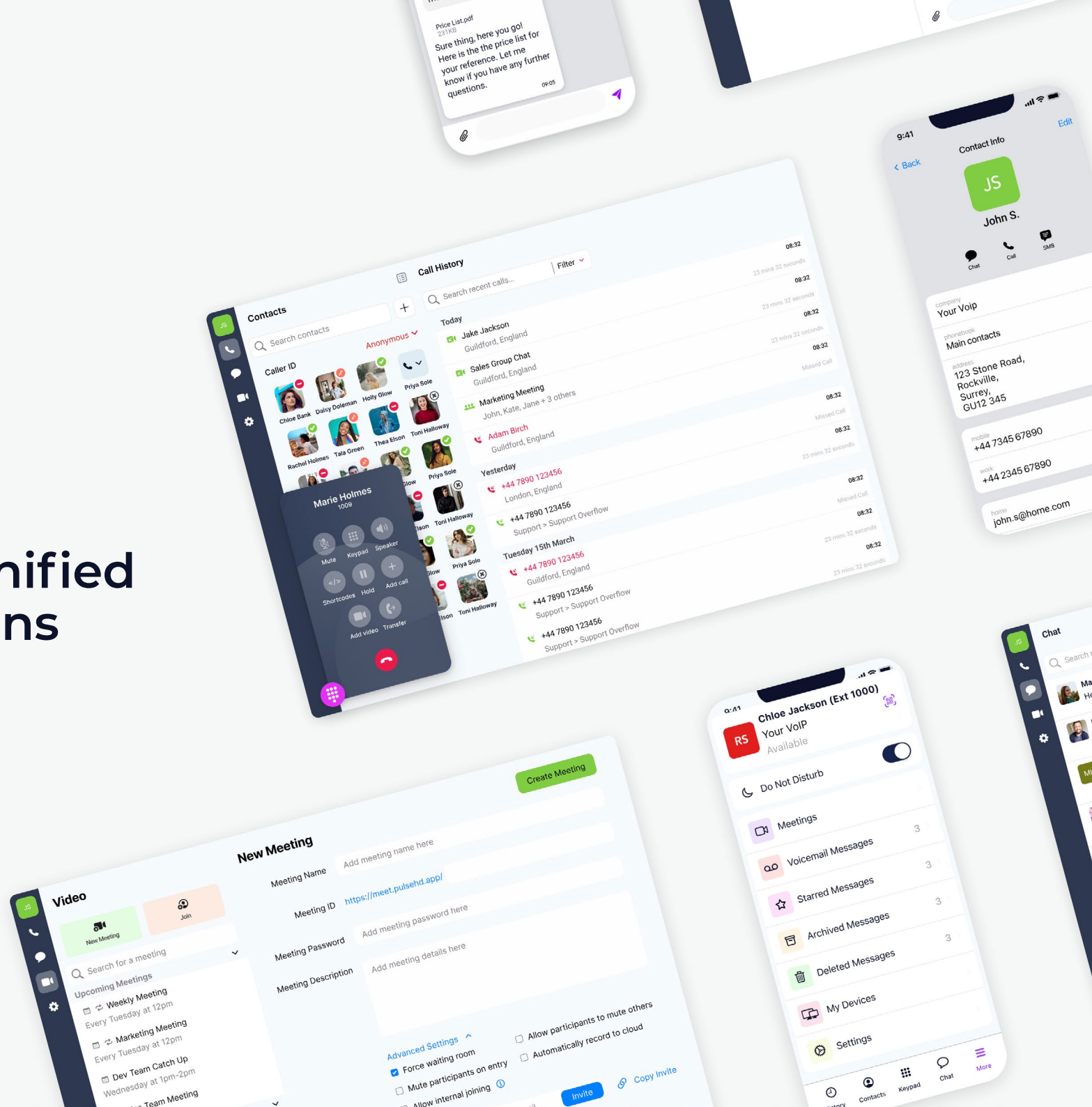
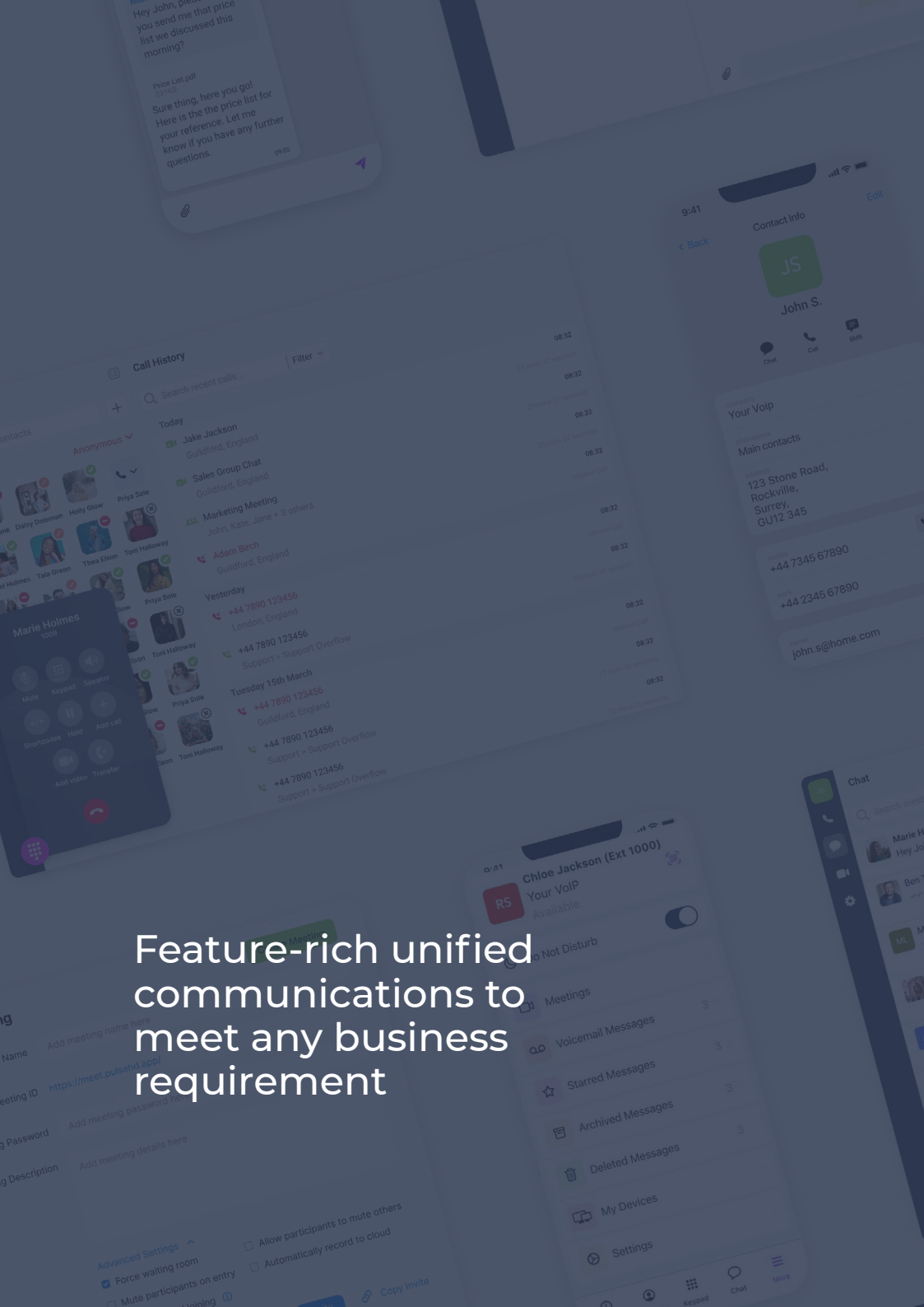




# Feature-rich unified communications solutions





Feature-rich unified communications to meet any business requirement

# Contents

INTRODUCING OUR UCAAS SOLUTION	3
SOFT CLIENT APPLICATIONS	4
SECURE ADMINISTRATIVE DASHBOARD	5
ADVANCED CALL MANAGEMENT	6
SMS MESSAGING	7
INTEGRATED VIDEO MEETINGS	8
DESK PHONE COMPATIBILITY	9
GIVE MICROSOFT TEAMS A VOICE	10
CRM INTEGRATION	11
CLOUD STORAGE INTEGRATIONS	12
CALL RECORDING	13
REPORTING AND WALLBOARDS	14
NETWORK INFRASTRUCTURE	15
SIMPLIFIED LICENCING	16

# Introducing our UCaaS solution

Our industry leading unified communications platform is underpinned by a powerful VoIP telephony system, including a range of advanced call handling and management features, alongside video meetings, chat, presence, document sharing and more.

All of this can be managed centrally through our secure administration dashboard, and deployed through proprietary mobile, desktop, and web applications.



Mobile & desktop applications



Directory services



Intelligent call routing



Call conferencing



Integrated video meetings



Instant messaging & presence



Voicemail & voice-to-email transcription



SMS with bulk-send availability



Screen & document sharing



Customisable IVR menus



Call queuing & parking



Call recording



CRM integration



MS Teams integration



Wallboards



Scheduled reporting



Whisper, listen and barge

# Soft client applications

Our Pulse HD applications allows employees to take their communications channels with them wherever they go, however they work, and on whatever device they choose.

We have applications available for desktop (Windows and Mac OS), and mobile (iOS and Android), with additional web applications supported by all major browsers, delivering a host of communication and collaboration features within a single, intuitive pane:

SOFTPHONE

DIRECTORY SERVICES

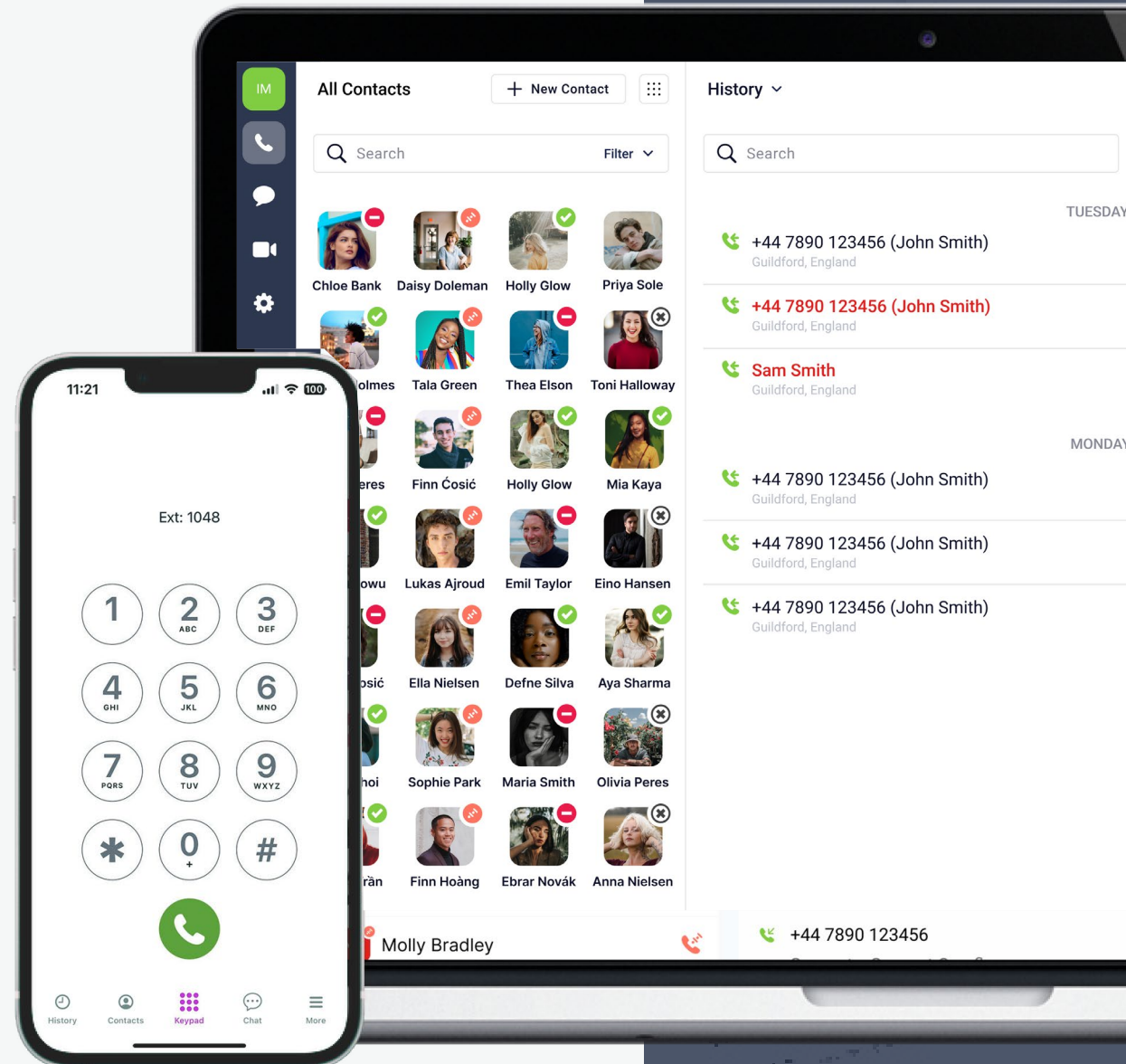
CALL CONFERENCING

VIDEO MEETINGS

SCREEN SHARING

DOCUMENT SHARING

CLICK-TO-DIAL EXTENSIONS



# Secure administrative dashboard

Your secure administrative dashboard is your window into your account and user profiles, and where you will add users and extensions, manage your numbers, configure your call management tools, send bulk SMS messages,

and access both wallboards and scheduled reports. With multi-factor and single-sign-on security options, your information remains protected whilst being accessible from anywhere.

The dashboard features a left-hand navigation menu with categories: Account (Users), Voice (My Numbers, Call Routing), and Domains (Calls, Audio, Config, SIP Trunks, Fax). The main content area is titled 'Dashboard | An overview of your account' and includes three summary cards: 'Agents Available Today' (0/0), 'Voicemails Total' (0), and 'Transfers In-Progress' (0). Below these is a 'Call History' section with a table and two buttons: 'Download Call Data' and 'View Call History'. The table has columns for From, To, Duration, Cost, and Stereo. A 'Stereo' toggle is currently turned on.

	From	To	Duration	Cost	<input checked="" type="checkbox"/> Stereo
	+44 1234 567890	+44 1234 567890	4mins 29secs	Inclusive	
	+44 1234 567890	+44 1234 567890	4mins 29secs	Inclusive	
	+44 1234 567890	+44 1234 567890	4mins 29secs	Inclusive	

## Call Route Options

Add Route

Route Nickname

Show advanced Settings

Test Route

## Assign Call Route To Number(s)

Assigned to

+44 7123 456789

### Routing Modules

Click a module to add it to the call route

Send to Users / Forward Call

Press 1, Press 2 Option

Dial User by Extension

Caller ID Routing

Call Queueing

Play a Sound

Send to Voicemail

Hang Up

Repeat Routing Option

Conference Bridge

Send to another Call Route

Send to Trunk

Receive Fax

### Call Route

Direct incoming calls to you

Incom

Where sho

INCOMING CALL RECEIVED

"PRESS 1, PRESS 2" OPTION

AUDIO

Routing-Audio\_Press1.mp3

Upload

What Happens When A Caller Presses:

1

2

3

4

5

MORE

INVALID

TIME OUT

TIME OUT (SEC)

10

-

+

SEND TO USERS / FORWARD CALL

Ext 1002 - 1002

PLAY A SOUND

PLACE THE CALL INTO A QUEUE

Queue Time Out

Off

Ring Time Out

Off

Short Code

Send to Voicemail

Where should the incoming call go next?

# Advanced call management

Our solution offers a comprehensive suite of cloud-PBX tools to enable your business to provide a professional appearance while giving customers the best possible experience.

Our drag and drop call routing module offers an intuitive method to build call flows in minutes, leveraging features including IVR menus, on-hold music, call queues, hunt groups, call-forwarding, voicemail, time diaries, and more.



## New SMS

Subject  
Your VoIP SMS

Sender ID (from)  
+44 7123 456789

Recipient  
Sales Prospects

Message

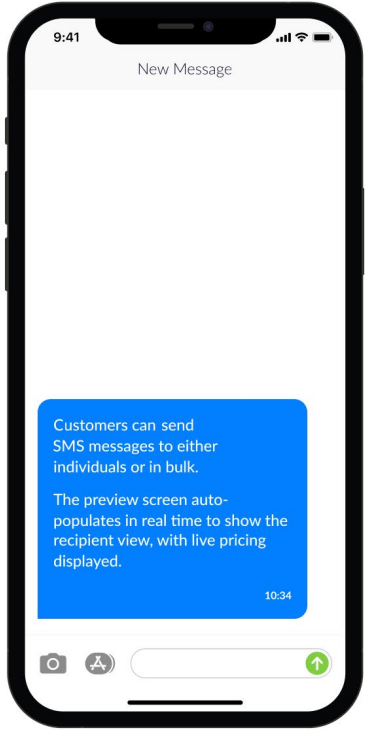
Customers can send SMS messages to either individuals or in bulk.

The preview screen auto-populates in real time to show the recipient view, with live pricing displayed.

183 CHARACTER | COST £0.10/RECIPIENT | TOTAL COST £10.00

Save as Draft

Send

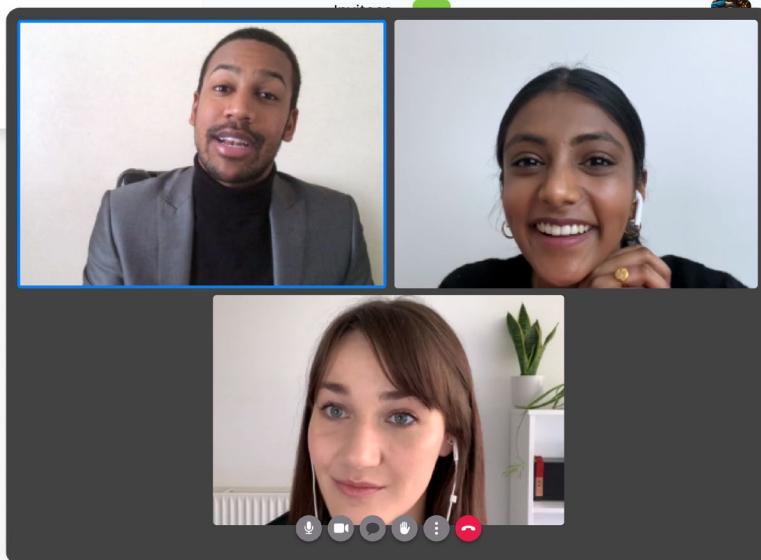


# SMS messaging

We offer a comprehensive business SMS feature that enables you to send SMS messages to either individuals or across entire phonebooks of up to 20,000 numbers, either sending them immediately or using a scheduling tool to build entire campaigns.

Compose messages and view real-time updates of how your message will appear to recipients, as well as viewing the price per recipient of any messages you send to ensure you stay within budget.

The screenshot displays a user interface for a video meeting application. On the left, a dark sidebar contains navigation icons for home, chat, video, and settings. The main content area is titled 'Video' and features a 'New Meeting' section with a 'Create Meeting' button. Below this, there are input fields for 'Meeting Name', 'Meeting ID' (with a URL example), 'Meeting Password', and 'Meeting Description'. An 'Advanced Settings' section includes checkboxes for 'Force waiting room', 'Allow participants to mute others', 'Mute participants on entry', 'Automatically record to cloud', and 'Allow internal joining'. At the bottom, there is an 'Invite Participants' field with 'Invite' and 'Copy Invite' buttons. On the left side of the main area, there are sections for 'Upcoming Meetings' and 'Open Meetings', each listing scheduled and ongoing meetings with their respective times.



## Integrated video meetings

Our integrated solution allows for scheduled or instant video meetings between colleagues, all managed from within the same application screen, featuring screen-share functionality, in-meeting chat, hand-raising, and more.

Meetings can be given custom URLs to allow external individuals to access them, and admins can make meetings open, or close them to only employees, with options to create waiting rooms, to force participants to join on mute, and to add password-protection.





## Desk phone compatibility

Our solution is compatible with handsets and conference devices from all the leading manufacturers, catering for all budgets.

This enables us to help you match desk phone hardware to the requirements and specifications of different groups of users or departments.

Intelligent call-routing, greater resilience, inclusive call recording, generous call bundles, and more. A voice solution that makes Teams talk properly.



## Give Microsoft **Teams** a voice

Provide an enhanced voice solution for your Microsoft Teams users. For businesses who use Microsoft 365 for productivity and collaboration, our solution enables your employees to use Teams desktop and mobile applications to make and receive voice calls without clicking

out to other consoles, while making use of our full range of features. Best of all, Teams users sit within your solution seamlessly alongside users who prefer to make use of our proprietary applications or desk phones – meaning genuine endpoint flexibility.



# CRM integration

Key to any unified communications solution is integration with other critical services, improving both productivity and accuracy.

Our solution offers contact integration and call logging with the leading CRM platforms, delivering plug-and-play compatibility across Salesforce, Hubspot, Pipedrive, Zoho, Vtiger,

Capsule, and Copper, with more integrations coming online regularly.

Less common, web-based CRMs are also catered for, offering both 'click-to-dial' and 'screen pop' functionality, while our Open-API library enables bespoke integrations.



vtiger



salesforce



HubSpot



ZOHO



pipedrive™



INTERCOM



:copper



Capsule

## Cloud storage integrations

Back your call recordings, video recordings, and CDR data through seamless integration with leading cloud storage solutions, Azure, Amazon S3, Dropbox, and Google Drive.

This means that should you require storage of recorded calls longer than our rolling 90-day inclusive storage, you have a broad choice of options without the need to store anything locally, with automatic cloud-sync that ensures your files are securely backed-up without added administrative tasks.



# Call recording

We offer native cloud-based call recording, offering a 90-day rolling archive of your calls, complete with secure data centre storage, as well as integration to leading cloud storage providers should you need to retain copies of your recordings.

If you're operating in a regulated industry and subject to compliance requirements, such as MiFID II or PCI, we also offer cloud-based compliance call recording and analytics platform – CallCabinet.

CallCabinet includes advanced search and retrieval, 256-bit encryption, long-term immutable storage, and payment platform integration, delivering the ultimate telephony compliance suite.



The screenshot displays the CallCabinet interface for a call recording. The top section is titled "CALL DETAILS" and "CALL PLAYBACK". It features a playback control bar with a play/pause button, a speed control set to "X2", a refresh button, and a progress indicator showing "03:10 / 04:27". Below the playback bar is a waveform visualization. A red vertical line indicates the current playback position. The interface includes several sections for notes and screenshots, and a list of participants: Lucio Roberto, Peter Winterton, Anastassia Tatianopolous, and Martha Willoubey. A red box highlights a screenshot of a web browser showing a search for "Drew Larsson". Below the call details is a "SPEECH TO TEXT" section with a search bar and a list of categories and keywords. The transcript shows a conversation between an agent and a caller regarding a delayed delivery.

**CALL DETAILS**

**CALL PLAYBACK**

03:10 / 04:27

SPEAKER (This denotes change in user)

SINGLE NOTES (Click to add a note)

NOTES OVER TIME (Click to add a note)

SCREENSHOTS

Lucio Roberto

Peter Winterton

Anastassia Tatianopolous

Martha Willoubey

**SPEECH TO TEXT** Search Transcript...

CATEGORIES: Sales Marketing CTA Suggest Demo **Logistics**

KEYWORDS: delay purchase product **delivered** delivery package parcel problem arrival

**Agent** 00:00:00.890 I understand there was a delay in getting your product **delivered**.

**Caller** 00:00:05.480 Yes, I made the purchase on the 22nd and it has still not been **delivered**. I want a refund as my product has not been delivered.

**Agent** 00:00:12.840 Let me check my system and find out what is happening with the delivery as you should have received your package by now. Please confirm your credit card details.

**Caller** 00:00:17.500 Thank you. My credit card details are #### #### #### ##.

**Agent** 00:00:27.215 Ok, I can see that the product was dispatched from our warehouse on the 20th and it should have arrived already. There was a delay with the courier service and it should be **delivered** this afternoon at 4pm. Will you be at home at that time to receive the parcel?

**Caller** 00:00:29.861 Yes, I will be home after 3pm.

**Agent** 00:00:37.295 Let me check my system and find out what is happening with the delivery as you should have received your package by now.

# Reporting and wallboards

Ensure you stay on top of your team's performance with easy to build wallboards and reporting that can be produced on-demand or scheduled to provide regular updates to management staff.

With a full range of statistics available including average wait times, number of calls answered and number of abandoned calls, keep key performance indicators at the tip of your fingers to help you produce a high quality service.

### Edit Wallboard

[Save Changes](#)

Nickname:  URL: [stats.yourvoip.com/wallboard/](https://stats.yourvoip.com/wallboard/)

Wallboard Type: **Inbound** Show Stats: **Hour** Queue Group: **Sales Team**

Public:  Dark Theme:

#### Select Wallboard Layout

NAME	EXTENSION	INBOUND CALLS	OUTBOUND CALLS	TOTAL CALLS	INBOUND TIME	OUTBOUND TIME	TOTAL TIME
Name	150	1	7	1	00:00:00	00:00:00	00:08:45
Name	150	1	7	1	00:00:00	00:00:00	00:08:45
Name	150	3	3	1	00:00:00	00:00:00	00:08:45
Name	150	3	2	3	00:00:00	00:00:00	00:08:45

NAME	EXTENSION	INBOUND CALLS	OUTBOUND CALLS	TOTAL CALLS	INBOUND TIME	OUTBOUND TIME	TOTAL TIME
63	63	519	582		01:04:16	00:06:56	04:19:23
5	2	29	41		00:06:56	00:08:56	05:31:33
							10:56:29

NAME	EXTENSION	INBOUND CALLS	OUTBOUND CALLS	TOTAL CALLS	INBOUND TIME	OUTBOUND TIME	TOTAL TIME
Calls		63	519	582			
Duration		00:06:56	12:19:23	12:26:19			
Inbound Wait Time		63					

19-01-2023 NAME 15:32

<b>Calls</b>	Inbound <b>63</b>	Outbound <b>519</b>	Total <b>582</b>
<b>Duration</b>	Inbound <b>00:06:56</b>	Outbound <b>12:19:23</b>	Total <b>12:26:19</b>
<b>Inbound Wait Time</b>	Average time to answer <b>63</b>		

NAME	EXTENSION	INBOUND CALLS	OUTBOUND CALLS	TOTAL CALLS	INBOUND TIME	OUTBOUND TIME	TOTAL TIME
Name	150	1	7	1	00:00:00	00:00:00	00:08:45
Name	150	1	7	1	00:00:00	00:00:00	00:08:45
Name	150	3	3	1	00:00:00	00:00:00	00:08:45
Name	150	3	2	3	00:00:00	00:00:00	00:08:45

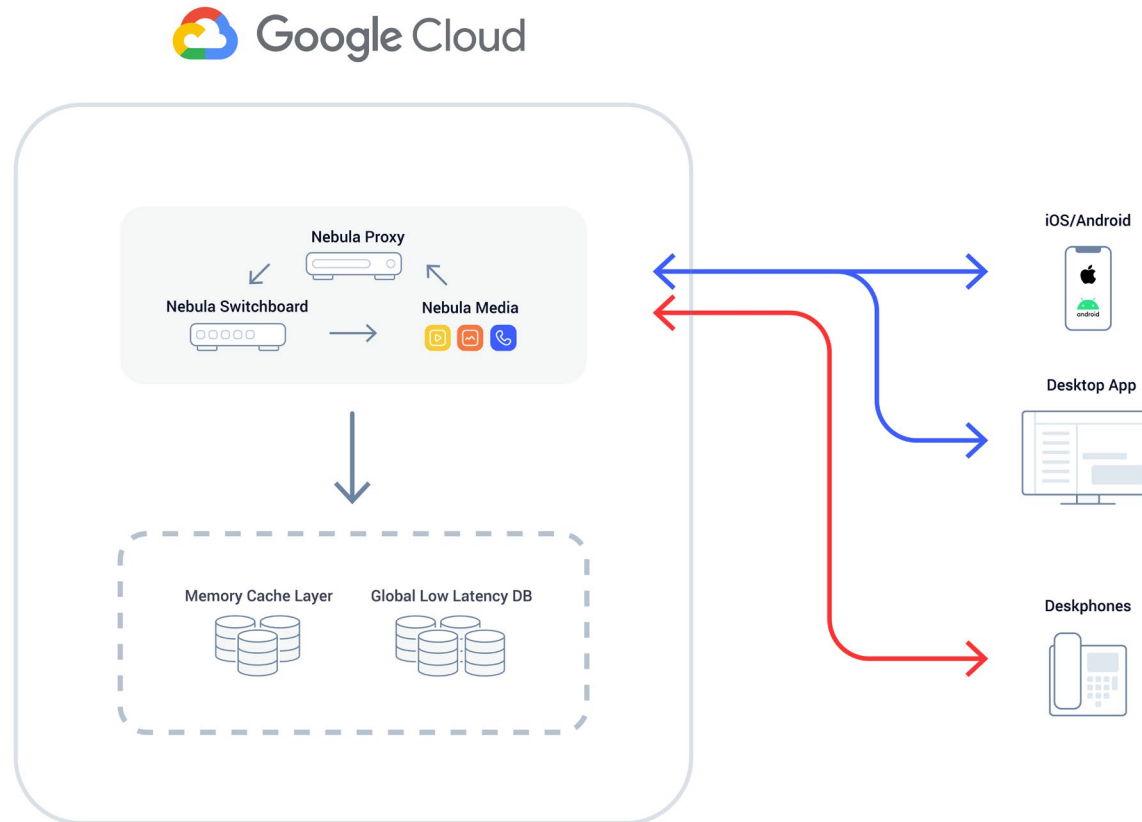


# Network infrastructure

Our entire solution is hosted in Google Cloud, benefitting from global availability, unlimited scalability, industry-leading resilience, and unrivalled DDoS prevention from a pioneering zero trust security model that serves more customers than any other cloud provider.

By deploying in Google's public cloud infrastructure, servers can be brought online and offline automatically in response to demand, maximising both performance and network environmental efficiency.

Our fully-owned proprietary code base is managed by a dedicated team of UK-based, in-house developers, supporting an agile roadmap and allowing us to ship regular updates and improvements to channel partners and their customers.



# Simplified licencing

We offers two inclusive licence tiers, with distinct feature sets depending on your requirements.

## VoIP+ Licence

Our foundational business communications licence is ideal for smaller businesses and any organisation with more basic VoIP requirements

- ✓ 500 minutes to UK landline numbers
- ✓ 500 minutes to UK mobile numbers
- ✓ Free mobile, desktop, and web applications
- ✓ 1 inclusive number per user
- ✓ Call forwarding
- ✓ Time of day routing
- ✓ On-hold music
- ✓ Text-to-speech
- ✓ Hunt groups
- ✓ Call conferencing
- ✓ Call parking
- ✓ Presence settings
- ✓ SMS to up to 25 recipients
- ✓ Multi-factor authentication
- ✓ A range of hardware options

## Advanced UCaaS Licence

This is our fully-featured UCaaS solution suitable for businesses of all sizes, and with a range of enterprise-grade tools for maximising employee efficiency and customer experience.

- ✓ 2000 minutes to UK landline numbers
- ✓ 2000 minutes to UK mobile numbers
- ✓ Single Sign On support for Google and MS
- ✓ Microsoft Teams voice integration
- ✓ CRM Integrations
- ✓ Bulk SMS to up to 20,000 recipients
- ✓ Multi-level IVR menus for enhanced call routing
- ✓ Fully embedded video meetings
- ✓ Voicemail to email transcription
- ✓ Internal instant messaging
- ✓ File sharing
- ✓ Call recording with 90 days inclusive storage
- ✓ Cloud storage integration
- ✓ Call queues with live wallboard analytics
- ✓ Contact centre tools and reporting

# Contact Information



Sales Team  
Go Cloud Communications  
124 City Road  
London  
EC1V 2NX  
0333 012 4785  
sales@gocloudtelecom.co.uk  
gocloudcom.co.uk

