VOICE AND UCC SOLUTIONS AT WORK

NEXT GENERATION VOICE SOLUTIONS

Cloud One UC offers a comprehensive suite of cloud telephony solutions to increase productivity at every business level.

- Hosted Call Center Solutions
- Predictive Dialer and SMS
- Smartphone iPad | Tablet Apps
- Soft Reception Console
- IP Fax Solutions
- Virtual Office Attendant
- CRM | MS Outlook Integration

CALL CENTER APPS

With Cloud One UC hosted call center solutions, say goodbye to large upfront investments, complex management, hidden fees and long deployments. Our call center functionality is leading edge technology with call back, call whisper, call barge features and all the real time reporting and metrics you demand at a fraction of the costs.

IP FAX

With Cloud One UC IP FAX solutions, get a little or get a lot, the choice is yours and either way, the quality is always superb! All Cloud One UC DIDs are T.38 compliant with awesome fax delivery from 2 to 500 pages!

- Inbound only - PDF 2 Email
- Traditional Fax to Fax
- Fax - Store - Forward Solution
- HIPAA Compliant

PREDICTIVE DIALER

With the Cloud One UC hosted predictive dialing and SMS solution, triple the amount of agent talk time with prospects, auto detect no answers, busy signals, voice mail, fax machines and quick disconnects.

- Throttle concurrent calls
- Auto Redial Feature
- Multiple IVR Scripts | Reports
- SMS Broadcasting Option

WWW.CLOUDONEUC.COM

COMMUNICATE & COLLABORATE

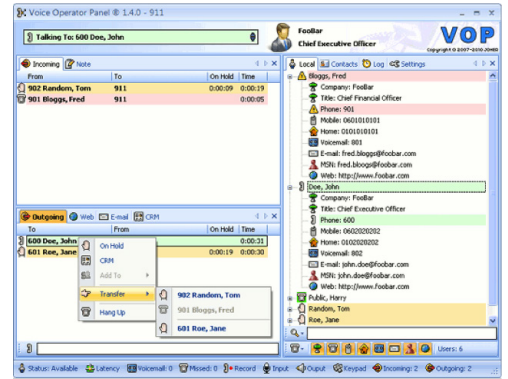Cloud One UC   5 Brewster Street Glen Cove ,NY 11542   Voice: 434-4-TELONE Email: support@tel-one.com

SOFT RECEPTION CONSOLE

The Cloud One UC Voice Operator Panel is perfect for large organizations that wish to omit the clutter of reception phones with multiple expansion modules.

The VOP provides full extension status monitoring (ringing, busy, available) with calls details and call interception. This advanced software switchboard and attendant console is fully translated in English, French, Spanish, German, Italian, Dutch, Danish, Turkish, Russian and has all the drag and drop features required to operate an effective receptionist environment.
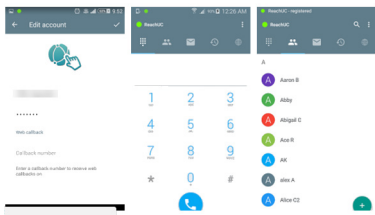

REACHUC

With ReachUC, users access the same communications features from their SIP deskphone, mobile app, or desktop environment. Supported features include VoIP, Video, and GSM calling, SMS and text chat, PBX presence and contact management, web conferencing, fax, and push notifications. The application is available on Apple iOS and Android mobile devices as well as Mac and Windows desktops.

Apple iPhone users benefit from ReachUC support for Apple CallKit, a newly released API by Apple that gives the ReachUC iOS app a native look and feel and allows it to responds appropriately to system-level behaviors such as Do Not Disturb and Answer from Lock Screen. CallKit brings the user experience for iPhone users up to par with Android, which has allowed VoIP apps to access the native dialer for nearly two years.

ReachUC also includes tools that extend PBX features to several popular desktop applications. These include an extension to make calls from Google Chrome browser pages and a plug-in to place calls, synchronize contacts and send faxes from Microsoft Outlook.

VIRTUAL OFFICE

The Cloud One UC Virtual Office portal is an essential tool for businesses with multiple entities within a single location. Phone numbers (DID's) are listed and tagged within the interface to pop a custom screen display when the number is called. The screen displays the appropriate messaging for the receptionist to greet the caller.

CRM | SALESFORCE

Cloud One UC Salesforce integration is a hosted CRM application integration that manages key communication directly within Salesforce Enterprise. This unique app automatically logs all incoming and outgoing call data into Salesforce.com while providing incoming and outgoing call popups and note taking that syncs with Salesforce basic functions.

MS OUTLOOK

Cloud One UC offers and integrated click to call functionality directly within MS Outlook using SIP TAPI from Source Forge. Businesses can now click and dial contacts within Outlook to instantly place the IP phone on hook and dial the desired phone number. Increase productivity and automate processes within your business.