

# Essential Tools for Teleworkers

## For Home Workers

When you work from home you're on your own. Fortunately there are plenty of affordable cloud-based applications that make it easy for you to collaborate with coworkers, engage customers and keep your data safe.

*Here's a short list of useful applications for home workers and road warriors.*



### Cloud Storage and File Backup

Share large files with cloud storage services like [Dropbox](#), [Box](#), [GoogleDrive](#), or [OneDrive](#). Archive with cloud-based backup services: [Carbonite™](#), [Mozy®](#) or [Backblaze](#).



### Remote Access

Gain secure access to your home or office computer files  
[LogMeIn](#), [GoToMyPC](#), [Teamviewer](#), [Zoho Assist](#), and [Connectwise Control](#).



### Note Taking

[Evernote](#), [Microsoft OneNote](#) and [Dropbox Paper](#) are popular. Take notes, create diaries and lists, or annotate PDFs. Everything is stored in the cloud for access from any device.



### Conference Call Management

Road warriors will appreciate [Mobile-Day®](#). Join meetings directly from your calendar with one tap using this handy mobile app.



### Contact Management

Keep your mobile address book updated (pics, corp. e-mails, etc.) using public data or multiple e-mail tools with apps like [Covve](#) or [Contacts+](#).



**Stay Connected:** learn how to use [Kandy's Cloud-based Communications](#) to stay connected at home. Your office phone number rings on your computer, smart phone or other devices. Hold conference calls or web meetings. Transfer calls to co-workers, act as a receptionist or an administrative assistant from anywhere.

## Home Office Planning Tips

Need to work from home? The kitchen table may not be the best choice. Try to find a dedicated space that lets you do your best work.

### Home Office Considerations



Quiet space with natural light



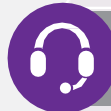
Ergonomic desk and chair to avoid back and muscle fatigue



Wireless keyboard and mouse to minimize desk clutter



Large monitor to reduce eyestrain



Comfortable headset for long conversations



Web cam for video calls

Learn More: Read the [Workplace Ergonomics Reference Guide](#) for tips on how to maintain a comfortable and healthy home workspace.

# Team Productivity Tools

## For Managers

Thanks to the cloud, managing a distributed team has never been easier. The latest web-based project management, information sharing and collaboration tools can build bonds and strengthen your team's effectiveness. Many organizations can use [MS Teams](#) as part of their Office packages. If you need other choices and don't want to engage your overworked IT organization, consider these cloud-based apps!

*Here's a short list of useful applications for home workers and road warriors.*



[Asana](#) - team collaboration and project management tool integrates conversations and tasks.



[Basecamp](#) - project management tool with time tracking, file sharing and messaging.



[Bloomfire](#)® - collaboration and information sharing tool, perfect for sales and marketing.



[Dashcube](#) - helps your team communicate contextually without meetings or email.



[Insightly](#) - full-featured project management app, includes CRM and contact management.



[Trello](#) - visual and intuitive project and task management application.



Learn more: want to learn how to use [Microsoft Teams](#) as your office phone system? Visit [Ribbon's MS Teams Calling Webpage](#) to learn how to securely move phone numbers to Microsoft Teams and get connected to a local service provider (phone company).



## Tracking Employee Performance

Want to keep a closer eye on teleworkers? Try one of these employee performance monitoring and time-tracking applications.



Remote worker time tracking software with graphical activity and productivity reports.



Monitors hourly workers or contractors, by cataloging user time/activity by application.



A sophisticated HR tool that tracks time, performance management, payroll & more.



# Cloud Office Productivity Suites

## For IT Planners

Thanks to the cloud, managing a distributed team has never been easier. The latest web-based project management, information sharing and collaboration tools can build bonds and strengthen your team's effectiveness. Many organizations can use MS Teams as part of their Office packages. If you need other choices and don't want to engage your overworked IT organization, consider these cloud-based apps!



[Office 365](#) The online version of the world's most popular office productivity suite lets users work anywhere, anytime on any device.



[G Suite](#) An integrated suite of cloud-native productivity apps. Includes Gmail, Docs, Drive, Calendar, Meet and more.



[OnlyOffice Microsoft](#) compatible and open source-based suite of tools for docs, spreadsheets and presentations.



[Zoho Office Suite](#) Collaborate on spreadsheets, presentations and documents with this cloud-based office productivity solution.



Learn more: want to learn how to use [Microsoft Teams](#) as your office phone system? Visit [Ribbon's MS Teams Calling Webpage](#) to learn how to securely move phone numbers to Microsoft Teams and get connected to a local service provider (phone company).

## Cloud Office Suite Checklist



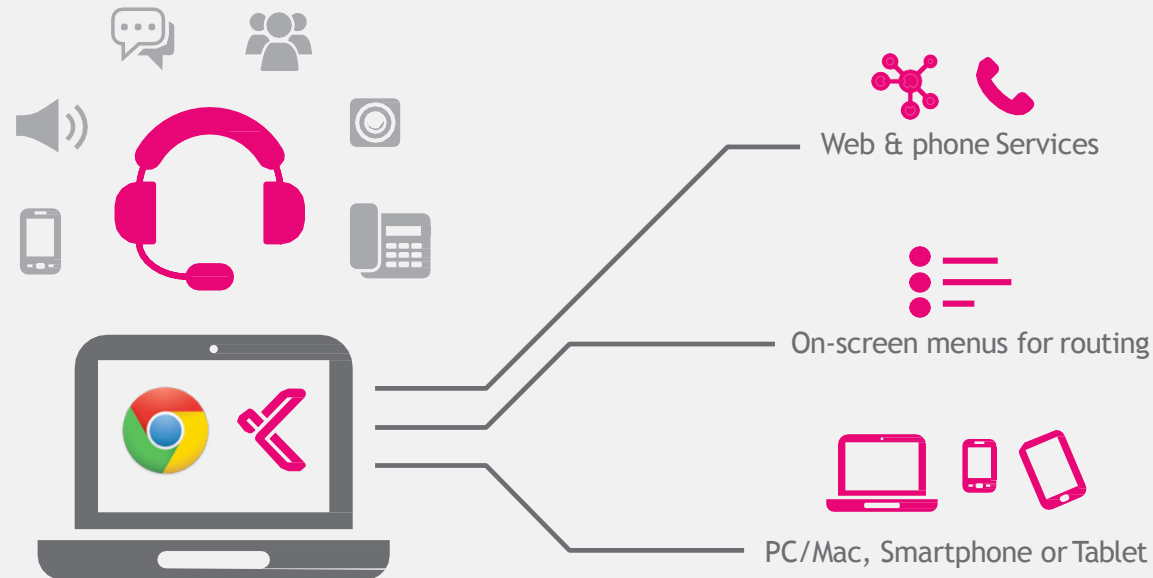
- ✓ Full document, spreadsheet and presentation editing
- ✓ Real-time document collaboration
- ✓ Integrated text chat
- ✓ Smartphone and tablet support
- ✓ File import/export capabilities

# Deliver Customer Engagement

## For Contact Center Managers

What if your office is closed and your contact center is not available to your agents?  
How would you continue to serve customers?

### *Complete Omnichannel Contact Center from a Chrome Browser*



[Kandy Live Support](#) deploys in under 30 minutes - all your staff needs are logins and passwords. Live Support even generates the web code for a Contact Us button on your website.

Learn more: Check out our [Kandy Live Support Video](#).



## Cloud Communications & Collaboration

No Agent Software required

Any device with a browser

Works with or without phone lines

Operational in 30 minutes or less

Connect from your website (WebRTC)

