

# The Sencomm Sound

www.sencomm.com Winter 2012

Sencommunications, Inc.® is an established woman-owned business with over 20 years of experience in the telecommunications industry. The Sencomm® family is committed to the highest standards of business ethics and makes customer satisfaction our number one priority. Sencomm is a one stop shop for all your telecommunications needs and is constantly searching for new and exciting products to offer.

## Secomm recognized by WBENC!

Sencomm is happy to announce that we have been honored with the “Decade of Excellence” Award by the Woman’s Business Council of Florida and the Women’s Business Enterprise National Council. Sencomm was one of only 6 Women Business Enterprises in the state of Florida to be recognized with this award during the 2011 WBDC Conference and Business Expo on December 1-2, 2011. To learn more about the numerous benefits of doing business with a WBENC certified Women’s Business Enterprise, visit <http://www.sencomm2.com/Story/WomensBusinessEnterprise>.



**Melinda Farmer,**  
Author of “Retaining Agents and Increasing Productivity through Six Sigma in the Call Center”

- Certified UC Voice Specialist
- Green Belt in Six Sigma
- 8 years of call center management
- Specialist in deploying agent retention and recognition programs
- Applied Project Manager
- Strategic Organizational Leadership

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## Sencomm partners with ShoreTel®

Sencomm is now bringing the ShoreTel brand of Unified Communications and Mobility solutions to you directly. ShoreTel designed and built its brilliantly simple business communication solution for the IP age. This presents a number of key advantages for forward-thinking organizations. Contact us to learn more about ShoreTel’s business solutions including: UC platforms-hardware and software, a wide variety of IP phones, user application such as the Communicator and RoamAnywhere Client, system management or to see a demo. Contact Melinda Farmer today at 800.654.2993 ext. 157 or by email at melindaf@sencomm.com to determine how ShoreTel can best meet your company’s growing needs.



**SENCOMM**  
hear it with us:



Follow us on: 

### WHERE CAN YOU FIND ME?

<b>January:</b>	24- Ocala
18- Orlando	27-29- Tampa
19-20- Jacksonville	<b>March:</b>
23-24- Tampa	1-2- Tampa
26- Orlando	5- Tampa
27- St. Petersburg	6- Orlando
30-31- Tampa	7- Tampa
<b>February:</b>	8- Clearwater
2- Tampa	9- St. Petersburg
3- Lakeland	12- Tampa
7-10- Georgia	13-14- Jacksonville
15- Tampa	15- Tallahassee
16-17- Orlando	19-23- Tampa
20- Tampa	26-29- Orlando @
21- Clearwater	Enterprise Connect
22- New Port Richey/Pasco	
23- Tampa	

## Revolabs Fusion Can Be Your Solution

The Revolabs Fusion wireless audio system is now available through Sencomm! This revolutionary conferencing unit is the perfect solution when working in conference rooms without installed audio equipment or in places where no audio equipment is available. This wireless audio solution is specifically created for use in medium to large conference rooms and offers users many features such as acoustic noise cancellation and noise reduction technology. Fusion was created to allow versatility within the conference room allowing users the option of four or eight microphones. Microphones are sold separately and were crafted to meet the needs of you and your staff. Fusion headsets come in the following variations: wearable, tabletop directional, tabletop omni-directional, as well as offering an XLR adapter for handheld and broadcast quality mics.



Among the benefits of using Fusion is its superior audio quality and wideband frequency response which gives users the ultimate clarity of speech; complete wireless freedom which allows users room to roam through the conference room with ease; multiple microphone supports; complete buzz-free conversation due to the use of RF Armor technology, even when in the company of other wireless devices, and of utmost importance, the security of knowing your conversations are protected by 128 bit encryption technology. As an added bonus, Fusion offers a tabletop dialer allowing you to dial and manage conference calls with the simplicity of a wireless remote which has touchpad and digital display, including a stored memory for quick access to the callers you

speak to the most frequently. For more information on the Fusion product line, contact Melinda Farmer at 800.654.2993 ext. 157 or email her at melindaf@sencomm.com.

## Full Conferencing Features Await Business Professionals...

### Learn More About The SAVI 700 Series As Well As The CS 500 Series

Two great products and one goal in mind...ultimate unified communication with full conferencing features allowing users the ability to have the most productivity on the market. Plantronics SAVI 700 series offers users three way connectivity and full conferencing features making it easier to manage a PC, desktop phones, and mobile phones at the same time while also having the ability to utilize all three from one single headset. Created with unified communications in mind, this system automatically updates the user's status allowing colleagues to view your availability and know when to contact you. Another product which allows users full conferencing features is the CS500 Series, also by Plantronics. This series features the lightest DECT headset available in the market, coupled with improved performance and a sleek new design. The CS 500 series enables users to multi-task over 350 feet from their desk giving you the freedom you need while also eliminating that "tied to your desk" feeling. See information in the sidebox regarding use of full conferencing features with both of these products.

#### IN ORDER TO USE FULL CONFERENCING FEATURES:

1. User must have an active phone line in order to conference in a guest headset.
2. Guest places headset into user's charging cradle; an amber light will begin flashing in the subscription button on the user's base.
3. Leave the guest headset in the cradle until user hears the tone in their headset. User has approximately 10 seconds to accept guest conference pairing.
4. When user hears the tone in the headset, they must immediately press the "Answer Call" button on their headset.
5. Guest removes their headset from the charging cradle and is now conferenced into the user's phone call.

*\*Special Note: Guests must leave their headset in the cradle until the user allows the conference into their headset. Once conferenced in, guests will be able to listen and speak on the user's call until the user replaces their headset on their charging cradle, or the guest presses their "Answer/End Call" button on their headset.*

