



Cloudcall365 fully integrated hosted telephony platform, with a strong set of business telephony features and optional Callswitch bolt-ons that are essential for any Unified Communications strategy.



**CRM
integration**



**Unlimited call
conferencing**



**Call
recording**



Click-to-dial



Mobile app



Hot desking



Intuitive portal

Cloudcall365 PC Soft Phone – Included

PC Soft phone included free with every subscription, use your PC, and desk phone in the same (unified) way for:

- Conferencing
- Drag & drop
- Call transfer
- Call pickup
- Voicemail

And much more!



Included Free for every user!

Cloudcall365 Mobile App - Optional Bolt-on

Our **Mobile App** application allows you to move your business forward at a pace you never imagined.

Available on all iOS and Android smart phones, users can use their devices as an office extension.



Bolt-on available for every user!

Free Yealink Handset



Cloudcall365 is best suited to Yealink hardware.

Yealink
EASY VoIP

Included Free for every user!

Cloudcall365 CRM Integration – Optional Bolt-on

We offer 2 options for CRM integration, standard and CRM+.

Our standard platform is plug-and-play ready for integration with the following software and can be can be integrated with any other CRM system via a custom solution.

The CRM functionality provides screen popping of the chosen CRM and integrates it with certain desktop features such as desktop contacts searching.



Bolt-on available for every user!

Cloudcall365 CRM+ – Optional Bolt-on



OUT-OF-THE-BOX INTEGRATION WITH OVER 30 CRM PLATFORMS

CRM+ is our only add-on service. It takes our integration to the next level, allowing users to easily capture every interaction.

Customers are identified immediately, with their notes instantly available. Each and every call, lead and opportunity is automatically updated with the full call record, recording and outcome, direct into your CRM.

Bolt-on available for every user!

Cloudcall365 Call Conferencing - Included

Easy to use, **Call Conferencing** enables you to manage meetings remotely. It allows you to focus on done business and save significant amounts of your time and money.

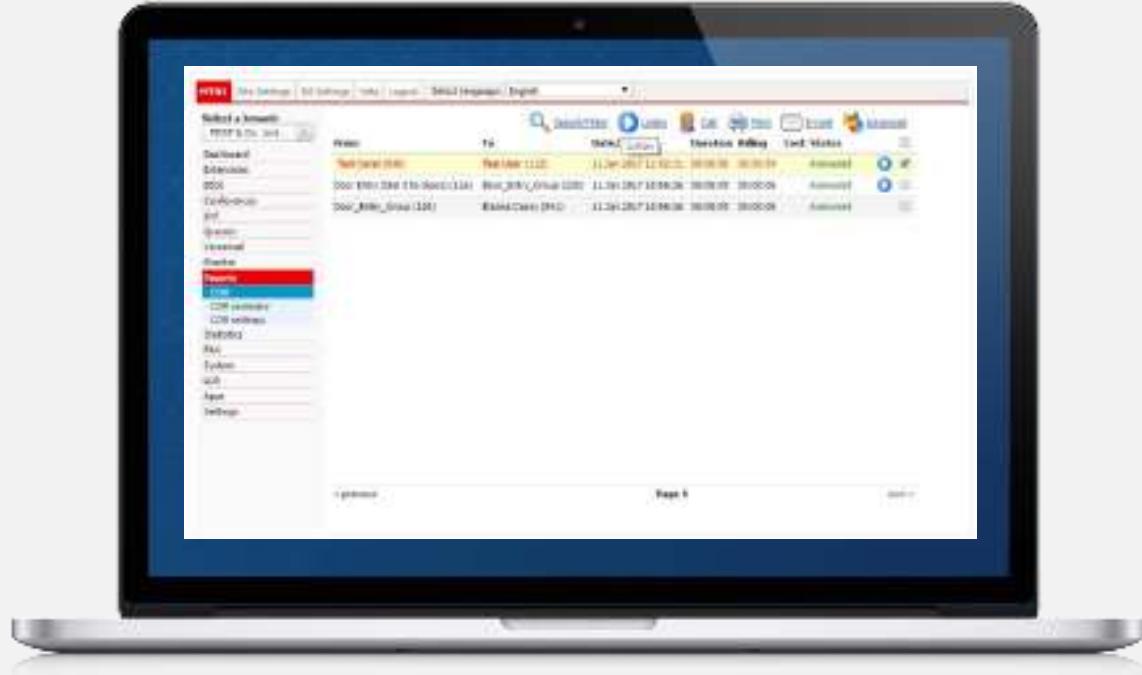
Maximum of 246 Party with ad-hoc or bridge facility.



Included Free for every user!

Cloudcall365 Call Recording – Optional Bolt-on

Call Recording allows you to record and archive all inbound or outbound calls. Stored locally for 3 months with the option to archive to AWS S3 for 6 years.



Bolt-on available for every user!

Cloudcall365 Hot Desking - Included



Full **Hot Desking** with login via extension number and pin. All settings passed through to logged-in device.

Included Free for every user!

Cloudcall365 Fax to Email & Email to Fax - Included

Users may send any document as a fax directly from the application (MS Word, MS Excel, etc...) or send faxes directly from our PC soft phone interface (PDF files only).

You can receive faxes on the PC soft phone and read them directly from your computer. User also have access to Fax history of received files.



The screenshot shows a window titled "Send Fax - CallSwitch". The window contains a "PDF file" field with a blue button to its right. Below this is a "Details" section with a note: "Note: Items in bold indicate required field. Below information will be part of cover page and fax report." The "To" and "From" fields are populated with "Search" and "Liliana Carvalho" respectively. The "Fax:", "Phone:", and "Email:" fields are empty. The "Company:" field is also empty. Below the fields is a "Comments and status" section with a text area for "Enter optional comments here" and a row of checkboxes: "Urgent", "For Review", "Please Comment", "Please Reply", and "Please Recycle". The "Send cover page" checkbox is checked. At the bottom left is a "Show Debug Info" button, and at the bottom right are "Send Fax" and "Close" buttons. A resolution menu is open at the bottom right, showing options: "Standard Resolution (204x98)", "Fine Resolution (204x196)", and "Superline Resolution (204x391)".

Included Free for every user!



Our optional call centre bolt-on offers users exceptional levels of customer service at the same time as enhancing Agent productivity. Fully scalable, it offers real-time monitoring and queue stats at the same time as providing additional levels of management and administrator control.



**Unlimited
ACD
Queues**



**Call
Agents**



**Comprehensive
Reporting**



**Real Time
Queue Stats**



**Real Time
Monitoring**



Wallboard



**Managed
Control**



Scalability

Cloudcall365 Call Centre – Optional Bolt-on

Call centre offers users exceptional levels of customer service at the same time as enhancing Agent productivity. Fully scalable, it offers real-time monitoring and queue stats at the same time as providing additional levels of management and administrator control.



Bolt-on available!

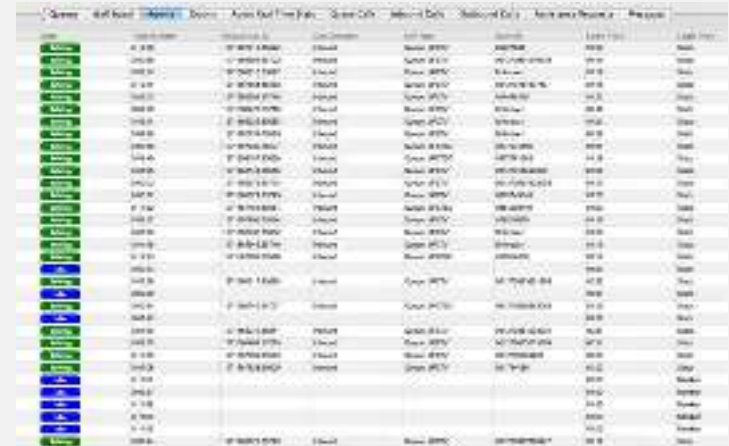
Cloudcall365 Call Centre – Optional Bolt-on

Call Centre Supervisor Edition is designed to maximise workflow and efficiency of Call Centre Supervisors.



LIFECITY		
CALLS IN	CALLS ANSWERED	CALLS TRANSFERRED
1486	1264	222
CALLS IN QUEUE	AGENTS IN	AGENTS TALKING
22	0	25
AGENTS PENDING	SECONDS IN QUEUE	MAX WAIT TIME
4	215.866	807
CALLS ANSWERED (%)	CALLS ANSWERED (%)	SEVERE LEVEL (%)
85.06 %	14.94 %	48.24 %

Wallboard facility enables Supervisors to display crucial statistics related to each queue in a more comprehensive way.



Name	Agent ID	State	Time in State	Unique Call ID	Call Type	Login time	Logout time	Call Type	Call Type
John	1001	Available	00:00:00	1001-1001-1001	1001	1001	1001	1001	1001
John	1002	Available	00:00:00	1002-1002-1002	1002	1002	1002	1002	1002
John	1003	Available	00:00:00	1003-1003-1003	1003	1003	1003	1003	1003
John	1004	Available	00:00:00	1004-1004-1004	1004	1004	1004	1004	1004
John	1005	Available	00:00:00	1005-1005-1005	1005	1005	1005	1005	1005
John	1006	Available	00:00:00	1006-1006-1006	1006	1006	1006	1006	1006
John	1007	Available	00:00:00	1007-1007-1007	1007	1007	1007	1007	1007
John	1008	Available	00:00:00	1008-1008-1008	1008	1008	1008	1008	1008
John	1009	Available	00:00:00	1009-1009-1009	1009	1009	1009	1009	1009
John	1010	Available	00:00:00	1010-1010-1010	1010	1010	1010	1010	1010
John	1011	Available	00:00:00	1011-1011-1011	1011	1011	1011	1011	1011
John	1012	Available	00:00:00	1012-1012-1012	1012	1012	1012	1012	1012
John	1013	Available	00:00:00	1013-1013-1013	1013	1013	1013	1013	1013
John	1014	Available	00:00:00	1014-1014-1014	1014	1014	1014	1014	1014
John	1015	Available	00:00:00	1015-1015-1015	1015	1015	1015	1015	1015
John	1016	Available	00:00:00	1016-1016-1016	1016	1016	1016	1016	1016
John	1017	Available	00:00:00	1017-1017-1017	1017	1017	1017	1017	1017
John	1018	Available	00:00:00	1018-1018-1018	1018	1018	1018	1018	1018
John	1019	Available	00:00:00	1019-1019-1019	1019	1019	1019	1019	1019
John	1020	Available	00:00:00	1020-1020-1020	1020	1020	1020	1020	1020

Display active agents status and relevant data like Name, Agent ID, State, Time in State, Unique Call ID, Call Type, Login time, etc.

Bolt-on available!



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