



# One powerful communications platform

Stay connected anytime, anywhere, and from any device.







# Essential collaboration tools to transform your business

Manage calls, voicemails, business texts, video conferencing, and more on any device and from any location, no matter the size of your company.

## **Reduce Costs & Simplify**

Cloud-based phones reduce equipment and maintenance costs

## **Scalability**

Grow as your business grows

## **Built for Remote Work**

Work from anywhere, anytime, and from any device



# Anywhere, Anytime Productivity

Video conferencing solutions allow you to meet face-to-face from anywhere with advanced features that include multi-screen share, no time limits, transcription, breakout rooms, and webinar capabilities. With all the powerful components in one application, your employees will no longer need to continuously switch between apps.



## Convenient Mobile App

Take your meetings on the go with the easy-to-use mobile app.



Your no-compromises business phone system can now live on your mobile phone, tablet, and computer as comfortably as on your desk. And with options like OneCloud Mobile, a dedicated sim card solution, there is no reason your business can't always be wherever you are.

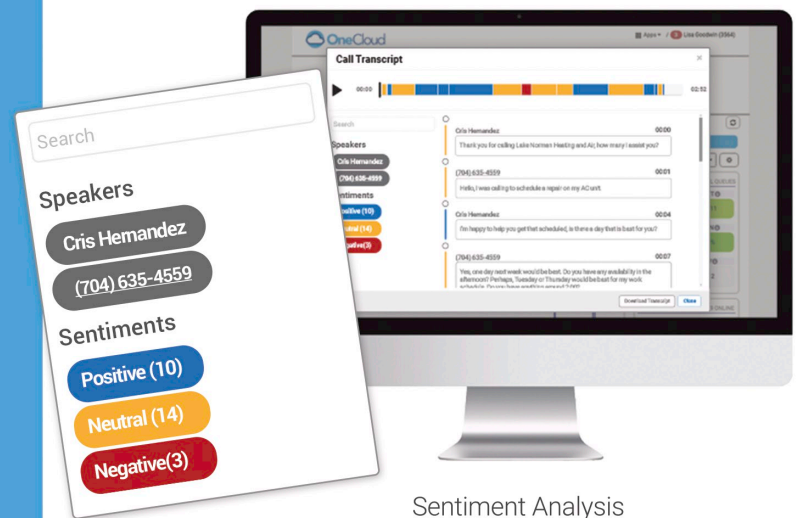


# Contact Center

Get the tools and analytics you need to better manage your call center, while increasing customer satisfaction. OneCloud CCaaS extends functionality beyond the desktop phone and physical call center to deliver the experience your customers want - anytime, anywhere, and from any device.

# Enhanced Reporting

With a visual analysis of every call, you can stay on top of customer experience, making sure they receive the best possible service from your call center.



# Feature-rich User Portal

Set up and be the expert in minutes. Manage users and devices, create answering rules, and see detailed call analytics through out-of-the-box dashboards.



Home



Call Center



Messages



Contacts



Answering Rules



Time Frames



Phones



Call History



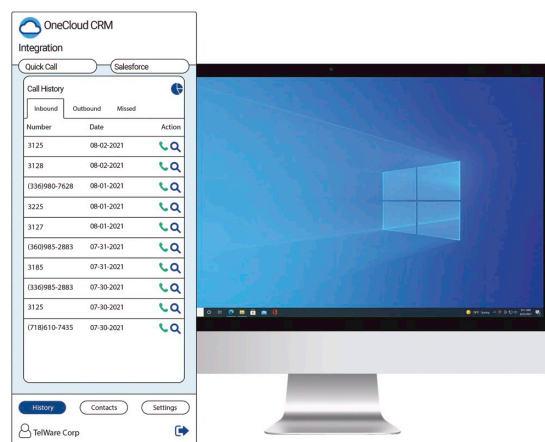


# Integrations to Boost Productivity

With open APIs, OneCloud extends communications functionality by connecting with over 50 applications and tools you already use.

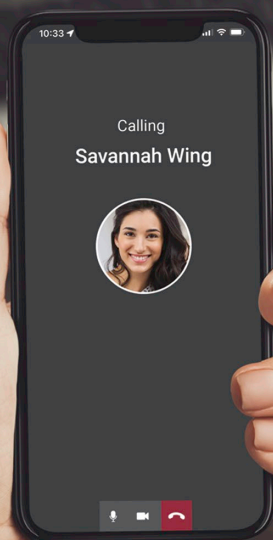
## CRM Tools

Seamlessly integrate with dozens of popular CRM applications, using the CRM Integrator for Windows, Google Chrome extension, and even natively within Salesforce.



## Give Teams the Power of Phone

Looking at a Microsoft Teams Integration? With OneCloud, you don't ever have to leave the Teams application to utilize powerful, modern phone system features.





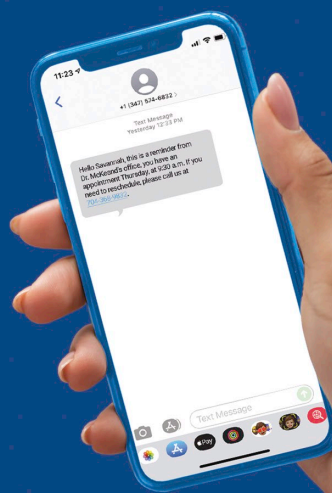


Free yourself from outdated machines and provide encryption and HIPAA-compliant security throughout your organization.



AlertBlast is a modern and easy-to-use broadcasting solution designed to send alert notifications, emergency alerts, or marketing messages to contacts deployed across multiple channels, including SMS, voice, email, paging, and more.

One Message.  
Multiple Channels.





## User Features

**Anonymous Call Rejection**

**Authentication by Digest**

**Busy Lamp Field**

**Call Forwarding**

- Sync with Server

**Call Logs (Inbound and Outbound)**

**Call Monitoring**

- Automatic Recording
- Supervising Mode
- Silent Monitoring

**Call Notify**

**Call Park**

**Call Pick Up**

- Call Pick Up Department
- Call Pick Up Domain
- Directed Call Pickup

**Call Recording**

**Call Return**

**Call Status (Real-time)**

**Call Transfer**

- Attended Transfer
- Blind Transfer
- Intercom Transfer
- Transfer to Voicemail

**Call Waiting**

**Calling Line ID Delivery Blocking**

**Calling Name Retrieval**

**Conferencing**

- Audio Conference Bridges
- Invite Attendees
- Multiply Conference Bridges
- Invite Attendees
- Multiple Conference Rooms
- Scheduled /Instant Conference
- Web-based Setup

**CDRs**

**Charge or Billing Number**

**Client Call Control**

**Conferencing (Multi-Way Calling)**

**Device Auto Provisioning**

**Direct Inward Dialing**

**Directed Call Park**

**Directed Call Pickup**

**Do Not Disturb**

**Extension Dialing**

**External Calling Line ID Delivery**

**Hunt Groups**

**Instant Messaging/Chat**

**Intercom**

**Internal Calling Line**

**Last Number Redial**

**Message Waiting Indicator**

**Mobile Apps**

**Music-On-Hold**

- System Default
- Personalized

**Phone Status**

**Presence**

**Privacy**

**Selective Call Acceptance**

**Selective Call Rejection**

**SMS/MMS Queuing**

**Simultaneous Ring**

**Shared Call Appearance**

**Three-Way Call**

**Two-Stage Dialing**

**Video Calls**

**Voicemail**

- Default Greetings
- Customizable

**Greetings**

- Name Recording
- Email Notification
- Voicemail Forwarding
- Forwarding to Email
- User Portal (View, Save Delete)
- Voice Messaging Group
- Voice Messaging Call

**Web Phone**

**Web User Portal**

- Contact List with Presence
- Click to Call
- Inbound Call Handling Rules
- Screen Pops
- Messaging

## System Features

**Automatic Call Distribution**

**APIs**

- Access All System Functions
- Call Control
- Configurable OAuth
- Event Subscriptions (webhook)
- Mature and Well Documented

**Auto Attendants**

- Personal Auto Attendants
- Scheduled Auto Attendant
- Chained Auto Attendants

**Barge In**

**Business Trunking**

**Call Intercept**

**Call Park**

**Custom Integrations**

- Over 40 Integrations
- Salesforce Adapter
- Virtual Office Control Panel
- Hospitality and Resort Systems
- Click-to-Call

**CDRs**

**Click-to-Call from CMS**

**Configurable Extension Dialing**

**Configurable Feature Codes**

**Configurable Directories**

**Custom Integrations**

**Department Support**

**Device Inventory**

**Device Provisioning**

- Customized Directories
- Domain and Device Overrides
- MAC Management
- Remotely Triggered Updates
- Supports Major SIP Phones
- Zero Touch Device
- Configuration

**Fault Tolerant**

- Active-Active Architecture
- Geo-distributed
- Highly Scalable
- Rolling and Hitless Upgrades

**Group Announcements**

**Group Custom Ringback**

**Group Instant Messaging**

**Highly Scaleable**

**Hot Desking**

**Hoteling**

**Hunt Groups**

**Instant Group Call**

**Listen in**

**Office Manager Portal**

- Active Calls Wallboard
- Auto Attendant Designer
- Call Records
- Call Statistics
- Conference Bridge Configuration
- Device Provisioning
- Moves, Adds, Changes
- Music on Hold Upload
- Queue Management

**Night Mode**

**Paging**

**Regulatory Compliance**

- 911 Emergency Calling Solution
- CALEA (lawful intercept)

**Remotely Triggered Updates**

**Rolling and Hitless upgrades**

**Security and Fraud Detection**

- Auto Block Failed Registrations
- Auto Block SIP Port Scanning
- Auto Block Promiscuous SIP
- Devices
- Velocity Filter for Bad Digits

**Self-service IVR**

**Simultaneous Ring (group)**

**Supports Major SIP Phones**

**SIP Trace**

**SIP Trunking**

**STIR/SHAKEN**

**Redundancy**

**Time-Based Routing**

**Quality of Service Monitoring**

**Zero Touch Device Configuration**

## Group Features

**Automatic Call Distribution**

**Auto Attendants**

- Personal Auto Attendants
- Scheduled Auto Attendant
- Chained Auto Attendants

**Automated Callback**

**Barge In**

**Call Intercept**

**Call Park**

- Directed
- Dynamic

**Calling Group ID Deliver**

**Configurable Extension Dialing**

**Configurable Feature Codes**

**Configurable Directories**

**Contact Center/Queue**

**Department Support**

**Group Announcements**

**Group Custom Ringback**

**Group Instant Messaging**

**Hot Desking**

**Hoteling**

**Hunt Groups**

**Instant Group Call**

**Listen In**

**Login/Logout**

**Office Manager Portal**

- Active Calls
- Auto Attendant Designer
- Call Records
- Call Statistics

**Night Mode**

**Paging**

**Real-time Analytics Wallboard**

**Simultaneous Ring (group)**

**Skill-based Routing**

**Queue Priorities**

**Whisper**



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