

From: [Stephens, Jesse](#)
To: [Bcrsd](#)
Subject: GFI - Elevate Phone System - Item I)1)f
Date: Thursday, August 14, 2025 1:08:58 PM
Attachments: [image001.png](#)
[Boone County Regional Sewer District Elevate by GFI Digital.pdf](#)

Dear Board of Trustees,

I am currently exploring an option and obtaining information to procure an internet phone service. GFI Digital offers a service called Elevate, which would be capable of replacing our existing copper land-lines and replacing them with a Voice over Internet feature (VOIP). The system offers programming that would allow for access via phone or tablet applications. It has an option to archive call logs and text message logs for up to 10 years per user, which would improve our record keeping capabilities. This system would also be able to replace our existing answering service, and potentially some of the work cell phones. Being able to consolidate and remove some of the existing land lines and eliminate the answering service will save over \$1,000 per month in cost. This system is projected to cost approximately \$600 per month. I intend to explore this further and present as a consideration item for the September meeting. Please find the attached information about the system.



Jesse Stephens, Facilities Engineering Manager
Boone County Regional Sewer District (BCRSD)
1314 N. 7th St., Columbia, MO 65201
C: 573.239.4025 | O: 573.443.2774
e: jstephens@bcrsd.com | w: www.bcrsd.com



Prepared for:
Boone County Regional Sewer District

Prepared by:
Technology Services

We have prepared a quote for you.

Elevate by GFI Digital – UCaaS Phone System

1

UNIFIED COMMUNICATIONS (UC) FOR MS TEAMS EMBEDDED SOLUTION

Advanced calling features, SMS/MMS, call queue management, and more, fully embedded within Teams – no Teams phone license needed.

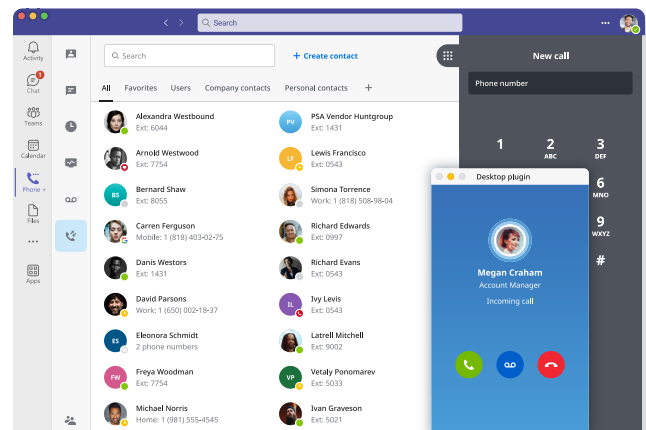
UC for Teams combines UC platform's feature-rich business phone system, SMS/MMS, contact center, and archiving with Microsoft Teams' chat, video meetings, and file sharing—all within a single, integrated Teams interface. This seamless experience enhances productivity while ensuring communication continuity, with UC's mobile and web apps keeping you connected even if Teams becomes unavailable.



Businesses that use MS Teams can enhance their communication capabilities with our UC for Teams integration which seamlessly combines Microsoft Teams' collaboration features with our advanced telephony capabilities and SMS, all with easy setup and best-in-class technical support. Contact Center is also available as an add-on within the UC for Teams embedded experience.

Best-In-Class Business Features:

- **PHONE SYSTEM:** Crystal-clear, reliable phone service within the Teams app. Stay connected with 100+ enterprise-grade calling features and excellent network call quality and uptime. Enhance communication in shared spaces with lobby and conference room phone support.
- **BUSINESS TEXTING:** Connect with customers on their preferred channel using SMS and MMS for fast, convenient, and effective communication.
- **MANAGE CUSTOMER COMMUNICATIONS:** Improve customer interactions with supervisor monitoring, scheduled reports, real-time dashboard, smart greetings, advanced call queuing, customizable call distribution, and agent wrap time. For advanced customer engagement needs, add Contact Center to the embedded UC Teams experience.



ALL UC & CC LICENSES INCLUDE 30-DAYS ROLLING ARCHIVING RETENTION

Have continual historical access to your company's last 30 days of UC calls, texts, SMS, and Contact Center communications as well as MS Teams chat and video meetings free as part of your UC and CC solution <https://go.intermedia.com/30-days-free-archiving/>

2

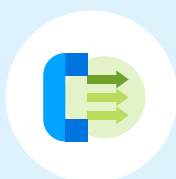
ADVANCED CUSTOMER COMMUNICATIONS

Resolving customer needs at scale takes a solution that can help you work intelligently to effectively meet customer expectations.

Our AI-powered customer experience solution helps businesses of all sizes drive more responsive, informed, and engaging customer interactions. Connect with customers across the communication channels they prefer, using our easy-to-use solution for customer care professionals, supervisors, and administrators – anywhere, any time.

Customer Communications Included with UC for Teams:

- **SMART CALL QUEUES:** Send inbound calls to a queue rather than a busy signal. Communicate current wait times and their position in the queue to reduce dropped calls.
- **ADVANCED HUNT GROUPS:** Assign groups of employees to manage inbound calls and set up automated call distribution to quickly connect customers with employees.
- **REAL-TIME DASHBOARDS:** Track live performance data against your service level agreement (SLA) including total active calls, calls in queue, average hold and handle time.
- **CALL MONITORING & REPORTS:** Let managers monitor customer calls, whisper to the employee, and take over a call. Use historical reporting to track employee and call performance.



CALL QUEUING



HUNT GROUPS



REAL-TIME DASHBOARDS



CALL MONITORING

3

ADD AI-POWERED CUSTOMER INTERACTIONS WITH CONTACT CENTER INSIDE MS TEAMS

We enhance the customer experience at every stage—before, during, and after the interaction—with AI-powered tools that boost responsiveness, personalization, and efficiency, all from within the familiar MS Teams app.

Before the Interaction

Prepare for success with smart tools that proactively manage engagement and reduce friction.

- **OMNICHANNEL COMMUNICATIONS:** Support voice, webchat, SMS, email, and WhatsApp from one interface.
- **AUTOMATED CUSTOMER OUTREACH:** Deliver proactive notifications and follow-ups via text, email, or voice.
- **SELF-SERVICE VOICE & AI CHAT:** Allow customers to resolve requests like hours, balances, and payments without agent involvement.
- **CRM INTEGRATIONS:** Connect to your system of record to inform call routing and personalize interactions.
- **INTELLIGENT CONTACT ROUTING:** Route customers to the right person based on their input and business rules.

During the Interaction

Empower agents and supervisors with AI-driven tools that enhance live interactions and optimize outcomes.

- **SINGLE APP FOR ALL COMMUNICATIONS:** Let frontline employees manage customer conversations and team collaboration in one interface all from within the Microsoft Teams app.
- **AI AGENT ASSIST:** Real-time transcription, live sentiment analysis, and instant access to business-specific knowledge via a chat-based assistant.

After the Interaction

Unlock valuable insights and maintain compliance with automated analysis and archival tools.

- **AI TRANSCRIPTION & REDACTION:** Post-call automation of transcripts and redaction of sensitive data (PII, PHI, PCI) for compliance.



4

ADD ARCHIVING FOR UC FOR TEAMS, CONTACT CENTER & MS TEAMS INTERACTIONS

Protect your organization's interactions and leverage intelligence.

Archiving in UC for Teams captures and retains unified communications—such as phone calls, SMS/MMS, voicemails, and call recordings—alongside Microsoft Teams collaboration data, including chats and video meetings. Powerful search capabilities makes it easy to find the information you need, when you need it.

Best-in-Class Business Features:

- **AUTOMATED DATA CAPTURE:** Captures and retains UC and Contact Center call records, voicemails, SMS and MS Teams chats, video meetings, emails and more without administrative or user action.
- **FAST, POWERFUL CONTEXTUAL SEARCH:** Indexes both content and metadata using dozens of properties for fast and easy searching.
- **SEAMLESS INTEGRATION WITH UC FOR TEAMS:** Designed to be deployed in minutes to enable compliant retention of employee and consumer UC, Teams and Contact Center communications.
- **RETENTION:** Stores data for as long as the business case requires with retention options ranging up to 10 years.
- **REGULATIONS AND COMPLIANCE:** Supports HIPAA, FINRA, and MiFID II compliance programs with optional WORM tamper-proof media storage to comply with SEC Rule 17a-4.
- **SECURITY:** Securely stores and encrypts data in transit and at rest with multi-factor authentication and role-based access control (manager/personal access) to protect access and limit export to authorized users.
- **EDISCOVERY AND LITIGATION SUPPORT:** Apply legal hold to override retention periods and utilise workflow and export features for all case documents.
- **DATA RESIDENCY:** Complies with US, Canadian, and European geographic datacenter location requirements.

