

# Giving Machines a Voice with UCC

The Internet of Things (IoT) is everywhere, from smart homes to connected cars, on manufacturing floors and in airplanes above the clouds. With the right IoT communications, businesses can connect IoT systems to their communications workflow for real-time, actionable information about the world around them. The right IoT communications platform uses simple APIs that connect IoT applications to unified communications, giving machines a voice in how you improve your business.



## Challenges You Might Be Facing

- **Improving customer experience.**  
By leveraging IoT, businesses can automatically trigger workflows directly from machines. Businesses looking to improve accuracy by knowing immediately when an out-of-bounds condition occurs, improve team effectiveness by providing the right people with the right information automatically and improve response times would benefit from an IoT communications system.
- **Reducing waste.**  
By knowing when an event needs a response, your business will only use resources when required. Most service businesses have standard schedules for maintenance and service, which can lead to extraneous expense. If you are able to time service to specific triggers, you can better allocate resources to active needs.

## 4 Questions you Should Ask

1

How can I measure, track and monitor machine-driven events in my business?

2

What kinds of communications are supported by your platform?

3

If I already have an IoT environment, can I connect it easily with your communications workflows?

4

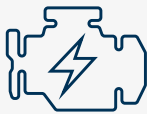
Does your business have established partnerships with IoT providers to help me implement the solutions I need?

## How the Right Communications Can Drive Results

When you combine IoT applications with unified communications, businesses get a lot smarter, a lot faster:



Manufacturing companies can alert shift crews if there is an outage in the plant.



Shipping companies can measure engine performance for every truck in their fleet in real time and instantly connect drivers to maintenance teams to resolve issues.



Restaurants can track temperature and humidity levels in their refrigerators and call the manager if the levels drop or rise too much.