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UC & Contact Centre Proof of Concept Walkthrough

CHANNEL CHAMPIONS
WINNER 2025
Reseller Technical & Engineering Team of the Year

comms national awards
WINNER 2025
Reseller Deal of the Year
Enterprise Vertical Market Solution of the Year

2025 zoom PARTNER AWARDS futurevoice Top UCaaS Partner - EMEA
2025

TECHNOLOGY RESELLER AWARDS 2024
SHORTLISTED
Reseller/MSP Project of the Year
SMB Reseller/MSP of the Year

COMMS BUSINESS AWARDS
FINALIST
SMALL RESELLER OF THE YEAR 2025
BEST UC/CC SOLUTION 2025
SMALL RESELLER OF THE YEAR 2024
SMB RESELLER OF THE YEAR 2023

CRN CHANNEL AWARDS
2024 FINALIST
RESELLER OF THE YEAR

zoom RingCentral 8x8 3CX AVAYA

Introduction

Selecting a new communications platform is not just a technology decision. It affects how your teams collaborate, how customers experience your business and how IT maintains control and reliability.

Our UC & Contact Centre Proof of Concept service enables you to validate a particular vendor's solution in your own environment before committing to full deployment.

Rather than relying on demos or assumptions, the Proof of Concept focuses on real-world use cases, technical performance and user experience.

This way, we provide clear, evidence-based insight into whether a chosen platform is right for your business, supporting confident, informed decision making and ensuring you don't regret your decision months, or weeks, into a new solution going live.

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What the Proof of Concept includes

Our Proof of Concept is a structured, practical evaluation of a unified communications solution, designed around how your business actually operates.

It allows you to test a live UC environment against agreed objectives, using real users and realistic scenarios. The focus is on understanding how the solution performs in day-to-day use, not just how it looks in a demonstration.

A Proof of Concept enables you to:

- Validate voice, collaboration and messaging capabilities in practice
- Assess user experience, adoption and usability
- Test call quality, reliability and operational performance
- Understand management, support and integration considerations

The Proof of Concept is **free for the majority of use cases** and intended for businesses actively evaluating a specific UC or Contact Centre platform.

It is delivered with clear scope, success criteria and a defined conclusion, ensuring we deliver meaningful outcomes rather than open-ended testing.

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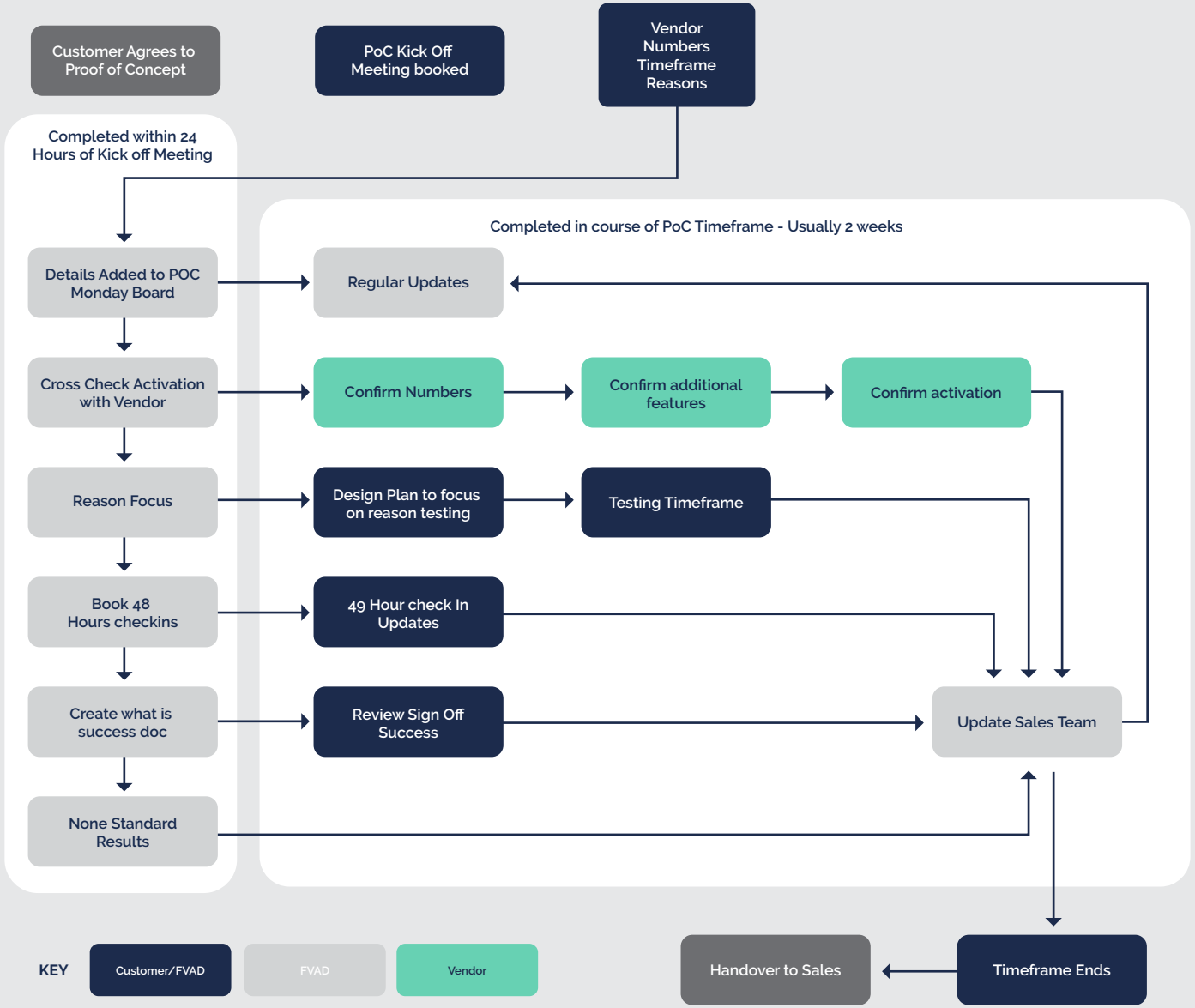
How it works in practice



This may seem in-depth, but it allows you to see how voice, meetings, messaging and presence come together, how interactions are managed, and how IT teams retain visibility and control.

Book a Proof of Concept conversation

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The Journey

Our process follows a proven, structured methodology to ensure it delivers clear, actionable insight.

Initial discovery and objectives

We begin with a discovery session to understand your business objectives, current environment and desired outcomes. This ensures the Proof of Concept is aligned to what matters most.

Requirements and use case definition

Together, we define the technical and user scenarios the solution must support. This typically includes voice calling, meetings and collaboration, messaging and presence, and device or system integration.

Design and planning

A tailored Proof of Concept environment is designed to reflect the agreed requirements and testing scenarios, ensuring relevance and realism.

Deployment and configuration

The Proof of Concept environment is deployed and configured, including platform setup, integrations where required and initial technical validation.

User testing and validation

Selected users test the solution in real-world scenarios, supported by Future Voice's technical team. Focus areas include user experience, call quality, reliability and operational management.

Review, findings and next steps

Results are reviewed against the agreed success criteria, with clear findings, identified risks or limitations, and practical recommendations.

The Proof of Concept concludes with a clear decision point, supporting progression to full deployment, further refinement or alternative options.

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Why Future Voice?

In a market where most providers sell the same platforms, it's the quality of configuration, integration and support that truly makes the difference.

Being experts all the most popular UC and Contact Centre platforms ensures we can quickly recommend the right platform and tailor it to your specific needs.

We're also an award-winning supplier that combines technical depth with real-world delivery experience to help businesses make the right communications decisions through an engineering-led approach.

We approach Proof of Concepts with the same dedication as full deployments, because early decisions shape long-term success. Everything's structured, transparent and focused on outcomes, ensuring organisations gain meaningful insight rather than assumptions.

- Award-winning industry and partner credentials
- Extensive experience delivering unified communications solutions
- Engineering-led design, deployment and validation
- Proven capability across complex, multi-user environments
- UK-based delivery and support teams
- A focus on long-term value and successful adoption

But don't just take it from us – check out the calibre of our existing customers and what they have to say about working with us.

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You're in good company

PURPLEBRICKS

We are so grateful for the excellent work that Future Voice have done with us on our journey through changing contact channel platforms and then continuing to improve beyond.

Navigating the number of contact centre solutions, evaluating them against your business requirements and avoiding any pitfalls is a challenging task for any business and having a trusted, knowledgeable partner like Future Voice has been invaluable in giving us that assurance.

The team that worked on the project with us were exemplary – always helpful, concise and laid all options out clearly. The level of jargon in the telecoms space can prove very challenging and having a wingman like Future Voice gave us the confidence to challenge in the right way.

I continue to count on Future Voice as a guiding hand as we expand our requirements and grow to offer the next level of contact to our customers

Dan Rafferty,
Chief Technical Officer

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Thanks for reading

Whether you choose Future Voice for a Proof of Concept, as your deployment partner, or to own the entire end-to-end process, we're here to help.

Simply get in touch:

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