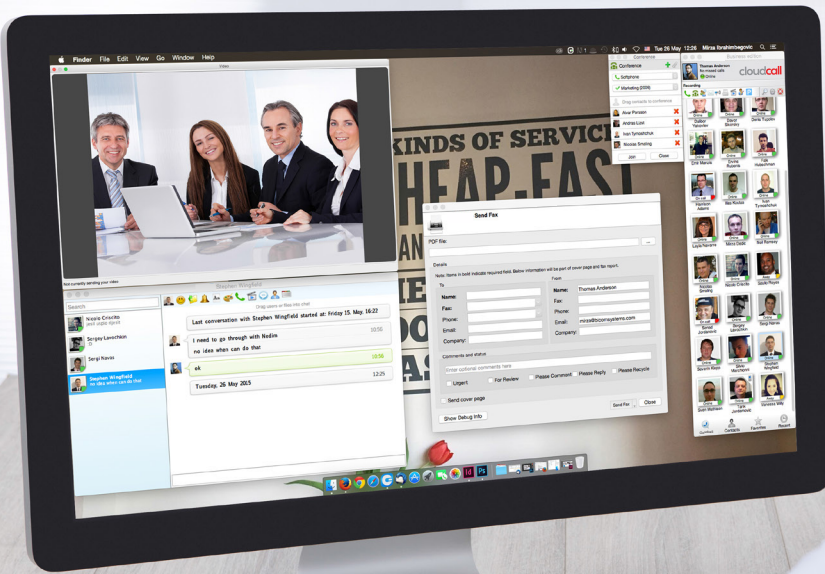


Desktop Application Overview

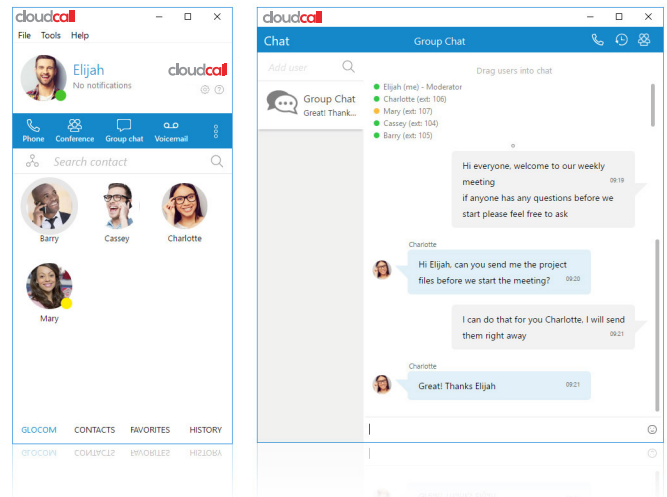
cloudcall
business edition



Make Calls On Your Home Desktop As If You Were In The Office

Standard with Cloudcall Business and Call Centre Hosted PBX extensions.

Cloudcall Business Edition is a unified communications tool of immense capabilities. You may finally rely on a single desktop application to handle your entire day-to-day communication. Having Voice and Video calls, Conferencing (Static and Dynamic), Instant messaging, Faxing, File sharing, CRM and Outlook integration is bound to liven up your work day, and enable you to work from anywhere. Sit back and enjoy!



Manage Costs

Control costs of your company operations. Get rid of that ridiculously expensive phone system and huge phone bills – now

Control Your Time

With Cloudcall presence functions – plan how and when to communicate with your colleagues. Know the instant someone hangs up with the call when available feature... no need to watch a BLF.

Callback to GSM/PSTN Numbers

Besides your deskphone, gloCOM can also be used to call back any phone number, mobile or landline. Once you answer the call on your mobile phone (for example), you will still be able to use all the features available in gloCOM in order to control the call through the desktop application.

Stay In Motion

Cloudcall is fully unified across devices allowing you to switch phones without the need to hang up the call.

Centralized Contacts

Having everything in the right place will allow the agent to do their job without the need to open multiple tabs in their browsers, the CRM add-on will open the relevant tabs from their CRM system for them.

Reduce Workload

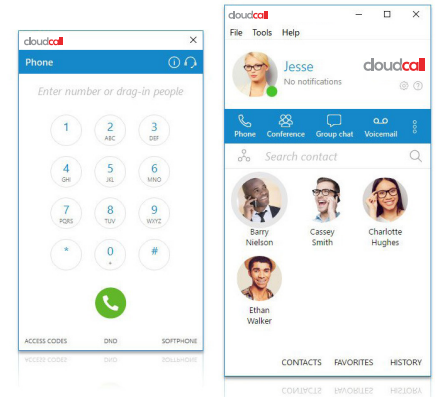
As Cloudcall makes each task a little bit easier, it actually reduces workload and stress, saving time and money!

powered by
centracom

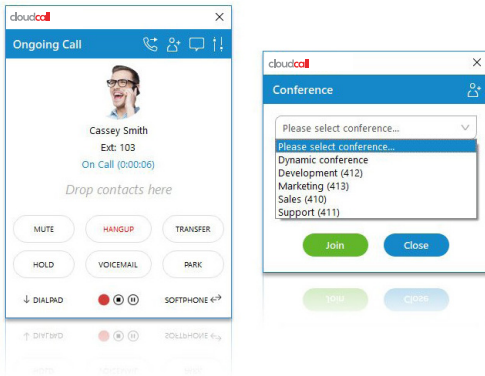
Desktop Application Overview

High-quality softphone, full control over all calls

Cloudcall Desktop provides a dialpad similar to a standard VoIP desk phone, with a slightly improved layout and functionality. The wide variety of features and actions provided by Softphone are perfectly suited to modern and computerized communication. Your desk phone is simply not needed anymore. Manage all aspects of your calls visually. No more hassle over dialing a number published on a web page or contained in an email. Access your voicemail inbox instantly and transfer calls directly to desired extensions. With Cloudcall, everything is simply a click away.



Switch between calls or conferences



Cloudcall Desktop allows a user to use all unified comms and standard comms features. Create and control dynamic conference calls on any SIP phone or SoftPhone.

Convert two-way calls into a conference call, and add as many participants as you'd like (dynamic conferencing).

Use drag & drop to easily add a third person to your phone call conversation. The added person receives a call and upon answering they will join the conference call. You can add as many users as needed.

Headset Integration



Yealink

R650 once off
From R17.36 across 60 months

Jabra

R710 once off
From R19.01 across 60 months



Key Features

Softphone (Instant Messaging, Video Conferencing, FoIP, MS Intergration)
VoIP Call Rates & Free Interbranch Calls
Telephone Management System (TMS)
Voice Conferencing
Voice Recording
Mobile Softphone (iOS and Adroid)
Standard and Enhanced Features

	Most Popular	
Lite	Business	Call Centre
R50 / user / month	R85 / user / month	R400 / user / month
No	Desktop	Agent
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
R199 per month	R199 per month	R199 per month
R30 per month	R30 per month	No
Yes	Yes	Call Centre