Cloud™
SERVICE NETWORKS
THE VOICE OVER IP COMPANY.

A Modern Cloud-Based Voice Solution

Get the power of UCaaS

Unified communications as a service (UCaaS) delivers instant connectivity through the cloud to improve communication and collaboration. UCaaS reliably and securely delivers features and tools to enable your on-site and remote teams to work better, collaborate faster, and perform smarter, making it one of the most in-demand voice and collaboration solutions for hybrid workforces.

Our UCaaS platform delivers:

- **Phone service with business capabilities:** Includes call recording and transcription, conferencing, auto attendants, call queues, and time frames.
- **Call center:** Integrated call center capabilities offer interactive voice menus, call queues, recording, and reporting so your agents can provide a great customer experience.
- **Mobile, web, and desktop UC clients:** Enable your employees to leverage the platform's features wherever they are.
- **PBX and call center reporting:** Get access to statistics and analytical data.
- **Advanced telco services:** Phone numbers, toll- free numbers, 911 and e911 services, caller ID with name, and spam protection.
- **Convenient portal:** Role-based access for basic users, agent users, office managers, etc.

Additional features

We also offer a range of optional add-ons for even more functionality to meet the needs of your business.

- **Contact Center** that expands on basic call center functionality to deliver advanced capabilities for a true omni-channel experience—with a clean and intuitive interface.
- **Integrations** for 200+ CRMs with click-to-call and contact popups, as well as Microsoft Outlook and Microsoft Teams Connector.
- **Business SMS** with keyword responders and QR codes, appointment reminders, SMS blast campaigns, and more.
- **Real-time web conferencing** that provides web presentation, live multi-user video and audio conferencing, and remote desktop support capabilities.
- **Microsoft Teams Connector** that makes connecting to Microsoft Teams simple.
- **Faxing solutions**, including HIPAA-compliant virtual fax as well as ATA options.

Delivering peace of mind

- **Reliable:** Our cloud-based platform delivers the utmost reliability with a geo-redundant network with four nodes across the U.S. to support your critical phone systems.
- **Compliant:** HIPAA-compliant PBX, 10DLC for SMS, STIR/SHAKEN, Ray Baum, and Kari's Law.

CONTACT US TO LEARN MORE

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