

CloudConnect 



Cloud Central

IT | Cyber Security | Telecoms | Connectivity

PUT YOUR BUSINESS IN SAFE HANDS WITH CLOUD CONNECT



Cloud Connect is a complete telephony service for business. It provides a comprehensive range of facilities and features that allow businesses to link their fixed and mobile telephony easily and efficiently, helping them to improve their productivity and corporate image.

Cloud Connect is ideal for organisations of all sizes, from sole traders to multi-site deployments. More importantly, Cloud Connect gives you a wide choice of handsets and headsets for desk phones, smart devices and PC users.

Cloud Connect offers an integrated Soft Phone and Mobile App.



It's easy to put Cloud Connect at the heart of your business, our premium Unified Communications platform delivers everything you need - except the premium price.

Different licenses mix and match license types across your business

Global calling localised breakout in 32 countries

Choose the right leading edge hardware to match exactly the requirements of your users - handsets, headsets, earbuds

Unrivalled, sustained, 'five nines' uptime and reliability

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Yealink





THE CLOUD CENTRAL SOFTWARE APPLICATION

The Cloud Central Phone Buddy puts the power of the Cloud Connect phone system on your desktop, laptop and smart devices.

The Cloud Connect desktop application shows screen popups when new calls, voicemails and messages arrive, and can provide full Windows softphone functionality to make and receive calls from your PC.

- Messages and alerts, with popups when they arrive
- Instant messaging and Presence
- Easy access to telephone directories with options to call, email or chat
- Integration with Salesforce, Zoho and other external CRM systems

On Windows PC's and laptops the floating dashboard allows you to keep Phone Buddy on screen, positioned where you want it, update your presence status quickly, access directories, view history, make calls and set up divers.



Auto Attendant

Auto Attendant allows callers to be automatically transferred to an extension without the intervention of an operator or receptionist. You can create a library of recorded greetings and instructions, and up to 125 individual menus and sub-menus.



Time-based Routing

Time-based Routing enables businesses to configure individual phones and voicemail messages for different times of the day or week. The schedule will automatically route inbound calls in specific ways for particular periods, eg. lunchtimes, weekends or holidays.



Mobile Softphone

The Cloud Connect mobile softphone is available for android and iOS devices. The App allows you to use your smartphone as a company phone extension. This enables you to keep in touch with your colleagues and contacts, wherever you are.



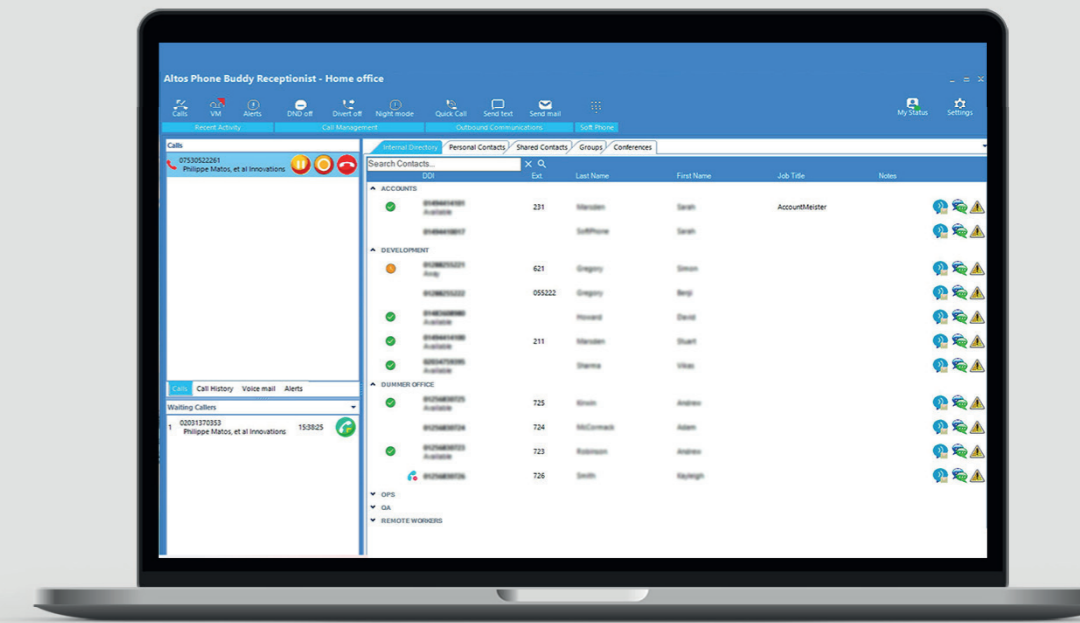
Call Recording

Call Recording allows companies to record calls on all or specific company phones. For each phone number, you may choose to record all calls or a specified percentage of calls, and whether you want to record just external or both internal and external calls.



Call Queues

Call Queues hold incoming calls when there are no free operators available. With Cloud Connect you can create up to 50 call queues and choose different music for different queues. The automatic reporting module generates two Call Queue reports, which can be viewed, downloaded and / or printed.



WALLBOARDS & REPORTING SOFTWARE



View performance statistics from your desktop or mobile device with Wallboards. Wallboards provide an essential insight into your call activity and help you manage the system even when you are away from the office.

The Cloud Connect wallboard displays call statistics across a group of phones, allowing Call Group members to monitor activity and respond to performance issues. Statistics can be displayed on any web-enabled and connected device.

Wallboards provide teams with a view of how they are performing, the number of callers in the queue and past activity, which can highlight when additional members may be required to login to cater for busy times.

Inbound Calls

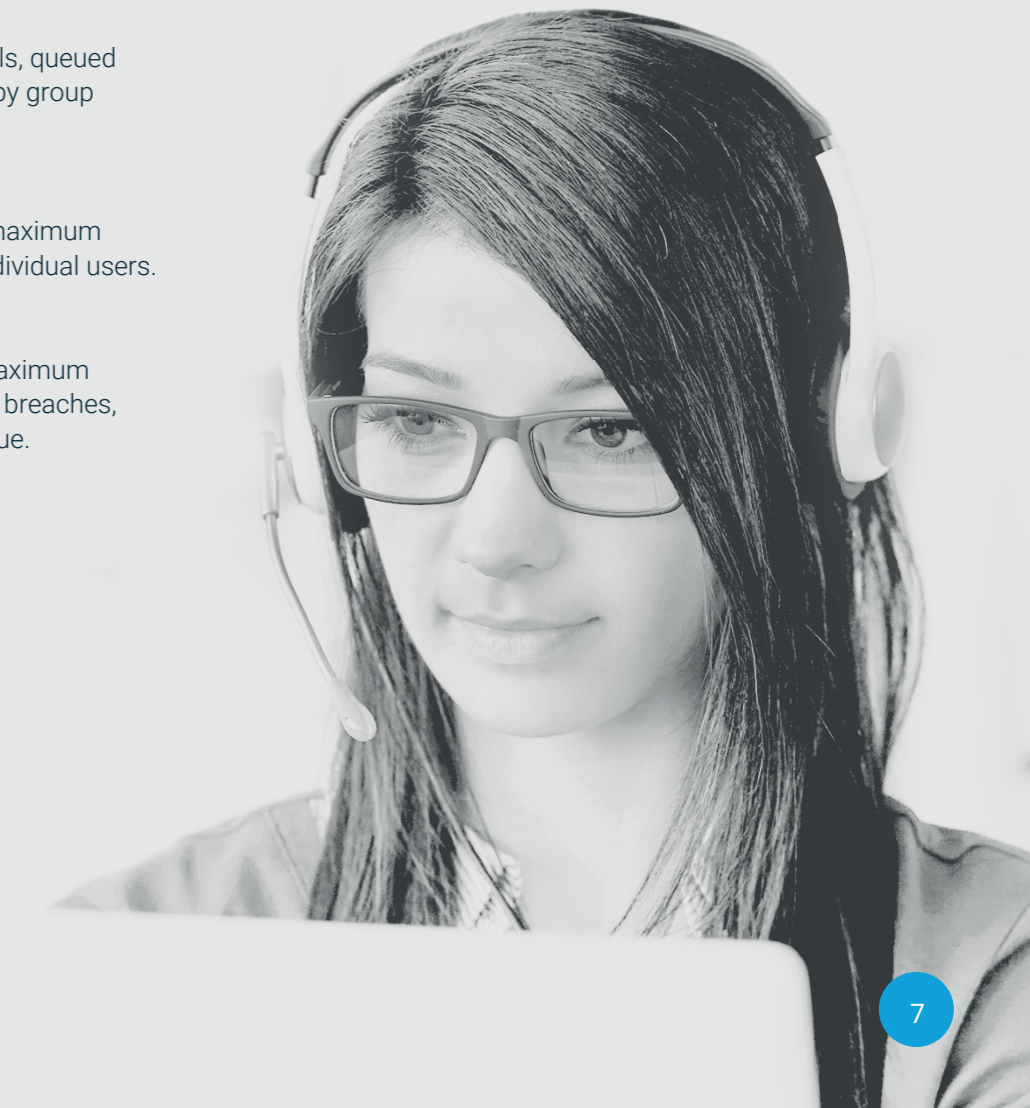
Answered calls, lost calls, queued calls and ring duration by group or individual users.

Outbound Calls

Average duration and maximum duration by group or individual users.

Queued Calls

Average queue time, maximum queue time, queue limit breaches, timeouts, callers in queue.



THE ADMIN PORTAL

Manage individual and user preferences with ease.

The portal allows customers to set their corporate and individual system preferences. Set up and manage your features including; time plans, call routing, call forwarding, simultaneous ringing and voicemail preferences, from the desktop, with ease.

Cloud Connect is fully brandable enabling you to add your own company logo on the portal and a number of available handsets.





DIGITAL TRANSFORMATION SPECIALISTS

Cloud Central understand that businesses today need to adapt and evolve to serve the ever-changing needs of their customers.

We deliver the most innovative technology, applications and the latest cyber security solutions to keep our clients data, desktop environment and infrastructure secure and instantly restorable, allowing them to remain competitive, productive and flexible.

Cloud Central's bespoke solutions will align your business technology requirements and contracts in a simple, easy-to-use way to ensure that you and your staff have the flexibility to work from any location - all with the peace of mind that our round-the-clock desktop support brings.

For more information about Cloud Central and our Cloud Connect telephony platform, contact us today...

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TEL. 01332 333220 EMAIL. ENQUIRIES@CLOUDCENTRAL.CO.UK VIEW. WWW.CLOUDCENTRAL.CO.UK



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