



Webinar – Wednesday, October 7

Google Voice for Google Workspace

Presenters



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A woman with curly hair, wearing a white button-down shirt and a black headset, is sitting on a light-colored sofa, gesturing with her hands as she speaks. A laptop is open in front of her. In the background, there is a large green plant and a lamp. The overall atmosphere is professional and suggests a remote work or video conference setting.

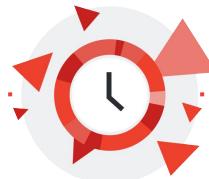
The Changing Landscape of Work

Work is transforming in unprecedented ways, and employees are more overwhelmed than ever



Work is no longer a place

An estimated 48% of workers will continue to work remotely post-COVID¹



Time is more precious

1 in 4 working parents is also a primary caregiver right now²



Human connection is crucial

1 in 3 workers feels disconnected from company culture and colleagues³

¹Insight, 2020 ²Winnie, 2020 ³Gartner, 2020

Imagine a world where...



Flexible solutions
make work from
anywhere a reality



Helpful tools let
people maximize
their time



Simple, human-centered
design deepens
connection

So that you can deliver the **best possible outcomes** to your customers

New remote work policies help open access to a new pool of diverse talent

74%



of CFOs surveyed in March 2020 say they intend to shift some previously on-site employees to remote work permanently post COVID-19

(Gartner)

Employers in a recent study listed these as the top benefits of hiring remote employees:

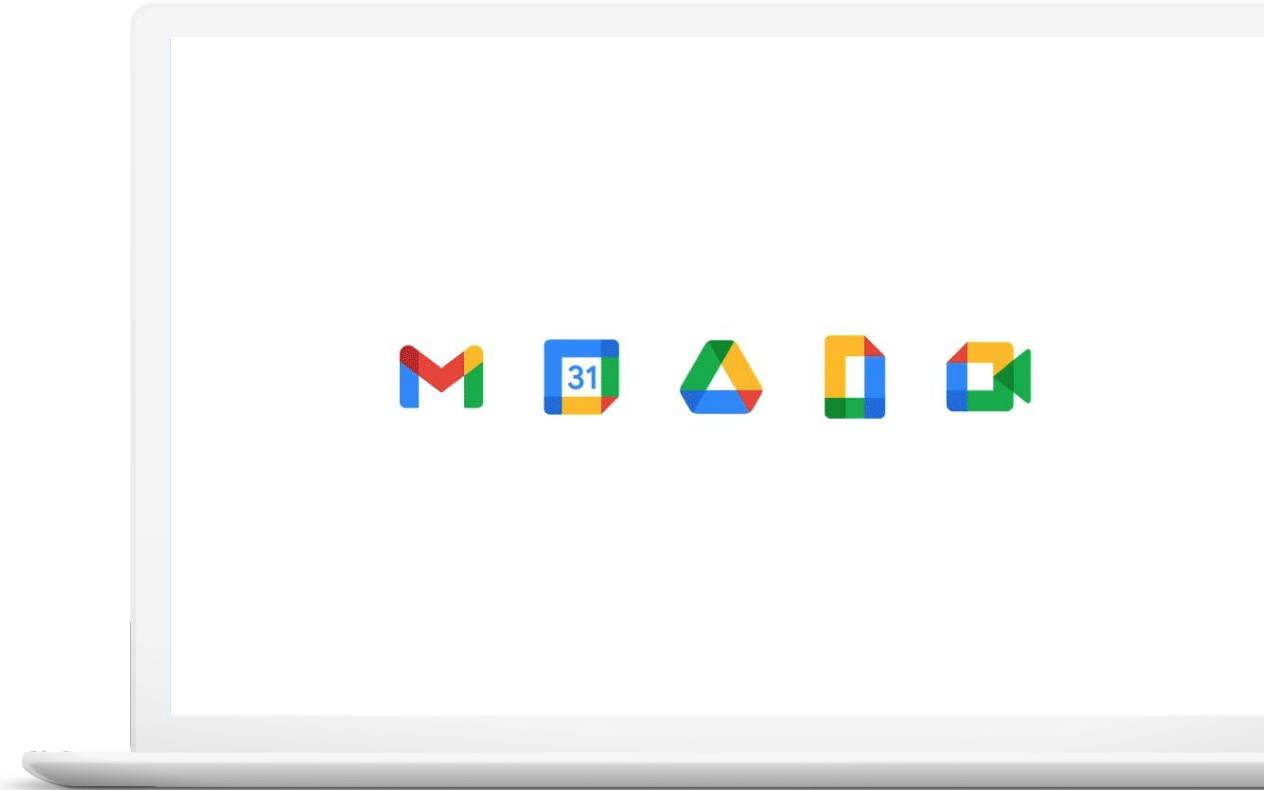
- 1 More diverse candidates
- 2 Candidate preference
- 3 Access to a larger volume of top tech talent

[Hired - 2020 State of Remote Work Report](#)



Introducing Google Voice

Google Workspace +
Google Voice can work as
your single solution for all
communication



A man in a dark suit and tie is standing in an airport terminal, facing a large window. He is holding a phone to his ear with his right hand. The window looks out onto a runway and some airport infrastructure. In the foreground, a row of grey, modern-style chairs is visible. The lighting is somewhat dim, suggesting an indoor setting. The text 'Why Google Voice?' is overlaid in the center of the image.

Why Google Voice?



Google Voice

A smart, simple phone system designed to delight Google Workspace users and admins that **makes work calls less work.**

The image displays the Google Admin interface for Google Voice, showing a list of users (1,398 users) with columns for Name, Assigned number, and Email. It also shows a smartphone screen with a messaging and calling application, and a laptop keyboard in the background.

Google Admin - Google Voice

Users | Showing 1,398 users

Name	Assigned number	Email
James Atthews	+1 617-348-3039	atthews@company.com
Joyce Buerrero	—	buerrero@company.com
Linda Cohnston	—	cohnston@company.com
Croesha Densen	+1 416-705-2110	densen@company.com
Euller Euller	—	euller@company.com
Filis Filis	—	fillis@company.com
Gelly Gelly	—	gelly@company.com
Hallace Hallace	—	hallace@company.com
Ialish Ialish	—	ialish@company.com

Missing someone?
Each user needs to be assigned an individual Google Voice license
[View unassigned](#)

Search messages & contacts

Steven Mason
Aug 31, 11:00 AM
0:00 - 0:12

Hi June. I forwarded the email to you but realized that it may be the same as the one from the site. Just wanted let you know. Have a great day.

Call Steven Mason
Text Steven Mason

Edward Robinson
Aug 31, 11:00 AM
Transcription not available

Voicemail

Taking a **new approach** to voice communication,
Google Voice is designed to be...



Simple



Smart



Scalable



Simple

For admins, the Google Workspace admin console consolidates users, numbers, porting, and billing.

End users get a familiar interface and can customize settings to suit their workflow.



Smart

Google AI powered spam filtering and voicemail transcription help users save time.

Google Workspace integrations with Meet and Calendar help users focus on what's important.



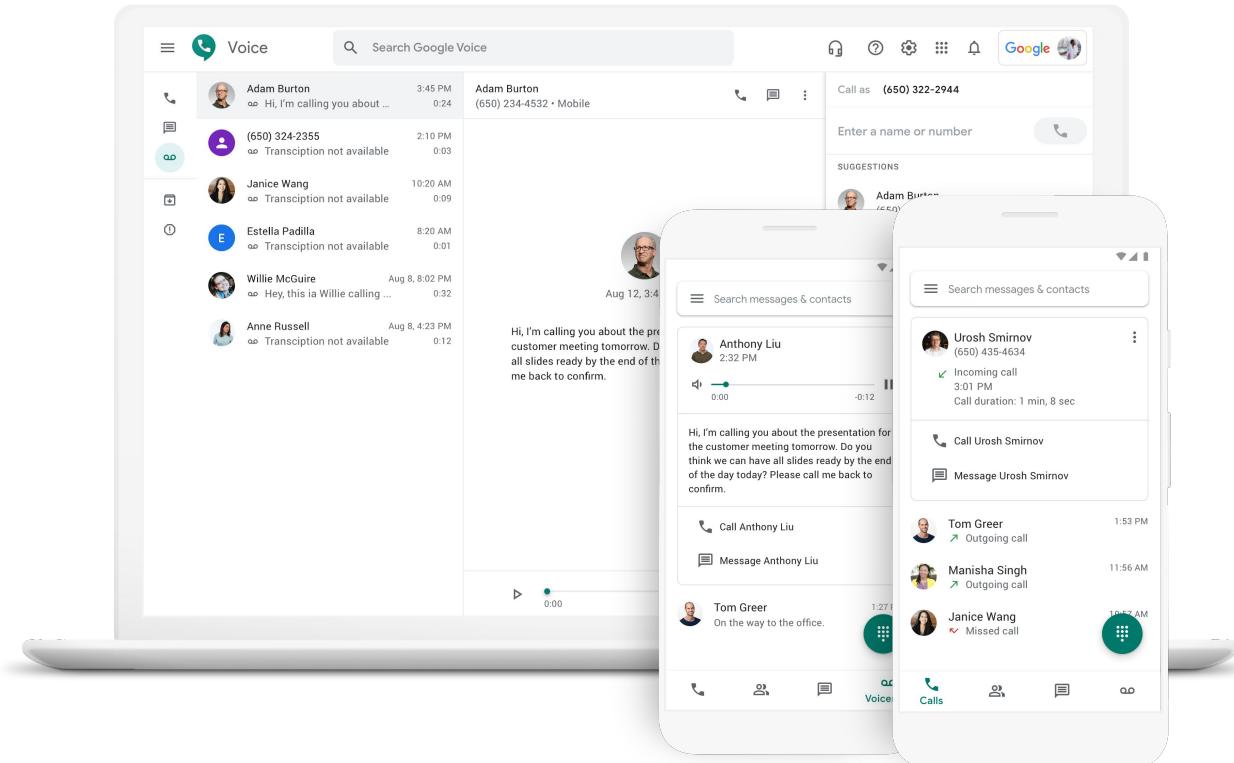
Scalable

Google Workspace admins can provision numbers globally -- and instantly -- without dealing with multiple providers.

With permission, users can choose a number and set up their service independently.

Go Google with work calls

The experience in Voice is
the same across the web,
mobile clients, and other
Google Workspace apps.



Painless transitions

Integrated number porting helps prevent interruption of key business processes as you migrate to Voice.

Google Admin

Search for users or settings

Apps > G Suite > Settings for Google Voice > Service management > Ports

Google Voice

Users

Numbers

Locations

Auto attendants

Ports

Desk phones

New to porting?

Review a Help Center article for basics and frequent questions

Read primer

Ports | Showing 8 ports

PORT NUMBERS

Submitted	Title	Order ID	Status	Numbers	Activation
Feb 26, 2019	Los Angeles office deployment	G00000070793	Processing	487	Mar 19, 2019
Feb 5, 2019	Paris office deployment	G00000070695	Processing	124	Mar 5, 2019
Jan 18, 2019	New York office deployment				
Dec 5, 2018	London office deployment				
Nov 20, 2018	Minneapolis office deployment				
Nov 16, 2018	Chicago office deployment				
Nov 8, 2018	Google Voice pilot with IT team				
Oct 10, 2018	Google Voice pilot with Sales team				

Number port

Paris office deployment

Order ID: G00000070695

Initiated: Feb 5, 2019 Activation: Mar 5, 2019

Status: Processing Numbers: 124

Provided details

Service country	Service address
France	8 Rue de Londres, 75000 Paris
Company name	Billing telephone
CompuTech Inc.	+33 1 87 16 45 78
Primary contact	Contact telephone
Joel Morrey	+33 1 87 16 46 27

Required documentation

Submission status	Submitted document
Submitted	Letter of Authorization

EDIT NUMBERS

CANCEL PORT

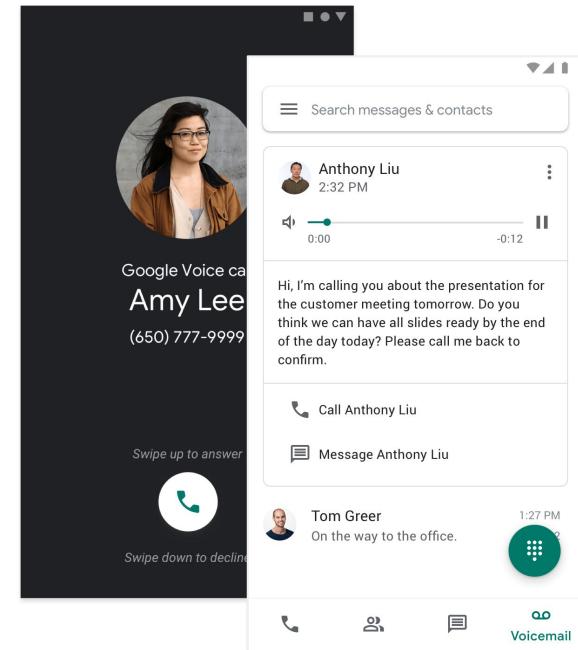
Numbers

Product Overview



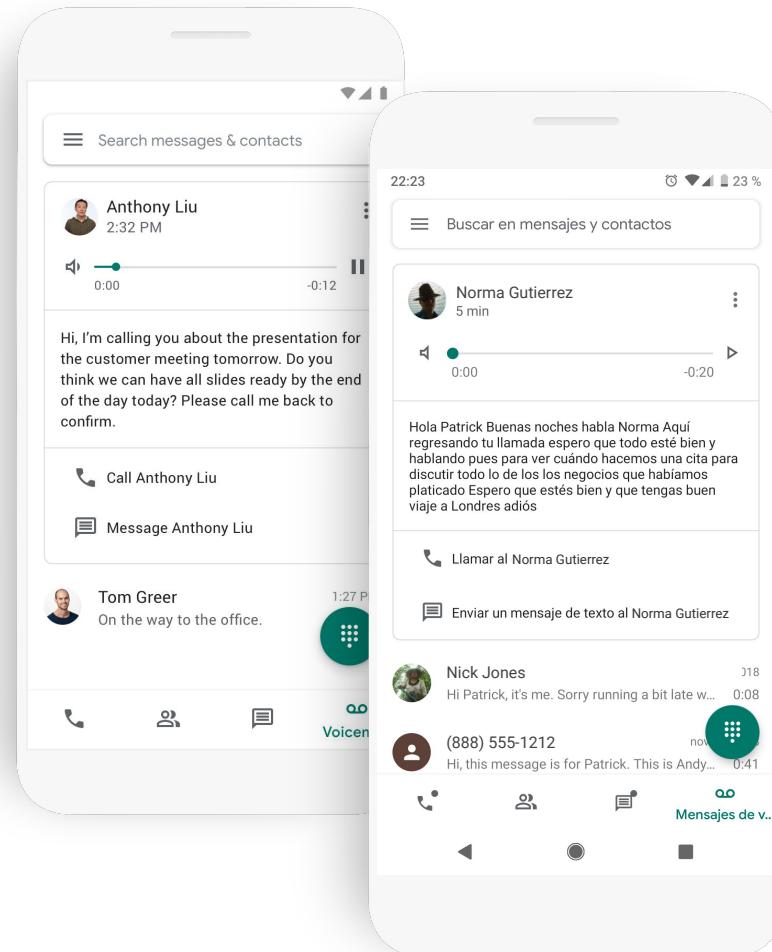
Google Voice Standard Features

- ✓ Free calling to US from any country
- ✓ Free calling to Canada from US
- ✓ Unlimited SMS in US
- ✓ Voicemail transcription
- ✓ Google Calendar integration
- ✓ 24/7 Support
- ✓ Service Level Agreement (SLA)
- ✓ PSTN call forwarding to a linked device
- ✓ Unlimited users
- ✓ Unlimited domestic locations
- ✓ Ring Groups
- ✓ Call Transfer
- ✓ Auto-attendant features
- ✓ SIP desk phone support
- ✓ eDiscovery (Vault) integration
- ✓ Usage and activity reporting



See your voicemail

Using machine learning models, accurate voicemail transcription saves time by letting you read your voicemail in 8 languages.



Guide callers

The **auto attendant** in Voice lets you easily establish and manage how callers reach people or departments in your organization.

Google Admin

Search for users or settings

Apps > G Suite > Settings for Google Voice > Service management > Auto attendants

CREATE

Auto attendants | Showing 6 auto attendants

Name	Business hours	Phone numbers	Last published
Customer Support	—	+44 20 3002 9382, +1 293-302-3029	Mar 1, 2019
Main Chicago Line	Open hours	+1 312-829-0039	Feb 23, 2019
Main Dallas Line	After hours	+1 592-291-3392, +44 20 5039 9283	Mar 14, 2019
Main Montreal	—	—	—

Google Voice

- Users
- Numbers
- Locations
- Auto attendants**
- Ports
- Desk phones

Route incoming calls

Review auto attendant configuration options and features

[View on Help Center](#)

Main Chicago Line

Serves Midwestern sales region and related offices

Phone numbers

+1 312-829-0039

EDIT BUSINESS HOURS

EDIT SETTINGS

DELETE

Initial greeting

Welcome message

Welcome to the Chicago office.

Special announcement

Please note that we're experiencing higher than normal call volumes.

Call handling

Select an action after playing the greetings

PLAY MENU PROMPTS

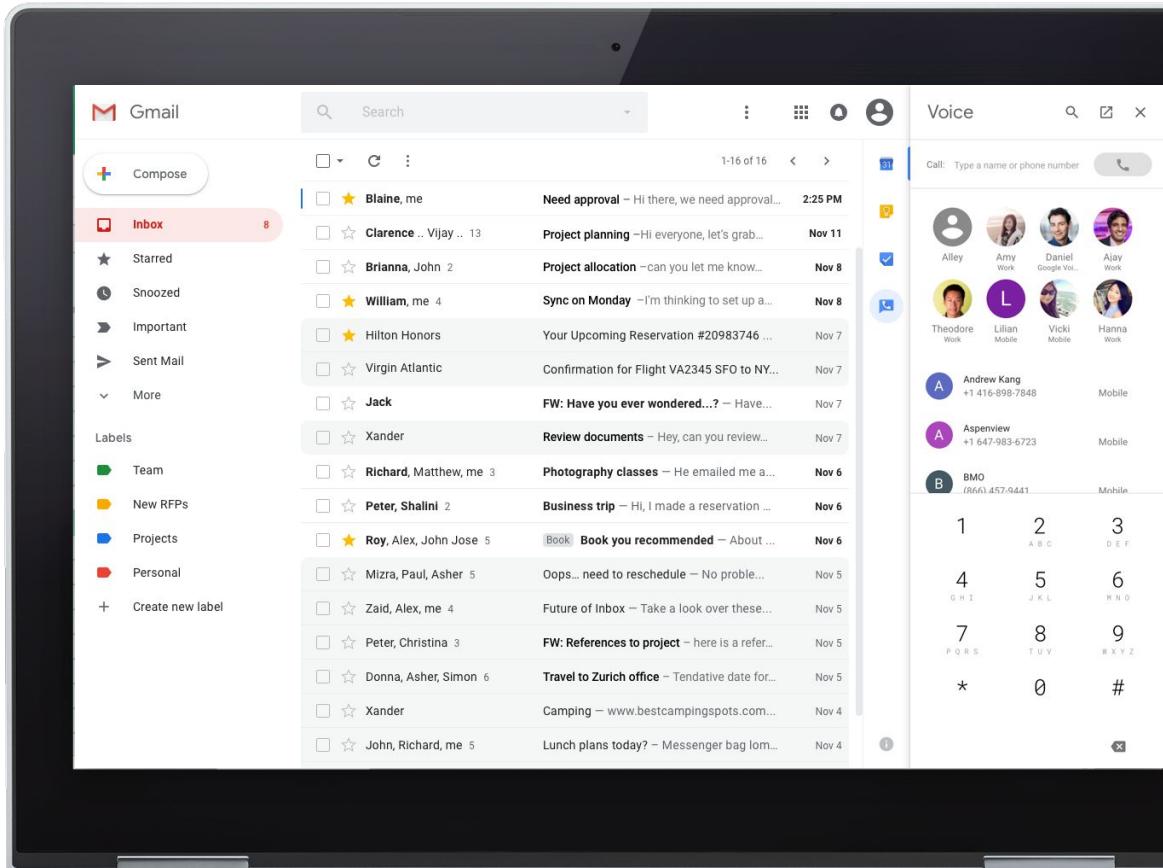
TRANSFER CALLER

SEND TO VOICEMAIL

DISCONNECT CALLER

Stay in context

Your phone is available in context - whether you're composing an email in Gmail or scheduling a meeting in Calendar



Go **hands-free**

Certified devices are available from the brands you recognize and trust. And, they'll work with Voice and Hangouts Meet.

Works with  





Pricing Tiers

STANDARD	PREMIER
\$20* user/month	\$30* user/month
<ul style="list-style-type: none">✓ Unlimited users✓ Unlimited domestic offices✓ Most advanced features	<ul style="list-style-type: none">✓ Unlimited users✓ Unlimited international offices✓ All advanced features✓ Hybrid deployments

- All plans:**
 - ✓ Every seat gets one Google Voice Phone Number
 - ✓ Unlimited minutes for calls within Google network
 - ✓ Unlimited minutes for incoming calls in launch countries
 - ✓ Unlimited minutes for both incoming & outgoing calls in the US

- Policy:**
 - ✓ Any G Suite customer can buy any Google Voice tier
 - ✓ Only one Google Voice tier is allowed per customer domain (no PDL)

Learn More + Get Started → customersuccess@upcurvecloud.com

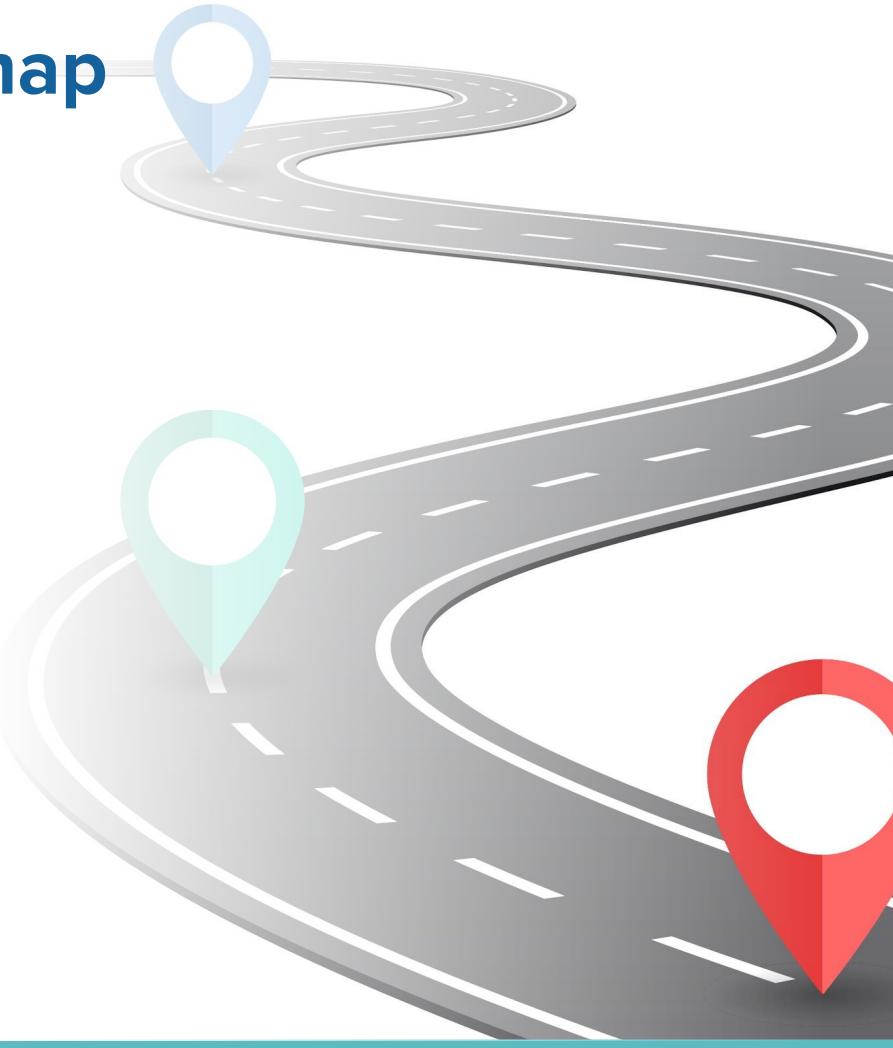
Recent Features + Roadmap

→ Recent Updates

- ◆ Ring Groups
- ◆ Call Forwarding

→ Coming Soon

- ◆ Advanced Reporting
- ◆ Call Recording
- ◆ Voice retention data in Vault
- ◆ Voice conferencing



Learn More + Get Started ↓

customersuccess@upcurvecloud.com

A blurred background image shows a person's arm and hand raised, palm facing forward, as if asking a question. The person is wearing a dark t-shirt. The background is a bright, possibly white, room.

Q & A