

Hosted PBX

Overview



Benefits

- **Manage Costs**

Increase staff productivity, decrease operating costs, and get rid of that ridiculously expensive phone system and huge phone bills!

- **Utilise the latest IP Phones**

Cloudcall integrates fully with Yealink IP phones offering not only a full set of functionalities, but a great looking device at a very reasonable price.

- **Leading VoIP Network**

Cloudcall utilises the Centracom VoIP network boasting a 4.2 / 5 MOS (Mean Opinion Score), meaning that calls are above "Good" sound quality.

- **Interbranch Efficiencies**

Seamlessly transfer calls to other branches, as well as receive free interbranch calls.

- **Retain Momentum**

With the right connectivity in place, additional extensions are deployed in minutes and users do not need extensive training, allowing customer agility.

- **Unified Solution**

Use Cloudcall Lite extensions seamlessly with Cloudcall Business, Call Centre and Mobile extensions

Cloudcall Lite provides businesses with a basic Hosted PBX extension that provides full functionality on Yealink IP Phones on the Centracom VoIP Network. Cloudcall Lite extensions are seamlessly integrated with Cloudcall Business, Call Centre and Mobile extensions, offering a unified solution across the differing communication end-points within a business.

Cloudcall

Key Features



Key Features

VoIP Call Rates & Free Interbranch Calls

Instant Messaging Server

Voice Conferencing

Video Conferencing*

Desktop Softphone

Call Centre Agent/Supervisor Softphone

IP Phone Integration

Mobile Softphone (iOS and Adroid)

FoIP Service

Telephone Management System (TMS)

Voice Recording

MS Outlook Integration

Standard and Enhanced Features

	Lite R50 / user / month	Business R85 / user / month	Call Centre R400 / user / month
VoIP Call Rates & Free Interbranch Calls	Yes	Yes	Yes
Instant Messaging Server	No	Yes	Yes
Voice Conferencing	Yes	Yes	Yes
Video Conferencing*	No	Yes	Yes
Desktop Softphone	No	Yes	No
Call Centre Agent/Supervisor Softphone	No	No	Yes
IP Phone Integration	Yes	Yes	Yes
Mobile Softphone (iOS and Adroid)	R30 per month	R30 per month	No
FoIP Service	No	Yes	Yes
Telephone Management System (TMS)	Yes	Yes	Yes
Voice Recording	R199 per month	R199 per month	R199 per month
MS Outlook Integration	N/A	Yes	Yes
Standard and Enhanced Features	Yes	Yes	Yes

Call Centre

Call Center Agent Softphone

Call Centre Supervisor Softphone

Call Centre Dialer Interface

Wallboard Display

Queues Callback

Call Center Agents

Skills Based Routing

Queue and Agent Statistics

Real Time Queue - Agents Monitoring

Dialer and Campaign Management**

Call Center Agent Softphone	No	No	Yes
Call Centre Supervisor Softphone	No	No	R50 per month
Call Centre Dialer Interface	No	No	Yes
Wallboard Display	No	No	Yes
Queues Callback	No	No	Yes
Call Center Agents	No	No	Yes
Skills Based Routing	No	No	Yes
Queue and Agent Statistics	No	No	Yes
Real Time Queue - Agents Monitoring	No	No	Yes
Dialer and Campaign Management**	No	No	Yes

* Enabled through 3rd party hardware.

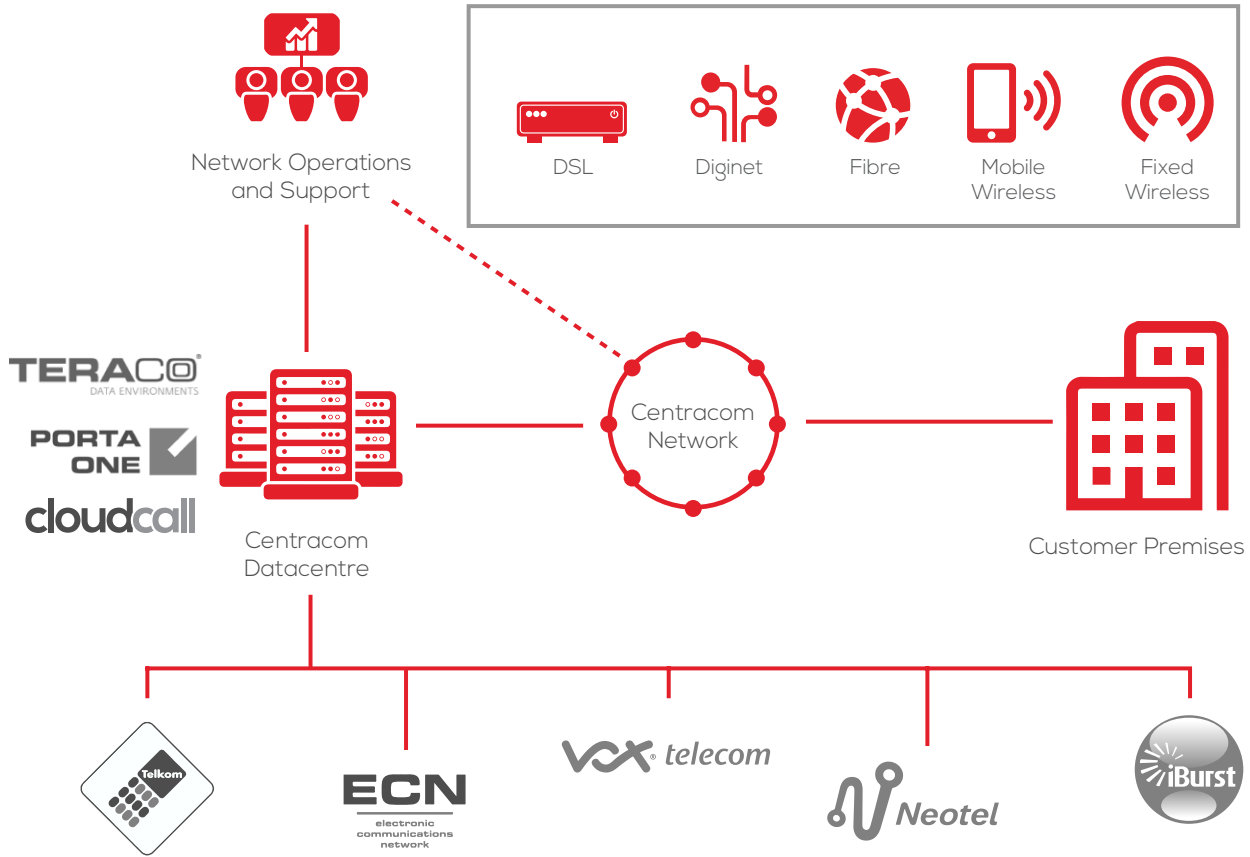
** Dialer software license not included. This needs to be quoted separately and is based on concurrent calls.

Centracom Network

The Centracom Network

cloudcall
lite edition

CONNECTIVITY SOLUTIONS



4.2 / 5
MOS Rating



Five Point
Network Failover



[24]7
Service Desk

Minutes

Landline

Save 10%-20% on home soil. When it comes to our landline offering the numbers speak for themselves. Centracom offers some of the lowest landline call rates in South Africa, in fact, Centracom will save you an average of **10% – 20%** on your landline calls.

Mobile

Save 20% – 30% on the go. Even with the latest legislative changes by ICASA's, Centracom still offers some of the lowest mobile rates in South Africa saving you an average of **20% – 30%** on your mobile calls.

International

Save 50% beyond our borders. Our competitive pricing reaches even beyond our borders. Centracom offers some of the lowest international call rates in South Africa. On average Centracom will save you approximately **50%** on your international calls.

VoIP Rate Profile*	1	2	3	4
<small>(We bill per second. All rates ex VAT.)</small>				
Billing Thresholds	R0 - R10 000	R10 001 - R20 000	R20 001 - R50 000	R50 001 & Over
Interbranch / On-Net per min	Free	Free	Free	Free
Landline - Peak per min	38c	33c	25c	23c
Mobile - Peak per min (Vodacom / MTN)	79c	65c	45c	35c
Mobile - Peak per min (Cell C / 8ta)	99c	85c	65c	55c
International per min	Charged Per Destination			

*Network and Maintenance charges apply as per Centracom T&C's

powered by
centracom

Hosted PBX

IP Phones

Desktop IP Phones



Yealink T40P



Yealink T27G



Yealink T29G



Yealink T40G



Yealink T46S



Yealink T48S



Yealink T54S

Audio Conferencing



Yealink CP920



Yealink CP960



Yealink EXP20



Yealink EXP40



Yealink EXP50

Expansion Modules

Video Collaboration



Yealink VC120
Video Conferencing Endpoint



Yealink VC400
Video Conferencing System



Yealink VC500
Video Conferencing System



Yealink VC800
Video Conferencing System

Wireless IP Phone



Yealink W52P



Yealink W56P



Yealink W60P

Mobile Application



iOS & Android

Cloudcall

Full Features



Standard Features

Number Porting
Call Line Identity (CLI)
IVR Auto Attendants
Voice Conferencing
Enhanced ACD Queues
Voice Recording
Call Monitor
Conferences Permissions
CDR Search
Pin-Code Dialling
Music On Hold
FAX over IP (FoIP) with T.38 technology
Instant Messaging Server
Least Cost Routing
Ring Groups
Company/System Directory
BLF parking slots monitoring
Desktop Softphone
Mobile Softphone (iOS and Android)
Video Conferencing *
ViBE

Lite	Business	Call Centre
R50 /user / month	R85 /user / month	R400 /user / month
Yes	Yes	Yes
R51 per month	R51 per month	R51 per month
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
R199 per month	R199 per month	R199 per month
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
No	Yes	Yes
No	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
No	Yes	N/A
R30 per month	R30 per month	No
No	Yes	Yes
Yes	Yes	Yes

Enhanced Features

Follow Me
Group Hunt
Call Forwarding
Do Not Disturb
Call Park
Call Pickup
Call Filters & Blocking
Speakerphone Paging
Directory / BLF List
Speed Dial
Monitor Queues
Call Monitoring
Phone Callback
Overhead Paging
Paging/Intercom
System Operation Times
Playback (POPI compliant Voice Recording)
Random Number Generator

Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
No	No	Yes
Yes	Yes	Yes
No	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
+3c per minute	+3c per minute	+3c per minute
N/A	N/A	+3c per minute

* Enabled through 3rd party hardware.

Cloudcall

Full Features



Call Centre

	Lite R50 / user / month	Business R85 / user / month	Call Centre R400 / user / month
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Wallboard Display	No	No	Yes
Queues Callback	No	No	Yes
Call Center Agents	No	No	Yes
Skills Based Routing	No	No	Yes
Queue and Agent Statistics	No	No	Yes
Real Time Queue - Agents Monitoring	No	No	Yes
Dialer and Campaign Management*	No	No	Yes

Voicemail

Enhanced Voicemail	Yes	Yes	Yes
Operator/Exit Digit	Yes	Yes	Yes
Unified Messaging	Yes	Yes	Yes
TimeZones Support	Yes	Yes	Yes
Voicemail Groups	Yes	Yes	Yes

Integration

MS Outlook Integration	Yes	Yes	Yes
SugarCRM	Yes	Yes	Yes
Salesforce	Yes	Yes	Yes

System Administration

Web Browser Administration	Yes	Yes	Yes
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Setup, Configuration & Install

Phones Auto Config/Provisioning	Yes	Yes	Yes
Set-up Cost **	R2 500 + R650 per hour	R2 500 + R650 per hour	R2 500 + R650 per hour
Term	24/30/60	24/30/60	24/30/60
Maintenance & Support	1 st year included	1 st year included	1 st year included

*Dialer software license not included. This needs to be quoted separately and is based on concurrent calls.

** Pre-site and Installation (up to 8 extensions) included. R650 per hour (4 extensions) thereafter.