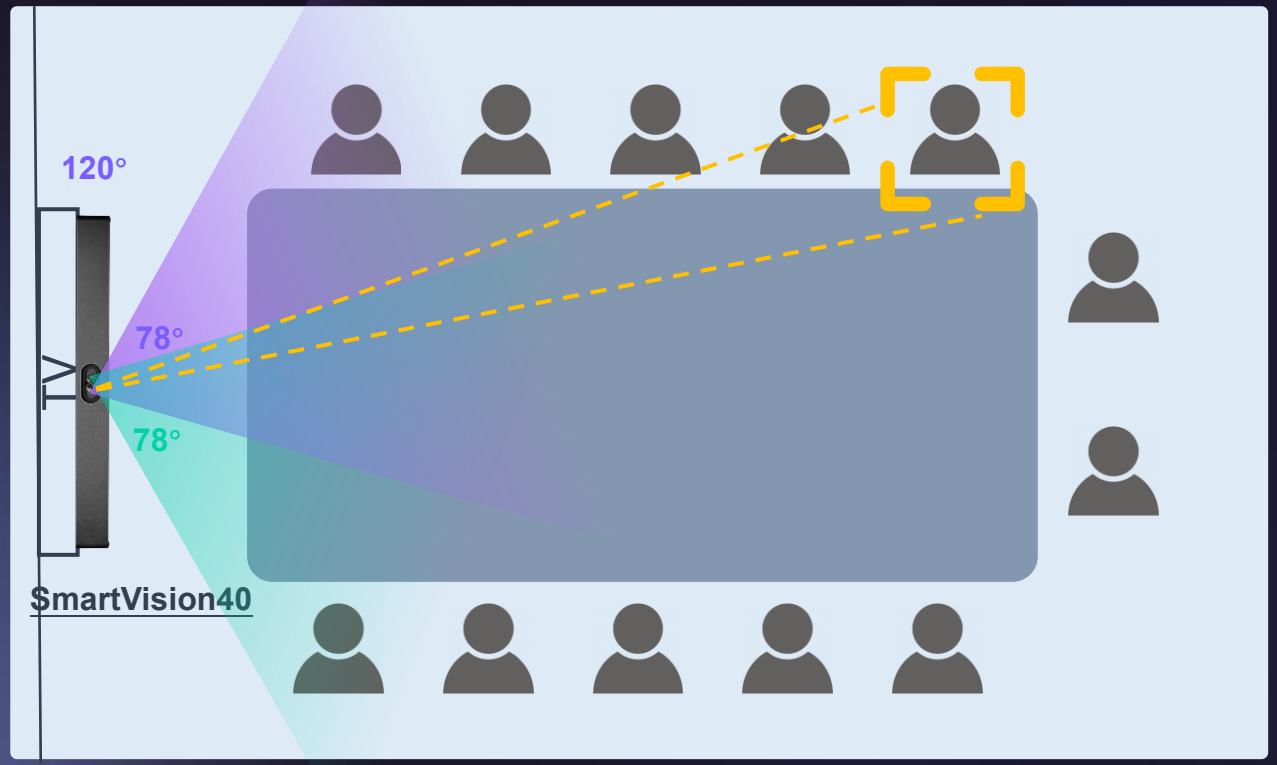
- Dual **48MP** cameras, DFOV 120° enables sharp image and wide coverage at the same time.
- **8** beamforming mics and powerful Yealink AI 2.0 audio DSP.
- Built-in **2 Speaker** with stereo sound
- Automatic lens privacy cover

Intelligent Features

- On-device **Intelliframe** provides more realistic experience.
- **Multi-stream Intelliframe** delivers high quality video tiles with people recognition*, active speaker tracking, etcs.
- **Video fence** prevent to track the people outside the meeting zone.
- Intelligent **Noise Cancellation** technology suppress noise, echo, and reverberation.
- **Copilot** support in future.

* people recognition will be supported in 2024Q2

SmartVision40 Dual-lens System



Stitching two **78°DFOV tele-lense** images to create an ultra-wide 120°DFOV view.

- Guaranteeing exceptional image clarity for **short and long distances** in medium-sized meeting spaces.
- Lens direct to the each side of the participants, giving the **better viewing angle**.

720P in 4m distance, 540P in 6m.

UVC86 AI Dual CAM For Medium/Large Room

Intelligent tracking features designed for large to extra-large rooms

Auto Framing

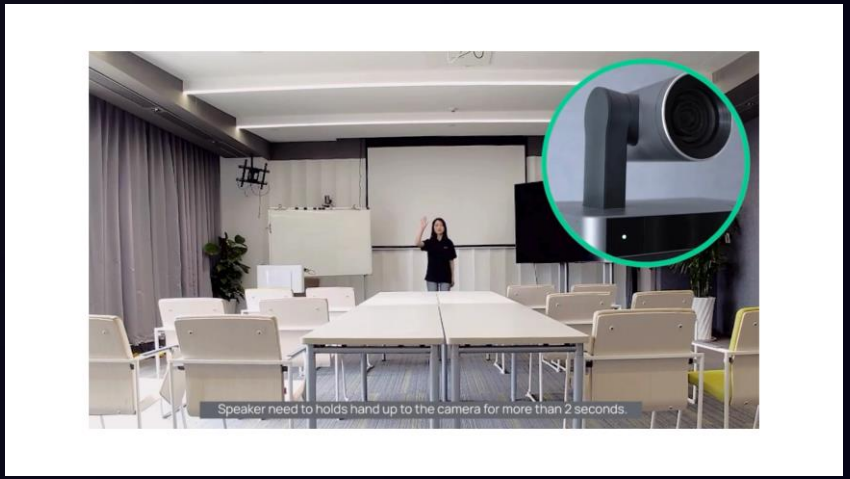
Speaker Tracking

Presenter Tracking

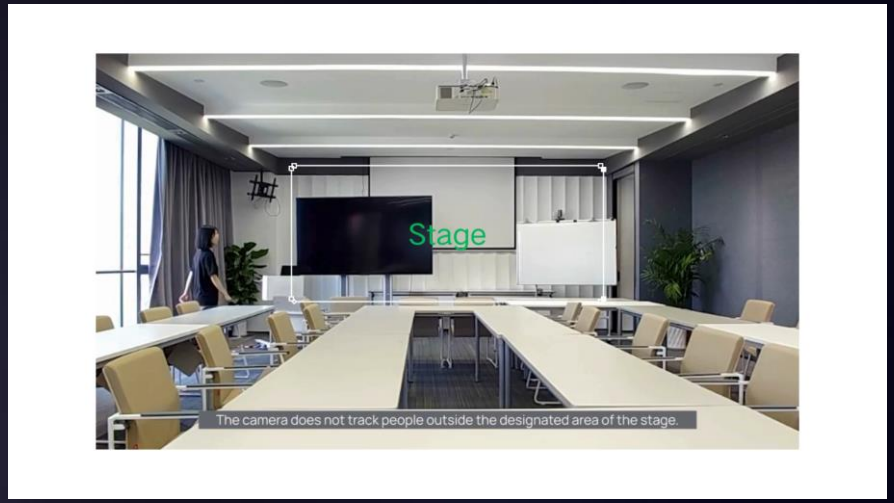
Multi-Focus Framing

Picture in Picture

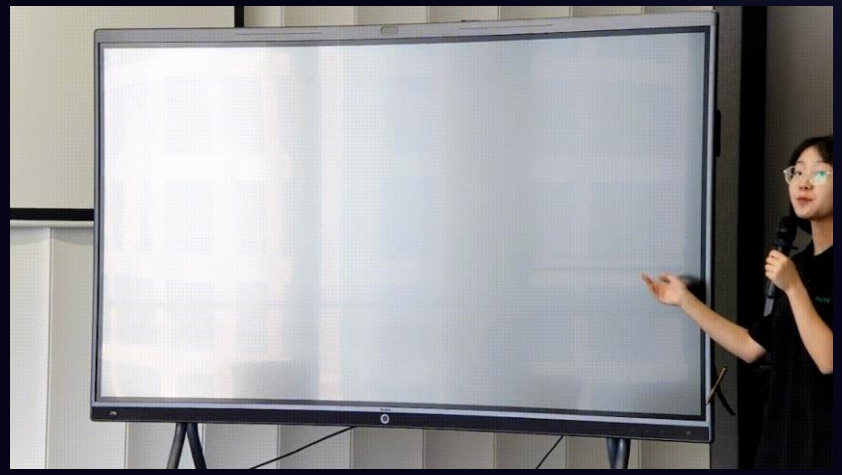
UVC86 Presenter Tracking



Gesture Presenter Tracking

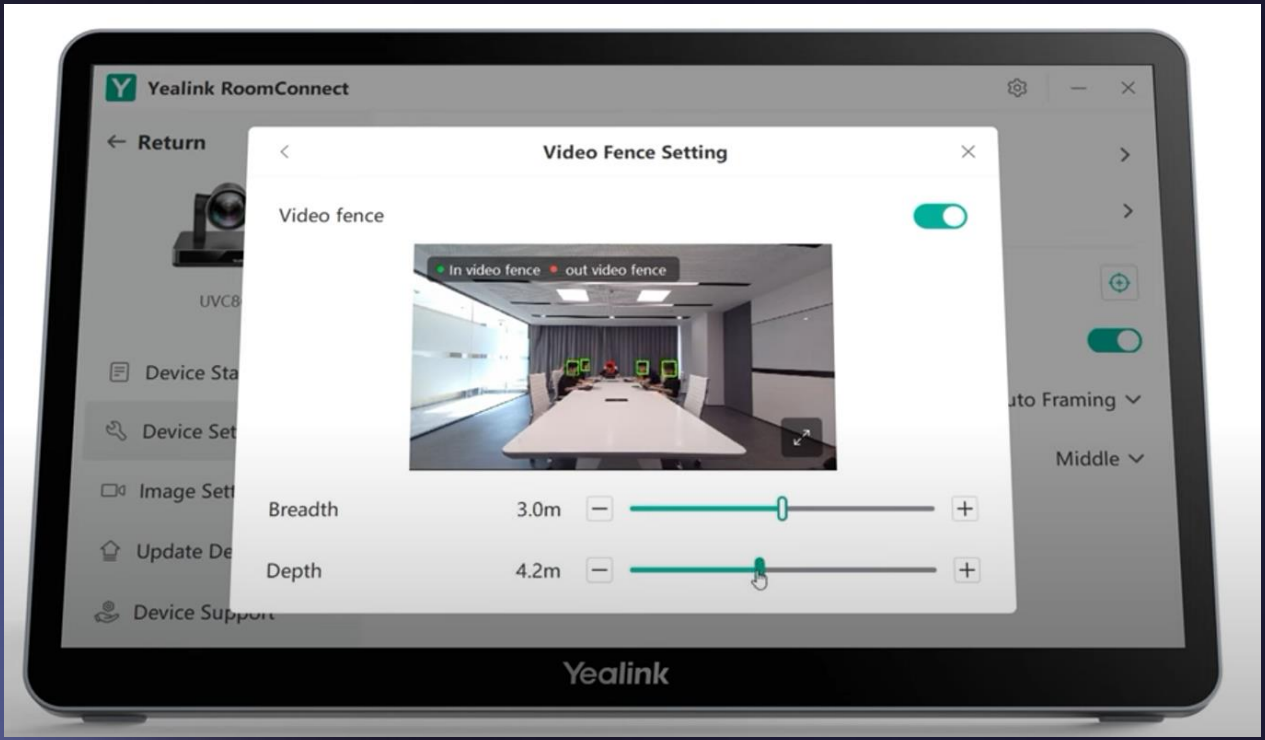


Stage Presenter Tracking



Segment Presenter Tracking

Video Fence



Enhance the experience of AI functions, can block outside interference, mostly suitable for open space.

AI Functions Involved:

- Auto-Framing
- Speaker Tracking
- Virtual Background
- Multi-Focus
- Picture-in-Picture
- IntelliFocus

Supported Models:

- Smartvision 40/UVC86

Yealink AI-powered Ceiling ProAudio Solution

Easy Deployment without Additional DSP.

Yealink CM20
Ceiling Microphone

MSRP: $ 999

Yealink CS10
Ceiling Speaker

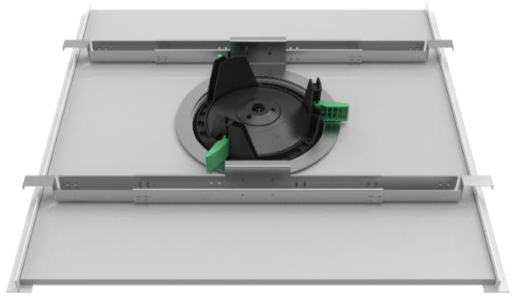
MSRP: $ 399

SPEC and Benefits of Yealink CM20 & CS10

- 16 beamforming mics inside, 8 independent pickup zone, up to 4m(13ft) pickup range.
- Yealink AI 2.0 audio technology, ensure advanced noise, echo, and reverberation cancellation.
- Automatically generate installation guide and AI self-adaption the room environment.
- PoE supported, needs only a CAT5E cables to connect.
- Robust 5.7” LF Woofer and a crisp 1.1” HF Tweeter for high-fidelity audio delivery
- Supports up to 4 + 4 in one system

CM20 Deployment

In-ceiling Mount



Pole Mount*

On-Ceiling Mount*

Support all common ways of installation to meet the requirements from different ceiling condition.

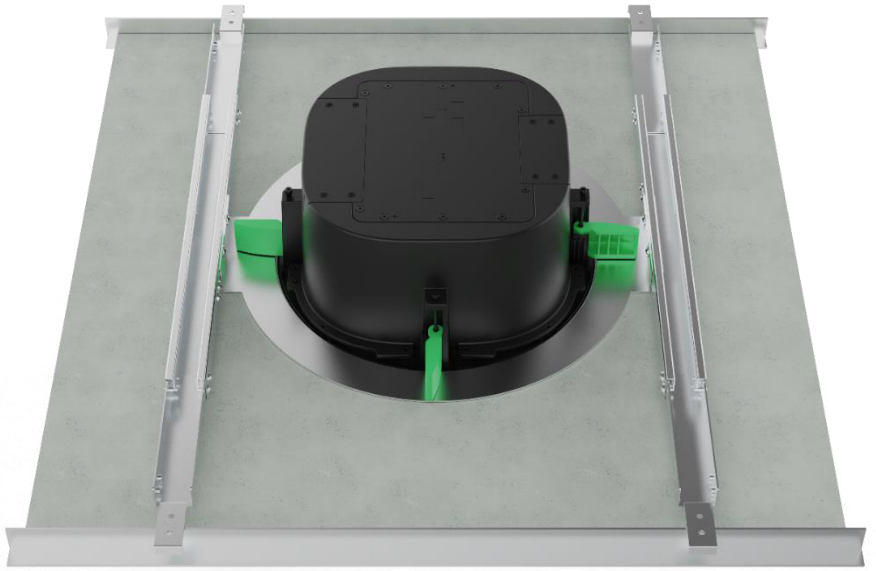
*Pole mount and On-ceiling mount optional accessories could be ordered separately in the late of 2024Q1

CM20&VCM38 Spec Comparison

Items		CM20	VCM38	Notes
Audio	Maximum SPL @1KHz，THD<3%	Before Processing: 120dBSPL After Processing: 94dBSPL	Before Processing: 110dB	CM20 supports higher microphone pickup range.
	Dynamic Range @THD+N < 1%	Before Processing: 98dB	Before Processing: 81dB	CM20 can pickup quieter voice than VCM38.
	Sensitivity 94dBSPL@1kHz 1m	Before Processing: -38±1dBV/Pa After Processing: 0 dBV/Pa	Before Processing: -45±1dBV/Pa	CM20 is sensitive enough for larger range of sounds.
	Frequency Response	120Hz-16kHz (±3dB)	100k-8kHz (±5dB)	Frequency Response curve is more smoother than VCM38.
	Sampling Frequency	48K	32K	CM20 enhance the audio richness. Has ability to handle a higher algorithm processing.
	Bit Depth	24bit	16bit	
Voice Pickup	Pickup Tech	Beamforming	Fixed Beams	Yealink's first Beamforming technology microphone has significantly improved sound quality and range.
	Microphone Type	16 omni-direction Microphone	6 fix-direction Microphone	
	Quality Pickup Range	3m	2m	
	Suggested Pickup Range	5m	3m	
Algorithm	Noise Reduction	3 level AI dynamic noise suppression + optional 3 level traditional noise cancellation.	Not adjustable AI noise suppresion，3 level traditional noise cancellation.	CM20 has ability to fine-tune the settings based on room reverberation and noise condition.

CS10 Deployment

In-ceiling Mount

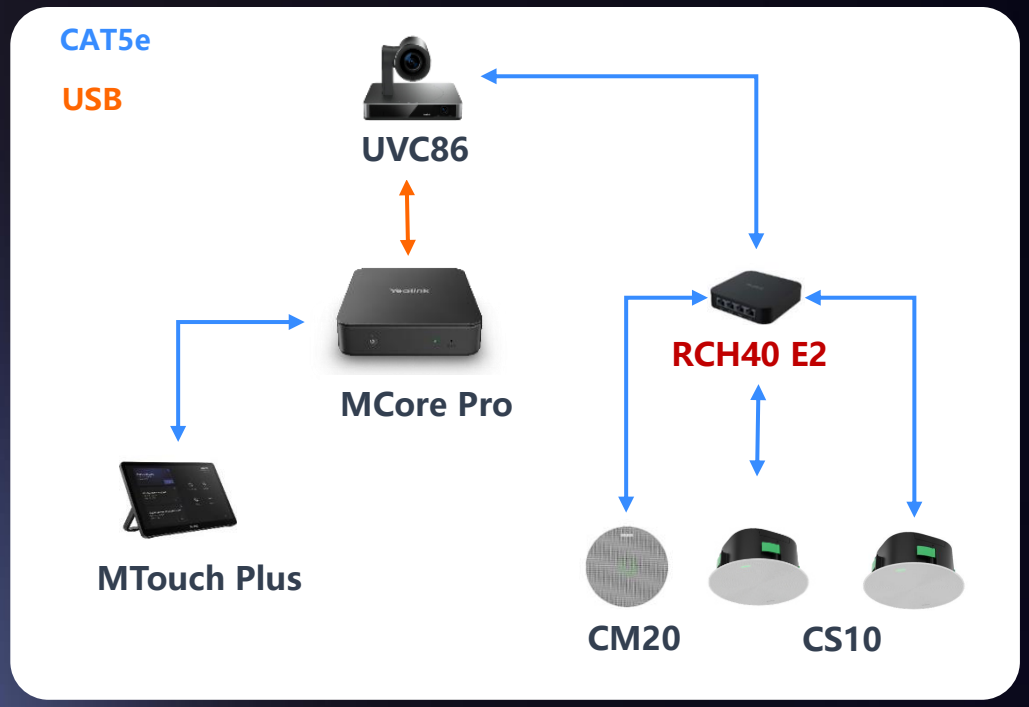


CS10 Specification

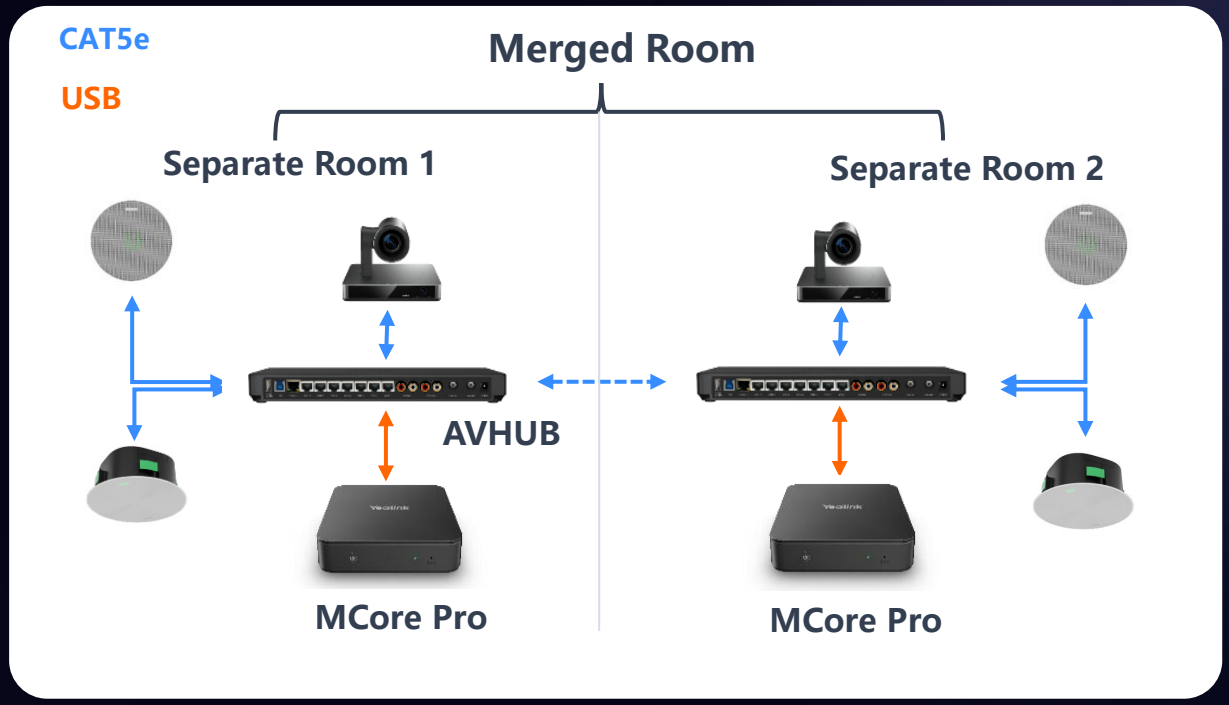
Items		CS10
Audio	Maximum SPL @1m	99dB @20W
	Sensitivity@1m 1W	88dB
	Frequency Response	100-20kHz (-6dB)
	Coverage Angle （@2kHz）	120°
Physical Design	Low-Profile Design	120 (4.7 inch) mm depth
	LF (Low Frequency)	5.7 inch (145 mm) Woofer
	HF (High Frequency)	1.1 inch (28 mm) Tweeter
	2-Way Speaker Distribution	Coaxial
Others	Interface	1*RJ-45
	Power Supply	POE+ (5-7W Continuous, 20W peak)
	Speaker Type	Active (Self-powered)

CM20 & CS10 Highlights

Standard Rooms



Special Large Meeting Space

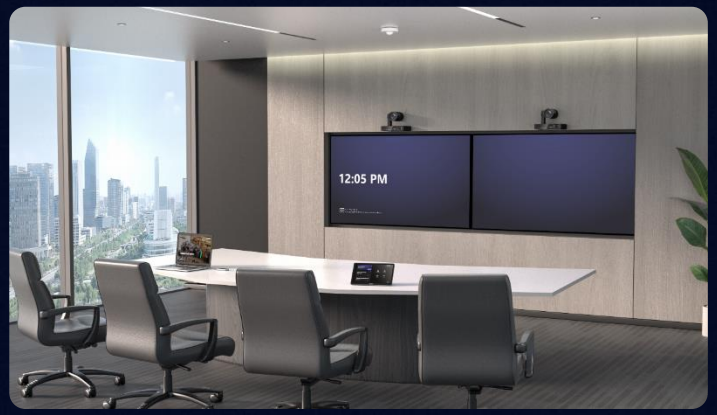


Built-in DSP for Seamless Integration

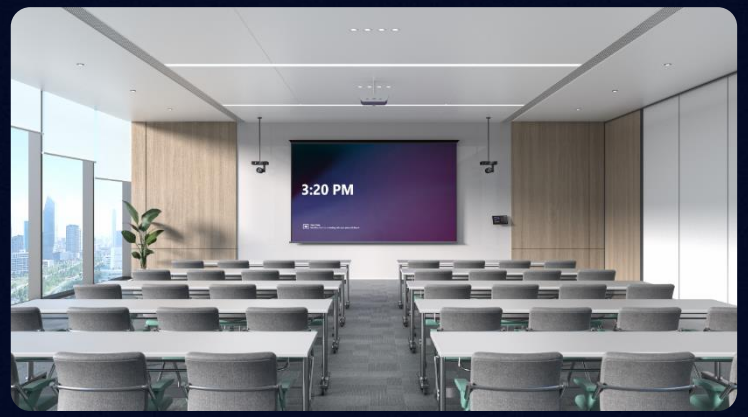
Featuring an integrated DSP, the CM20 offers plug-and-play functionality with Yealink MVC systems, removing the need for external audio processing

- Recommend to connect via AVHUB.
- The expansion of CM20/CS10 can not work with existing RCH40. It works with the latest RCH40 E2 and third-party ProAV switch.
- EEE (Energy Efficient Ethernet) should be disable when use 3rd party POE Switch.

Yealink MVC S90 Multi-cam Solution for ProAV Rooms



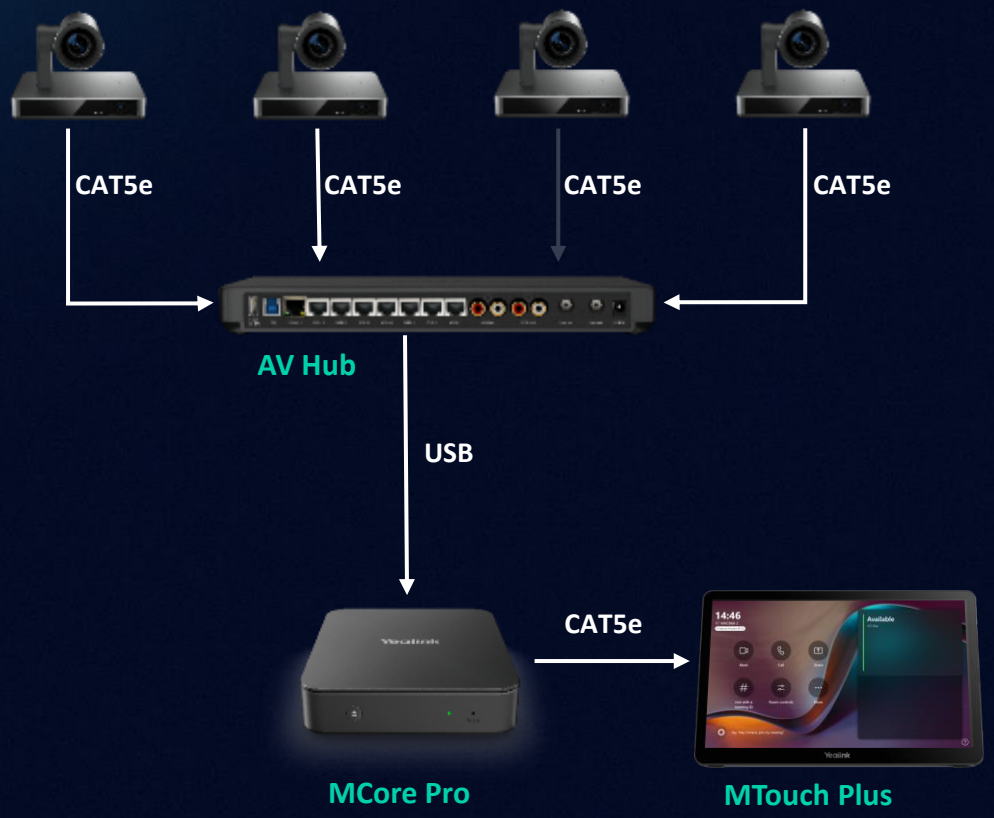
Board Room

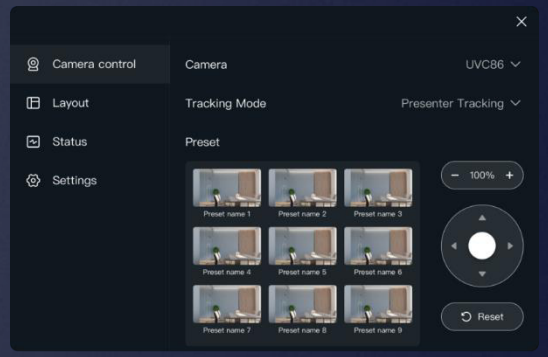


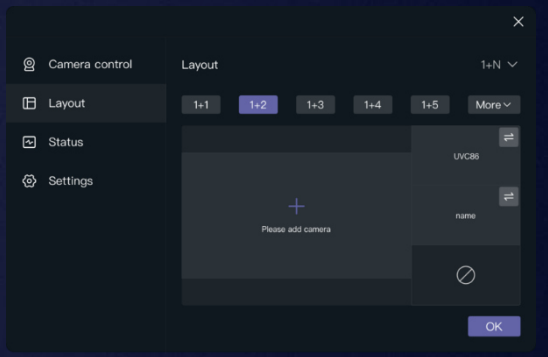
Training Room

Divisible Room

First & Only Certified Multi Camera Solution for MTR MVC







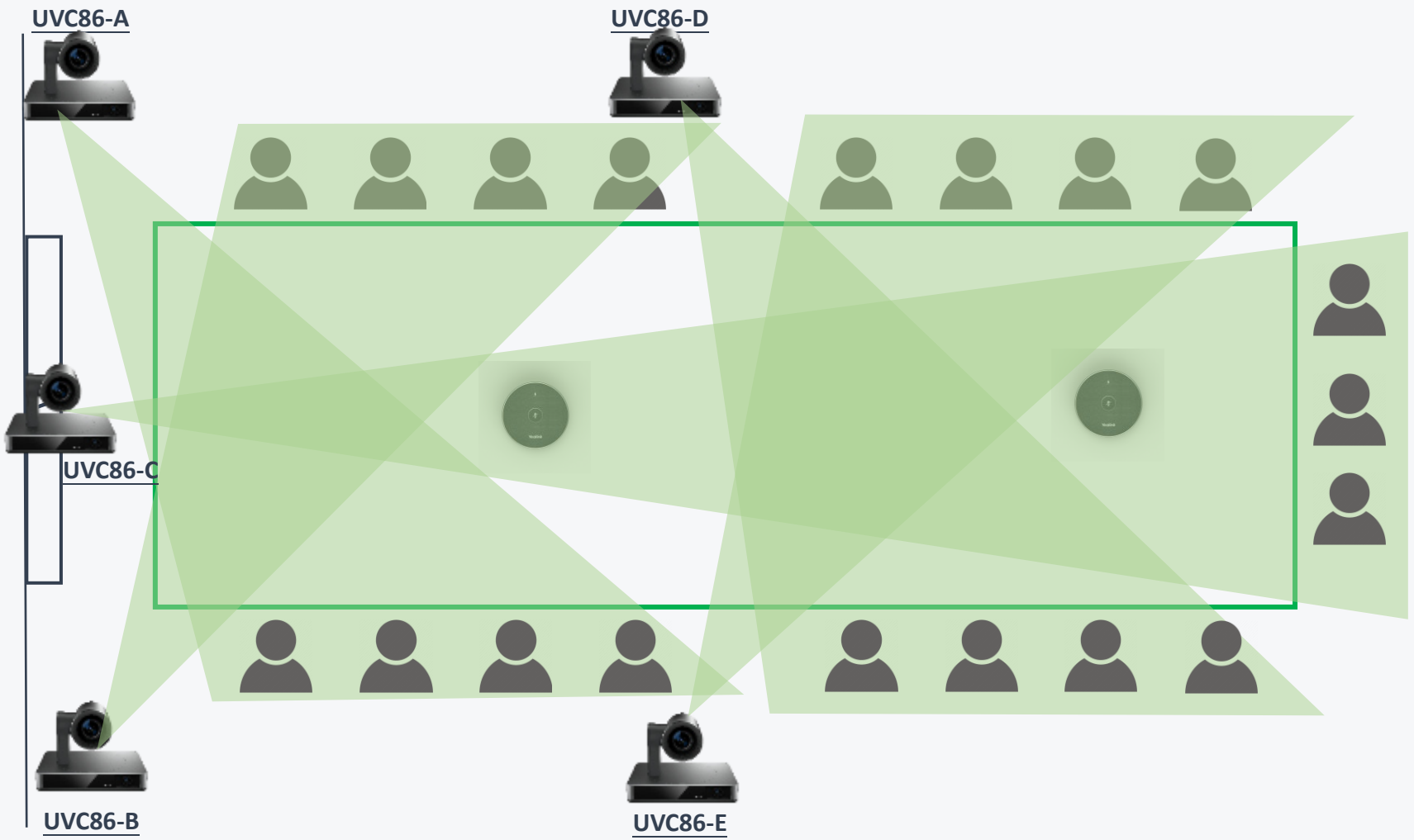
Yealink Built in Plug-in Room Control for：

- Yealink Camera PTZ and AI Control
- Yealink Multiple Camera Layout
- Yealink Wireless Presentation with Room Cast
- Yealink Single Mic Control
- Room Control & DSP Audio Control integration (HTML5)

Yealink MVC-S90 Single-vendor Multi-cam IntelliFrame Auto-Tracking Solution

Multi-Camera IntelliFrame

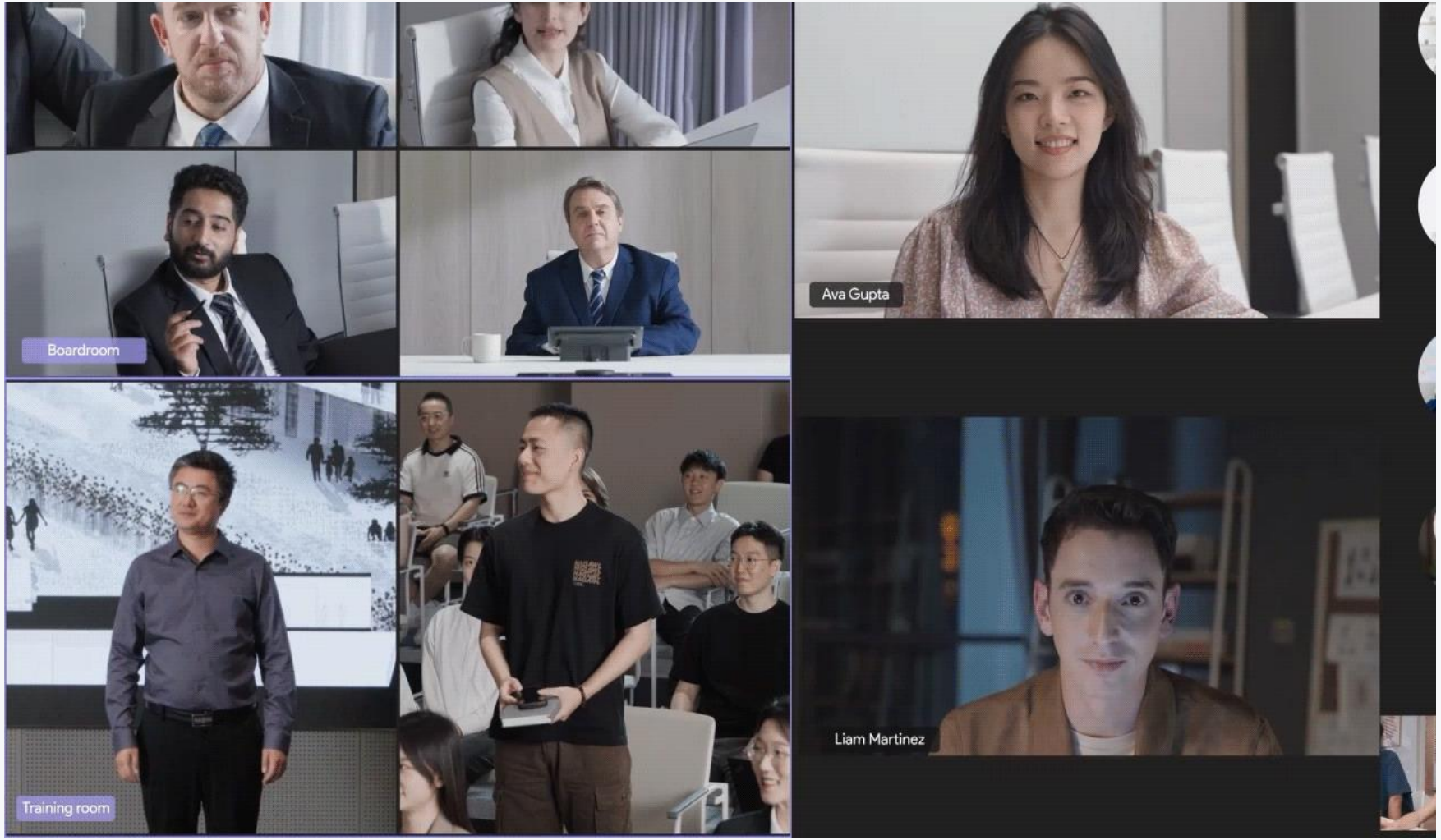
- Present latest 4 active speakers
- Fast and precise tracking
- Feel natural and effortless in conversations



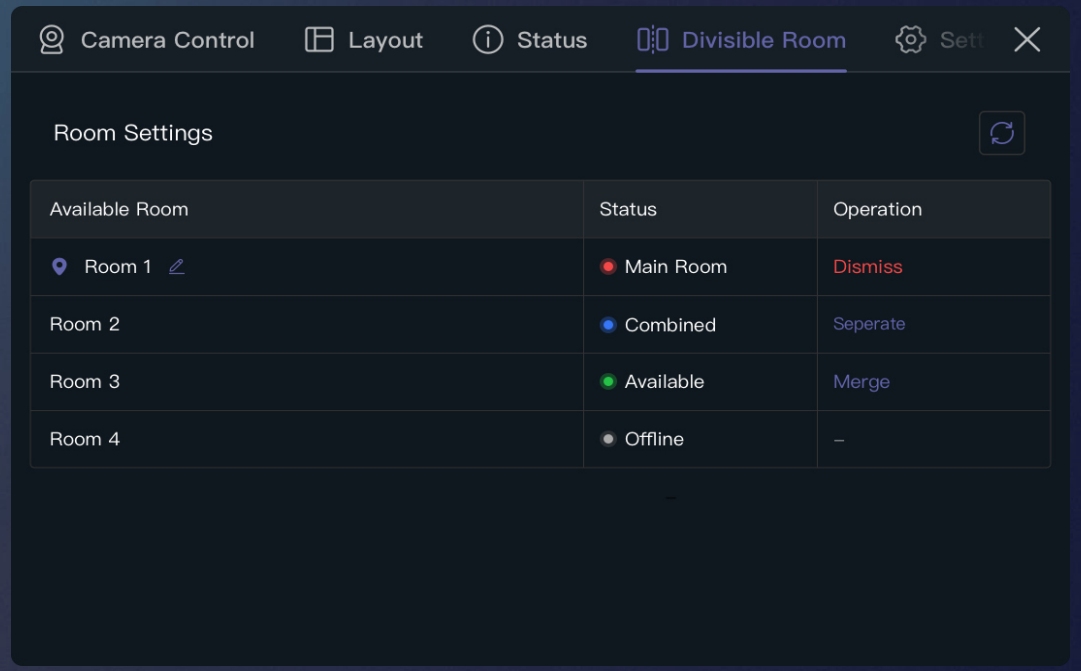
Yealink MVC-S90 Single-vendor Multi-cam IntelliFrame Auto-Tracking Solution

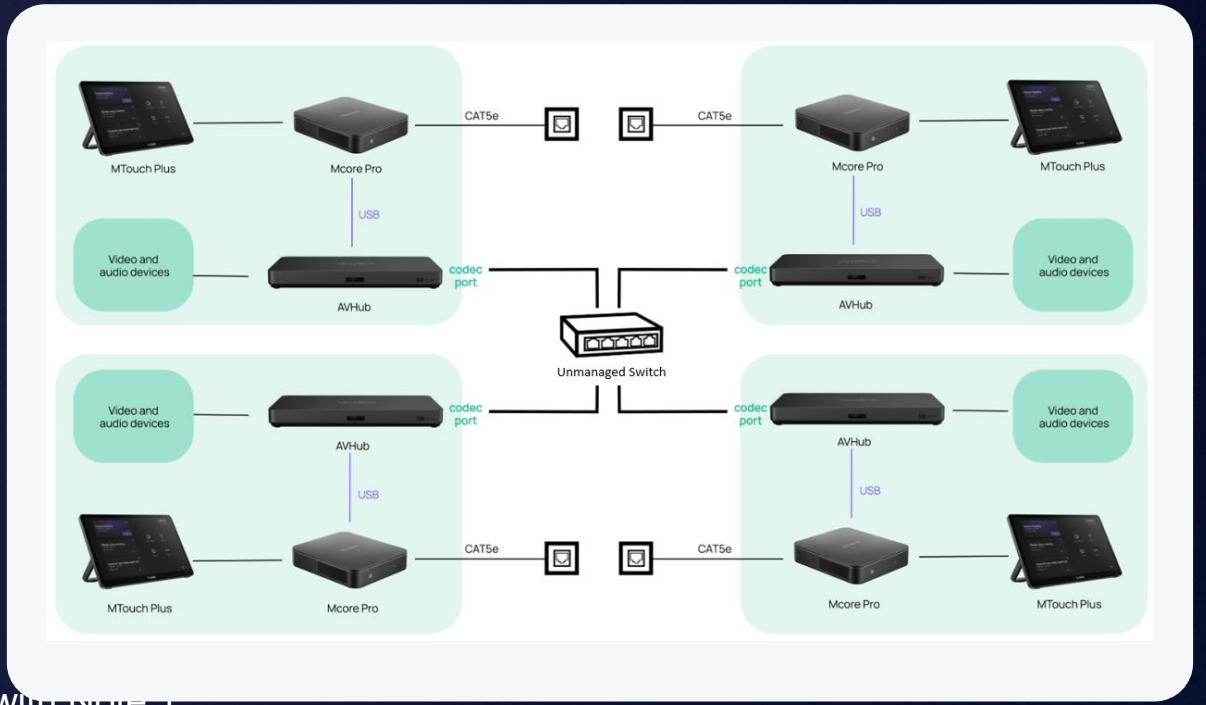
Multi-Camera IntelliFrame

- Present latest 4 active speakers
- Fast and precise tracking
- Feel natural and effortless in conversations



Yealink Divisible Room Solution





Single Vendor Divisible Solution with Yealink Camera and Audio with Note 1

- Use all Yealink microphone, speaker, PC, touch console
- Support up to 4 Rooms merge and divide

Integrate 3rd party room control system for divisible room with Note 2

- Compatible with 3rd Party DSP Audio*
- Support Control API over HTTPS with MVC System for 3rd party Room Control System

- Note1 : Display connected through HDMI to the sub-room MCore Pro mini pc is not passed through after merge. You will require a 3rd party HDMI divisible/splitter solution for the merging of the sub-room display to the main room.
- Note 2:Implemented 3rd party audio must have their own divisible room merging capability, as devices connected through USB/6.3mm/RCA ports of the sub-room's AVHub will not pass through to the main room after merged.

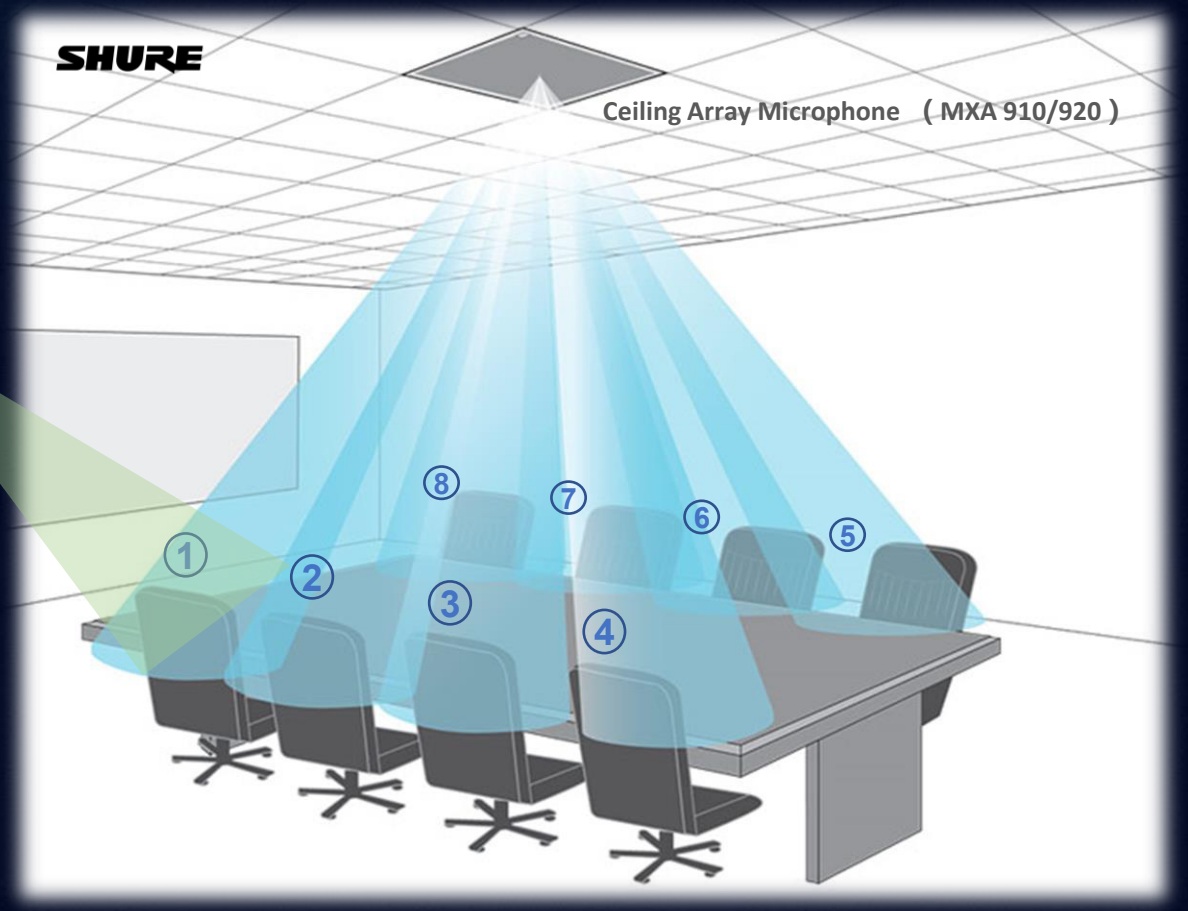
Yealink Pro AV Solution

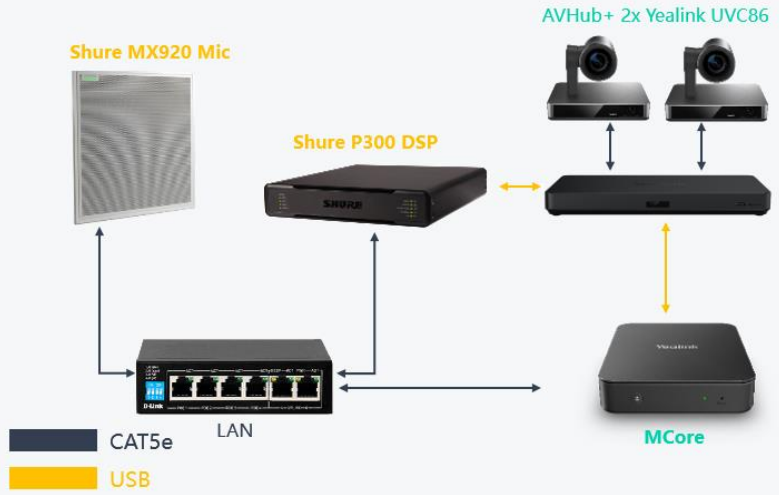
- Camera & Mic Linkage Solution with Shure MXA920
- Compatible DSP Solution
- HTML 5 Solution for DSP& Room control
- Camera API

Camera and Mic Linkage Solution with Shure MXA920

Yealink

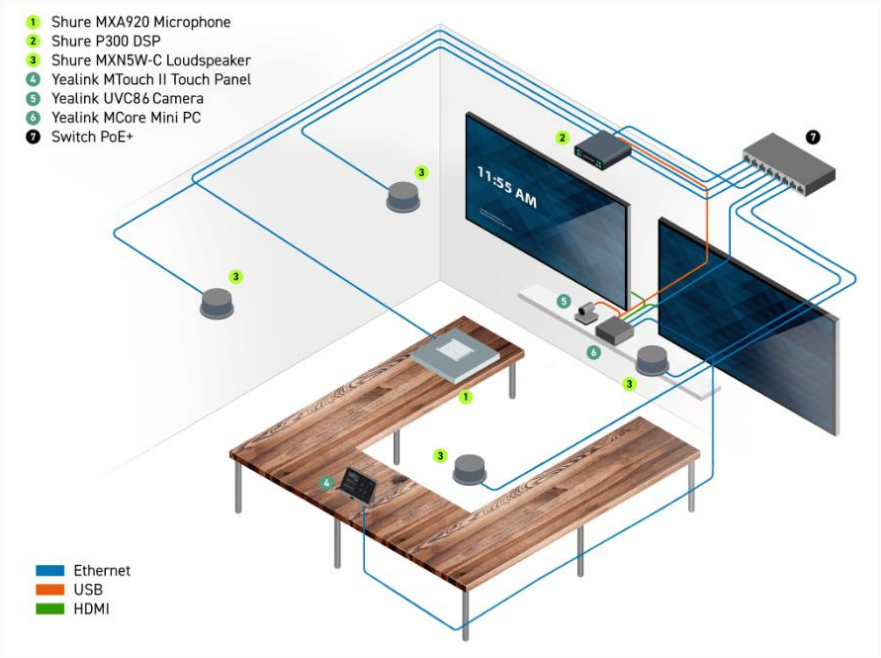
PTZ Camera UVC86
with AV-Hub



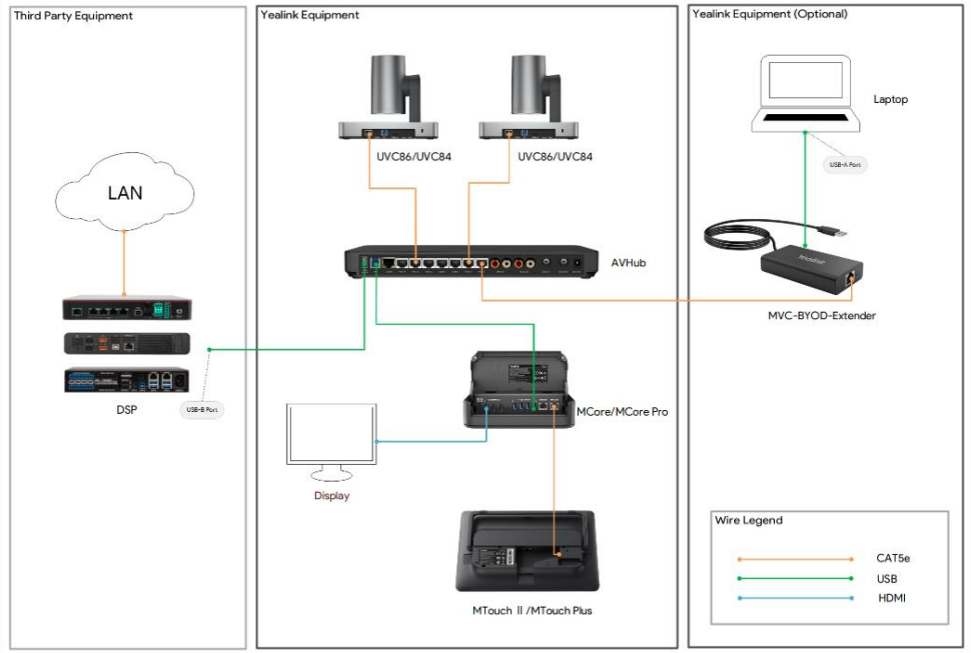


- UVC86 automatically switches to track the speaker when the camera detects a speaking Shure MXA920 Mic
- No need for manual switching

Compatible DSP Solution



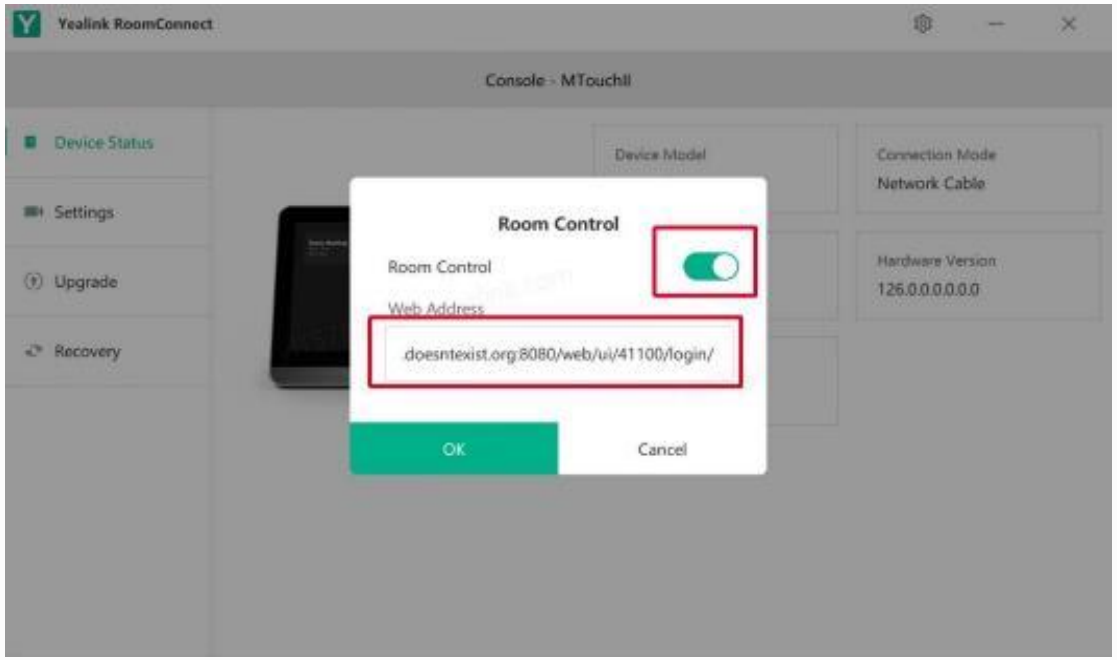
Seamless integration with Teams Certified DSP Solution by connecting the DSP Audio to Certified Teams Room PC MCore Pro

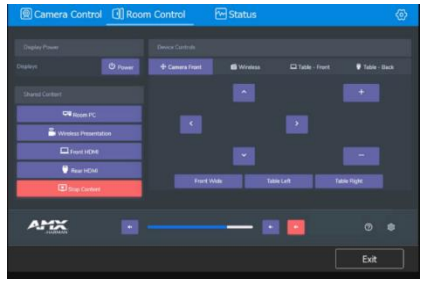


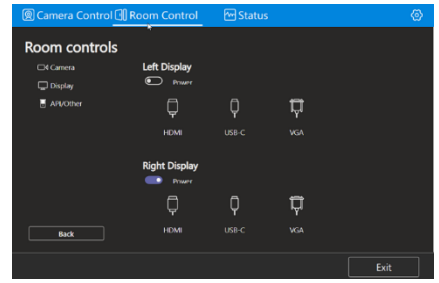
Easy BYOD with DSP Audio on Yealink MVC System by connecting DSP Audio to Yealink UVC84/UVC86/AV-HUB*

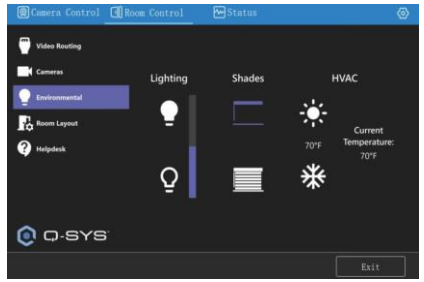
***Compatible Model:**
Biamp TesiraFORTE X series & Devio SCX Series, Q-SYS Core Series, Shure P300, YAMAHA RM-CR, Nureva HDL Series

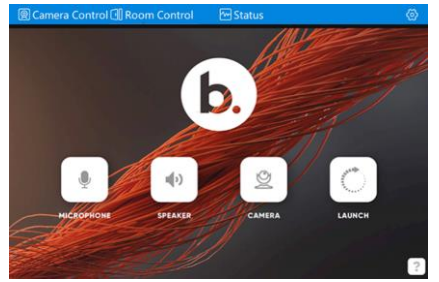
HTML5 Solution for DSP& Room control











AMX by HARMAN · ATLONA a PANDUIT company · biamp. · Extron · kramer · Q-SYS · SHURE

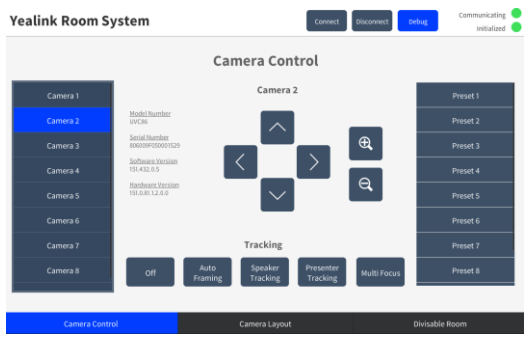
Camera Control API

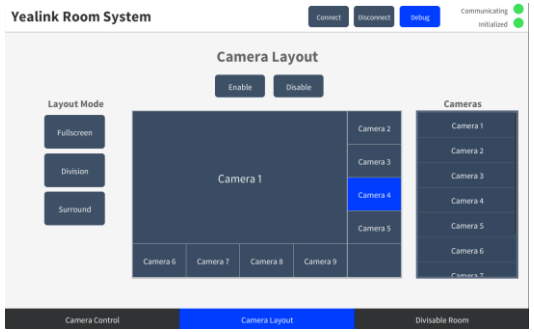
TCP 6024

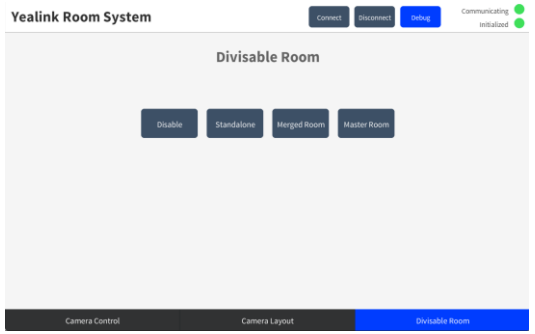
3rd Party Central Control Module

Yealink Room Connect

UVC84/UVC86/AV-HUB







Camera Control

Multiple Camera Layout

Divisible Room Control

Yealink

MeetingBoard

All-In-One MTR Device

BRANDING 2024

MeetingBoard Introduction and Specifications

01 All-in-one design

02 Premium audio and video experience

03 Fast and precise camera AI

04 Smart whiteboard collaboration

05 Multi-accessories to fit every workplace

06 Windows OPS module

07 Color option : Space grey / White

MeetingBoard Introduction and Specifications

01 All-In-One Design

02 Premium Audio Conferencing Experience

- 16 Beamforming Microphone Arrays
- 12-meter Pickup Range
- AI-Enhanced Noise Cancellation
- Reverberation Suppression

03 Fast and Precise Camera AI

- Auto Framing
- Multi-focus Framing
- Speaker Tracking
- Picture-In-Picture

New
- Audio Fence

New
- Video Fence

04 Smart Whiteboard Collaboration

- Pen tip – Writing
- Palm Rejection
- Fingers – Navigating
- Pen tail – Erasing

05 Compatible with Multiple Accessories

MB-Cam

WPP30

VCM36

VCM35

CTP18

VCH51

Mcore-OPS

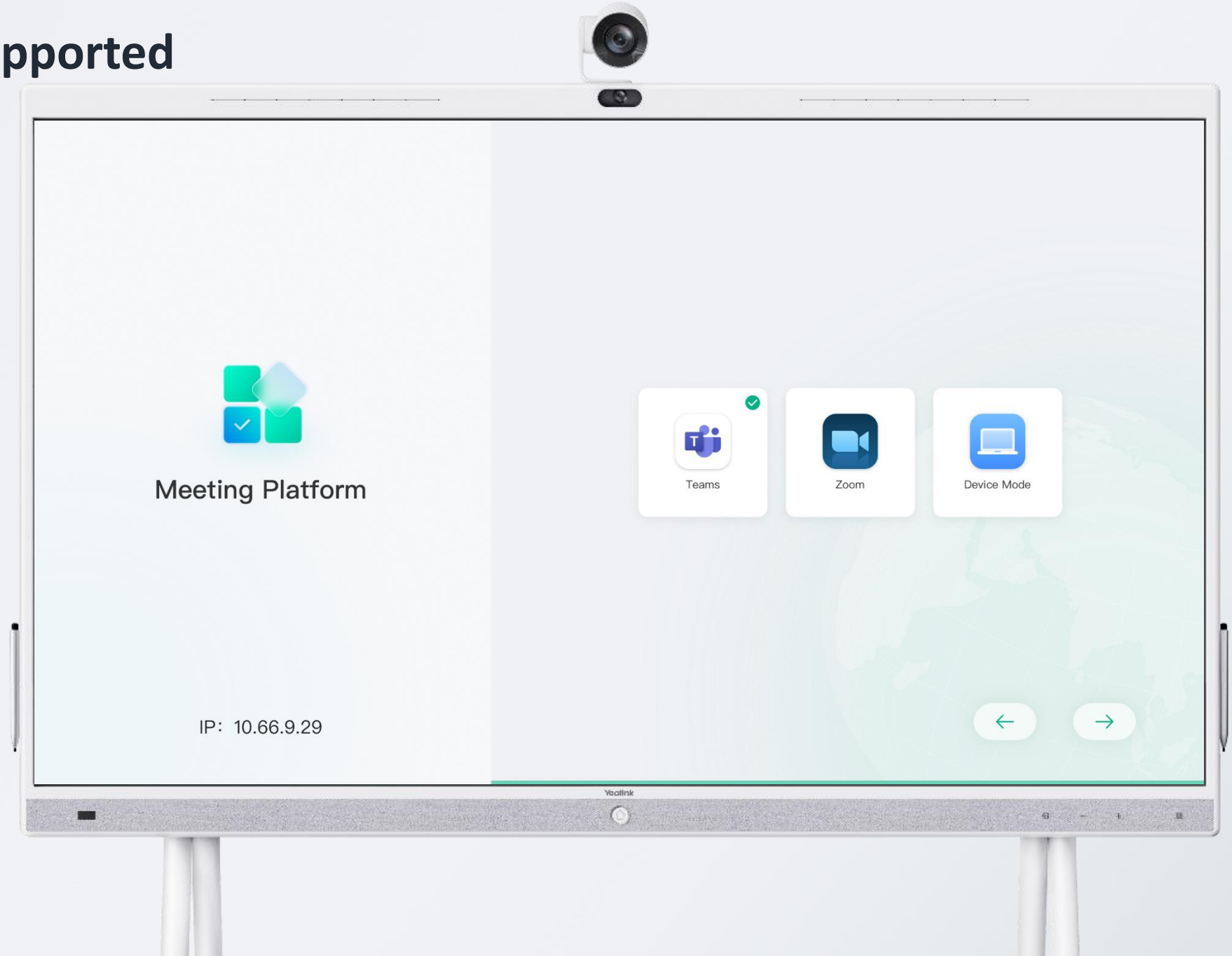
ETV

Major Platform Supported

Certified for Microsoft Teams

zoom Certified

Standalone Device mode



New AI Feature on MeetingBoard

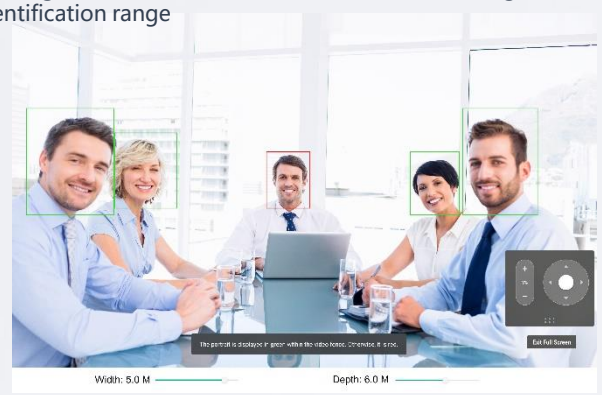
Bring intelligence to every meeting

Video Fence

- **What it is:** The video fence feature can set up a virtual boundary to include people in certain range.
- **Why we develop it**: For example, if a meeting is holding in a meeting room with glass wall surrounded, people outside of meeting room might be framed in as well. This feature is aimed to prevent such a situation.
- **How to set it:** Device Settings > Camera > Advanced > Video Fence

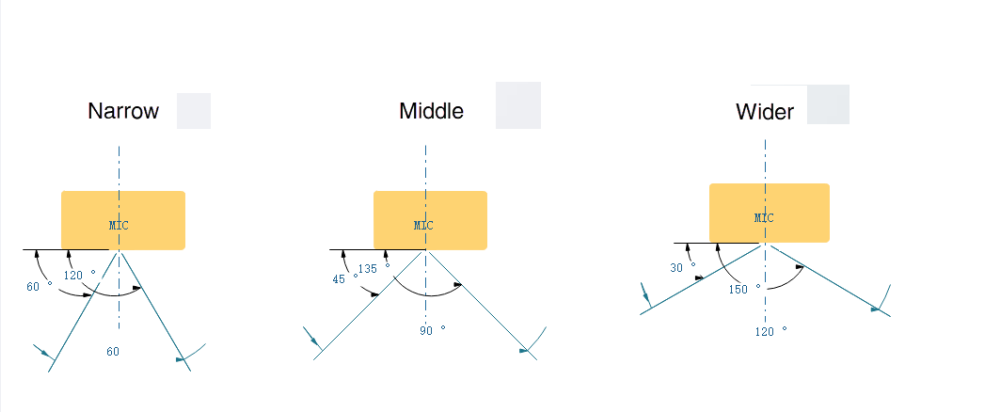
Note:

1)While you set the video fence, auto-framing and speaker tracking will conduct people tracking based on the fence range you set;
2) The green box means it is in the identification range, but the red box means it is not in the identification range

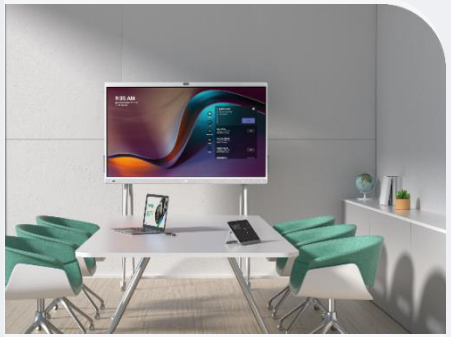


Audio Fence

- **What it is:** The audio fence feature can change the voice pickup range.
- **Why we develop it**: In an open meeting scenario, the sound pickup device may pick up the unrelated voice from other direction. Audio Fence creates a virtual audio wall to limit voice pickup range.
- **How to set it:** Configure via Web User Interface



Suggested Standardized Solution



Small Room

MeetingBoard65

Medium Room

MeetingBoard65

Large Room

MeetingBoard86 | ETV86

Extra-Large Room

MeetingBoard86 | ETV86

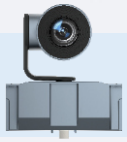
Recommended Solution

Floorstand

WPP30

CTP 18

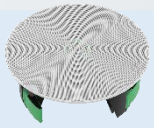
VCM 35



MB-Cam 6X PTZ

MB-Cam 12X PTZ

UVC 86



CM20
(Coming soon)

Yealink A series Android All-in-one Video Bar

Yealink MeetingBar A10

Price started from **$ 899**

Key Spec and Benefits

- 4K camera, 120° Field-of-view / Electric privacy shutter
- Three mode in one SKU: Device mode(USB-BYOD + Present), TeamsRooms and ZoomRooms
- Easy setup with TV Clip, the length is only 38cm.
- Auto framing / Speaker tracking
- **1x USB-C port and cable for wired sharing**

Yealink MeetingBar A20

Key Spec and Benefits

- Features a **20-megapixel sensor** and 120° field of view. 8x digital zoom.
- Built-in 8 MEMS microphone arrays that cover up to 6-meter.
- AI-enhanced noise cancellation makes the audio experience more brilliant.
- Auto framing / Speaker tracking / Picture-in-Picture / **Multi-focus framing**

Yealink MeetingBar A30

Key Spec and Benefits

- **Dual-eye camera system** features an **optical** camera with 10X hybrid zoom and a 4K camera with 120° field of view.
- Auto framing / Speaker tracking / Picture-in-Picture
- Built-in 8 MEMS microphone arrays that cover up to 6-meter.
- 4K camera / 120° Field-of-view / Electric privacy shutter

Yealink DeskVision A24 for Phone room & Hot desking

Yealink DeskVision A24

Native Teams Display + UC WorkStation, and one-button switch.

BYOD Meetings | Second Monitor | PD Power | USB Hub | Qi Wireless Charging

Yealink Headset Portfolio

UH34/UH34 Lite

UH36

WH62 Portable

WH62

WH63

BH72

BH76

BH76 Plus

UH37

UH38

WH63 Portable

WH66

WH67

BH71/BH71 Pro

BH71 Workstation/BH71
Workstation Pro

YEALINK SECURITY on Teams-certified Devices

Yealink is an International, non-governmental, privately held, publicly traded company that follows all existing public company regulations and norms, displaying our commercial integrity and independence.

COMPANY-LEVEL SECURITY

Security Management System Certification

SOC 2 Type 2

ISO/IEC 27001:2013

Data Protection Certification

GDPR

PRODUCT-LEVEL SECURITY

Top UCaaS Brand Certification

Certified for Microsoft Teams

zoom Certified

Penetration Test by Independent Leading Labs

Miercom NETSPI

Device Management Platform Built on Trusted Cloud

Microsoft Azure

Data Center in Australia Q4

SUPPLY CHAIN SECURITY

Window-based solution chipset provider

intel

Android-based solution chipset provider

Qualcomm

Key component provider

Texas Instruments NXP SONY

CHOSEN BY GLOBAL TOP BRANDS

Chosen by Telecom Giants

AT&T verizon Deutsche Telekom BT

Chosen by Fortune 500 companies

ABB brose SIEMENS MIGROS

Yealink

Yealink
Sales & Services

Dedicated support at every stage of your business journey

Yealink Global Service Capability

24 x 5	Global Technical Support
100+	Distributors
140+	Countries Coverage
10+	Local Engineers
2	Regional Spares Warehouse
2	Experience Center

Experience Center

London/Dallas/Paris & Munich(Coming soon)

RMA Warehouse

US (North America) /Poland (EMEA)

Local Engineer

US / UK / France

Dedicate Sales/SE/FAE for Key Accounts

Solution Consulting Service

Pilot & HiPo Support

POC & On-site Demo

Dedicate Support Engineer

LOCAL OFFICE – Yealink Customer Experience Center

Gain an Insight into How Yealink Solutions Cater to Your Requirements.

CUSTOMER EXPERIENCE CENTER

- Collaborative experience with Yealink products
- Comprehensive Pro AV solutions for workplace
- Customized agendas and tailored business suggestions
- Competent Yealink experts free to talk with

Coming Soon

Location: Munich, Germany

DEMO Service Flowchart

01 Customer/Partner
Fill online form to book a session

02 Yealink
Confirms the application

03 Yealink & Customer
Go to Yealink CEC Munich Germany

Help Desk Service

24 x 5 Ticket Support with escalation

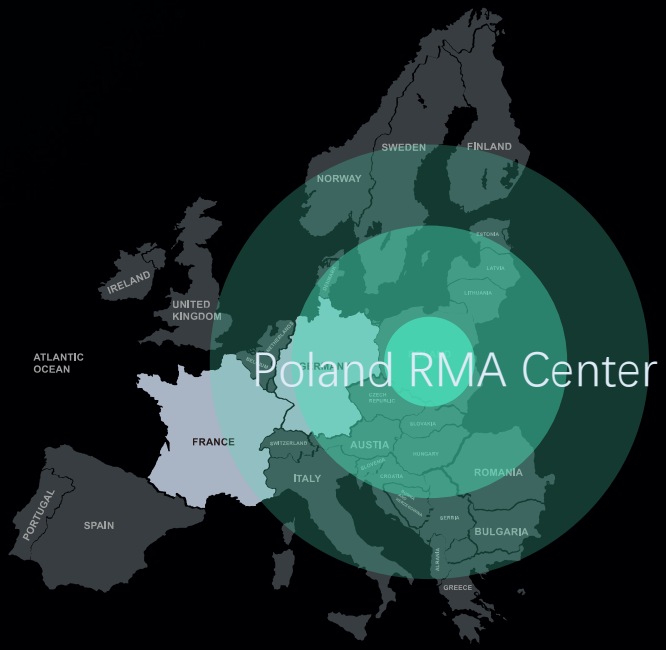
Tier 1 : Raise a Ticket on https://ticket.yealink.com

- Response time within **24 hours for P1/P2 issue, 48 hours for P3/P4 issues in working days.**

Priority	Definition
P1	Outage situation, affect data or voice service/traffic
P2	Impact normal use, need to fix ASAP
P3	Not impact normal use, will fix to help improve the user experience
P4	Not impact normal use, features requirement and bugs will develop in the future

European RMA Center

Yealink has invested in local demo pool warehouse to improve customer satisfaction by simplifying and fasten the demo unit apply process and reducing the turnaround time.



- Submit report on ticket system
- Get confirmation on hardware issue (<2 business days)
- Yealink/Local distributor send replaced devices.

RMA Service Flowchart

Customer/Partner
Create a ticket
Hardware issue report

Yealink
Confirm hardware issue
(< 2 business days)

Yealink & Customer
Yealink ship out replace part
Customer send defective part back to Yealink

YEALINK PARTNER PRIMECARE SERVICE

Yealink Partner PrimeCare Service offers premium supports for Yealink Certified Service Partners on Yealink Video Solution. This service includes priority ticket support, email, and VC calls for certified service partners with escalation, advance hardware replacement with next business day parts shipment, professional cloud management service, and access to Yealink Online Support Center for software updates, room design tools, and training programs.

Dedicated Professional Service Team （Email/VC call/Chat）

Advance Replacement NBD

Professional Cloud Management

Hardware Warranty

Access to Yealink Support tools

*Available in DACH/US/Nordic/France, more countries are coming soon.

Yealink Device Management Platform for one-stop UC Devices

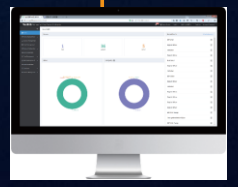
Dashboard

Monitoring and Alert

Update & Config

Remote Diagnosis

Open API



Remote Management
for IT admin

on-premise server

cloud service

Yealink Device Management Platform

built-in **PhoneConnect**
Device Manage module

Yealink IP Phones

pre-install **RoomConnect**
Device Manage Agent

USB touch console

USB camera and audio devices

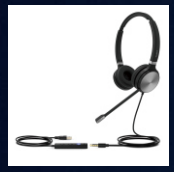
USB sharing device

Yealink Room System

USB Connect
Device Manage software

CP900

CP700

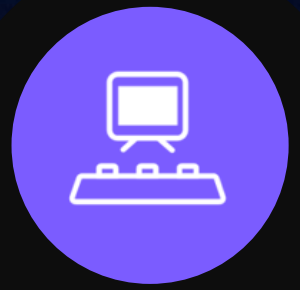


UH36

Yealink USB Speakerphone and Headsets

YEALINK RESOURCES AND TOOLS

By registering Yealink support account, you can get below resources and tools



Room Configurator

Customized room package and cabling solutions based on room size

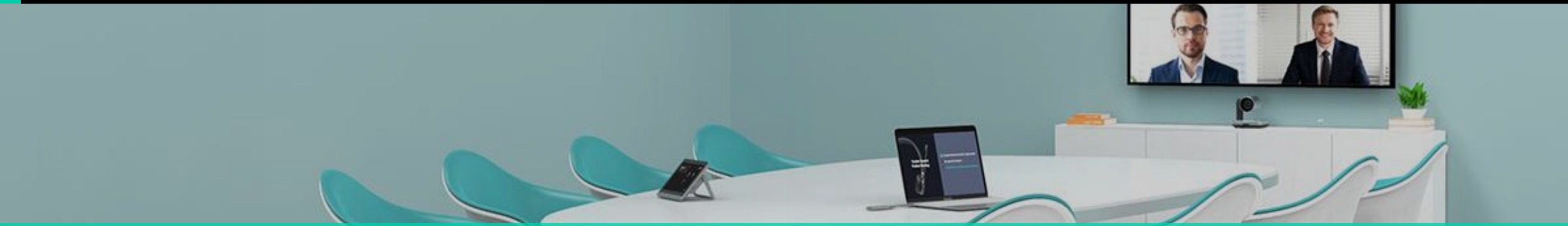
Yealink Academy

Get Yealink Sales & Technical training and Join Certification Program from Yealink Academy

Knowledge Base

Access to the Yealink Resource Center to get product & service materials

Yealink Room Configurator

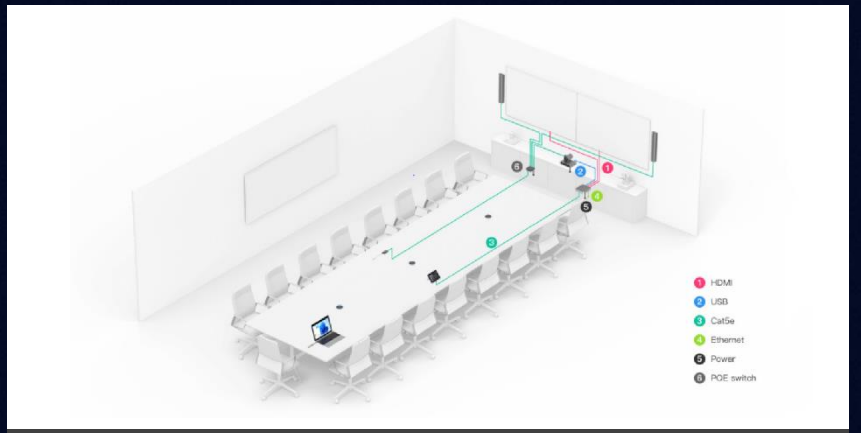


An online tool to configure your meeting space with the right video collaboration devices

https://support.yealink.com/en/room-configurator/index

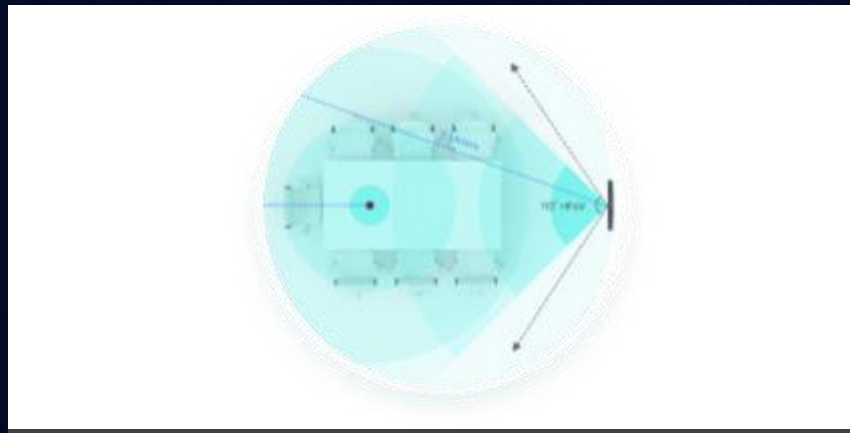
Room customization

Customize your rooms with best fit cameras and mics



Cabling Design

Show how concise the cable runs in deployment



Device Coverage

Right coverage helps to set components in right position

Yealink Academy

Embrace opportunities through easily accessible expertise

Yealink Microsoft Solution Certified Program

Sales Specialist

Pre-Sales Expert | **Pre-Sales Professional** | **Technical Expert** | **Technical Professional**

HOW TO GET SOUVENIR

Term & Conditions

- Pass TWO or More of Five Yealink Microsoft Solution Certified Programs.
- Post the Certificate with Tag #Yealink on LinkedIn.

Free Souvenir

- The elegant paper certificates and one souvenir certificate cover

Easy to Use

One Account for All

Free to Access

Grow Expertise in UC Industry

Start Now

https://academy.yealink.com/portal/home

Knowledge Base

All-Encompassing Technical Resources for Yealink Full-Scenario Products

Product Design-Related Documents

Easy to import and use when designing solutions for customers.

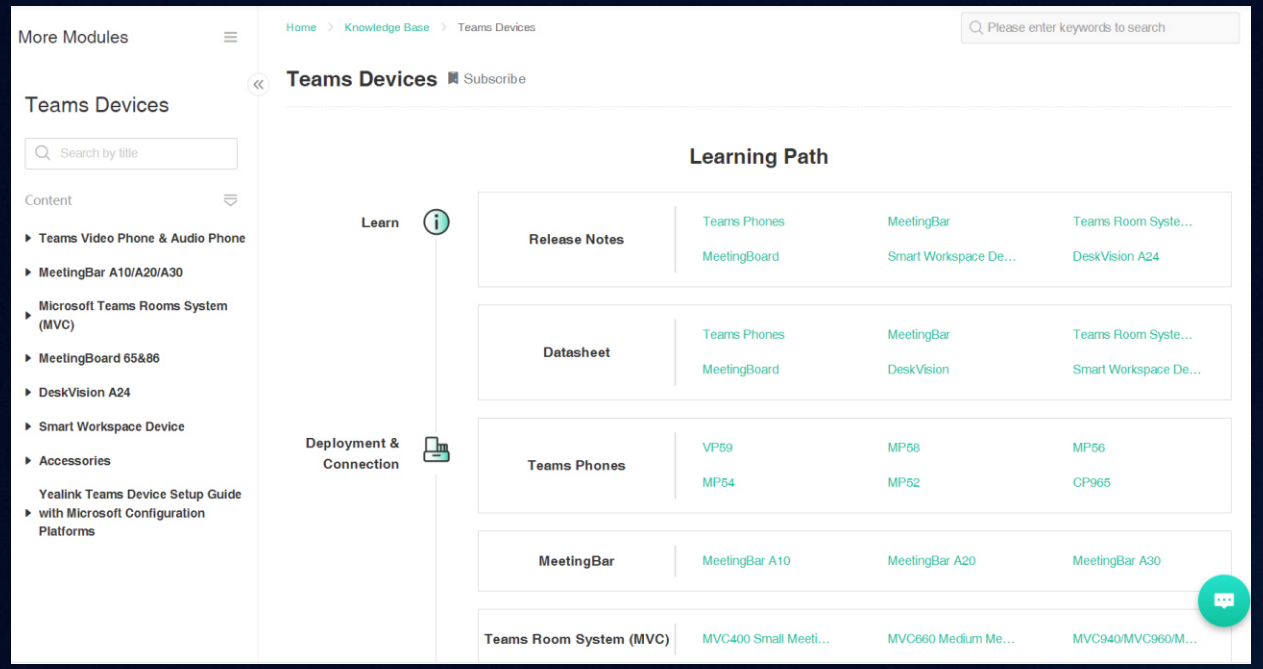
Specification Comparison

Assist in the project tender process as references.

Technical Articles on The Latest Products

Including new product announcements, firmware and software release notes, and additional product details to help better understand Yealink products.

[Knowledge Base Shortcut]



Optimization

- Optimized directory tree
- Optimized searching engine
- Optimized learning path

Yealink

THANK YOU

Personal Communication Solution

Video Conferencing Solution

Unified Communication Solution