



CompleteCloud Voice

Gone are the phone bills, equipment expenditures and ongoing issues. CompleteCloud has enabled today's businesses to communicate more effectively, efficiently, and more affordably. We make connecting your mobile workforce and remote office locations easy and less expensive.

CompleteCloud Voice eliminates static and service degradation, giving your company superior voice quality and a crystal clear call experience - it's like you are talking in the same room! CompleteCloud Voice simplifies complex phone systems and outdated analog systems without complex hardware to install or maintain onsite. Best of all, geographically dispersed locations are united as though they are under the same roof.

CompleteCloud Voice is delivered as a per-handset (instead of per user) subscription service. It also includes our self-hosted PBX system, all voice telecom circuits, and can include Polycom HD voice SIP handsets or you can use existing SIP phone handsets.

CompleteCloud Voice Environment:

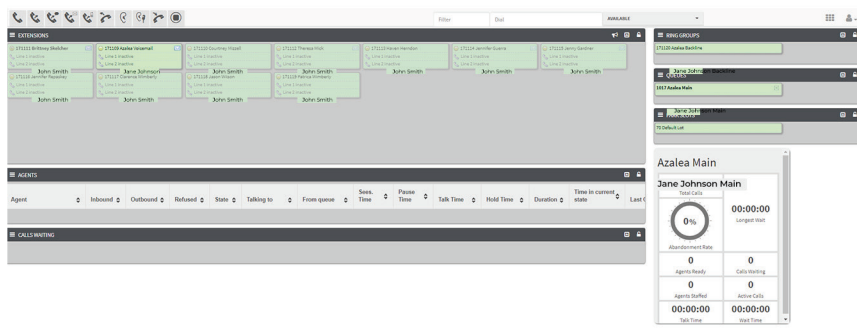
- Basic and advanced call center functionality
- Polycom HD Voice SIP Handset
- Local numbers and number portability
- POE Managed LAN switches
- Dedicated TI Internet for phones at each site (optional)

CompleteCloud Voice Key Features:

- Hosted PBX per customer
- Custom admin and user portal
- Custom Flash Operator Panel for employees
- Robust custom reporting
- Full auto-attendant, IVR (interactive voice response), call queuing capabilities, and unlimited hunt groups.
- Voicemail to email
- Follow me
- Video calls with video enabled phones
- Allowed access with some soft clients
- Call parking
- On-hold music
- Call recording
- HD voice quality
- Personal DID numbers
- 4 digit extension to extension dialing
- Advanced call forwarding, call waiting, and call screening



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With CompleteCloud Voice you get unparalleled insight into your company's call data. Now you have the capabilities to get robust and an in-depth look into your phone system with our Operator Panel. CompleteCloud Voice also empowers you to pull detailed call reports like never before.

- Sort recordings by call type, source, destination, time, or duration
- Call history by extension and inbound/outbound
- Searchable call reporting

Customization:

- CompleteCloud Voice brings a new level of customization for businesses. Voice allows you to customize every feature available to each individual employee. If you need to change permissions on single or multiple users, a quick call to our Support Team will have that changed in under a minute.

Support:

- We build, manage, and maintain CompleteCloud Voice ourselves and since we self-host, there is no 3rd party vendor involved, enabling us to provide quick and responsive support

