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Unified Communications are all forms of call and multimedia/cross-media message-management functions controlled by an individual user in businesses or elsewhere. This includes any enterprise informational or transactional application process that mimics a human user and utilizes a single, content-independent personal messaging channel for contact access. It is made up of several communication systems or models including unified messaging, collaboration, interaction systems, real-time and near real-time communications and transactional applications, each of which has its unique features.

Through such a technology, an individual can send a message on one medium and receive the response on another medium. For instance, one can receive a voicemail message and choose to respond to it via e-mail or a cell phone. If the sender is online on the communication interface and accepts calls, one can send the response immediately through either text chat or video call. Or else, it may be a non real-time message that can transmit through a wide array of media.

Unified Communications has several main benefits as follows. To begin with, it streamlines all business communications, from the office to the outside world. Any device in the system can be used to communicate with others instantly. And thenï¼Œit allows users to make information available to outside parties and collaborative work efforts facilitated. When data can be edited and ideas may be shared, it is more possible than ever to form collaborative and virtual teamwork. Furthermoreï¼Œit enables a user to utilize the service through a portable device from any location so long as he is an authorized user. Therefore, one can connect to the company's internal network from laptops, mobile devices, home computers or cell phones.

Unified Communications has two uses, including emergencies and non-Emergency. It is usually used in the form of an emergency communication system, which is perhaps one of the most appropriate and socially justifiable uses. In an emergency, it is important to communicate life-saving and damage-mitigating notifications and instructions. The integrated and wide-ranging scope of this technology would make difference in emergency-oriented communications. In the situation of non-emergency, it could also be very useful in communications. It facilitates all kinds of communications by allowing users to easily communicate seamlessly via a wide variety of integrated components.

To be short, Unified Communications is a group of technologies that automates and unifies human and device communications in a usual context and experience. It optimizes the business communication processes and strengthens human communications in some ways, such as reducing latency, managing flows and eliminating device and media dependencies.

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