



# Kloud 7

## Business Communication Services

Unified Communications  
Solution Overview

### Documentation Guidelines

Documentation relating to services provided by Kloud 7 LLC. are informational guidelines that showcase technical details and use case scenarios designed to enhance product usability. Please contact [hello@kloud7.com](mailto:hello@kloud7.com) or call 844-855-6837 for all additional inquiries..



# Unified Communications

## Your Guide to Unified Communication Services and how they can benefit your business

What are Unified Communication services? Unified Communication (or UC) services are the next generation of real time communications such as voice, video, instant messaging, conferencing and collaboration.

### Why are Unified Communications important for your business?

- Allows you to focus on running your business not your communications solution
- Helps you control your costs through simple easy to understand pricing that adapts as your business adapts
- Delivers the best level of customer satisfaction in the most productive way.

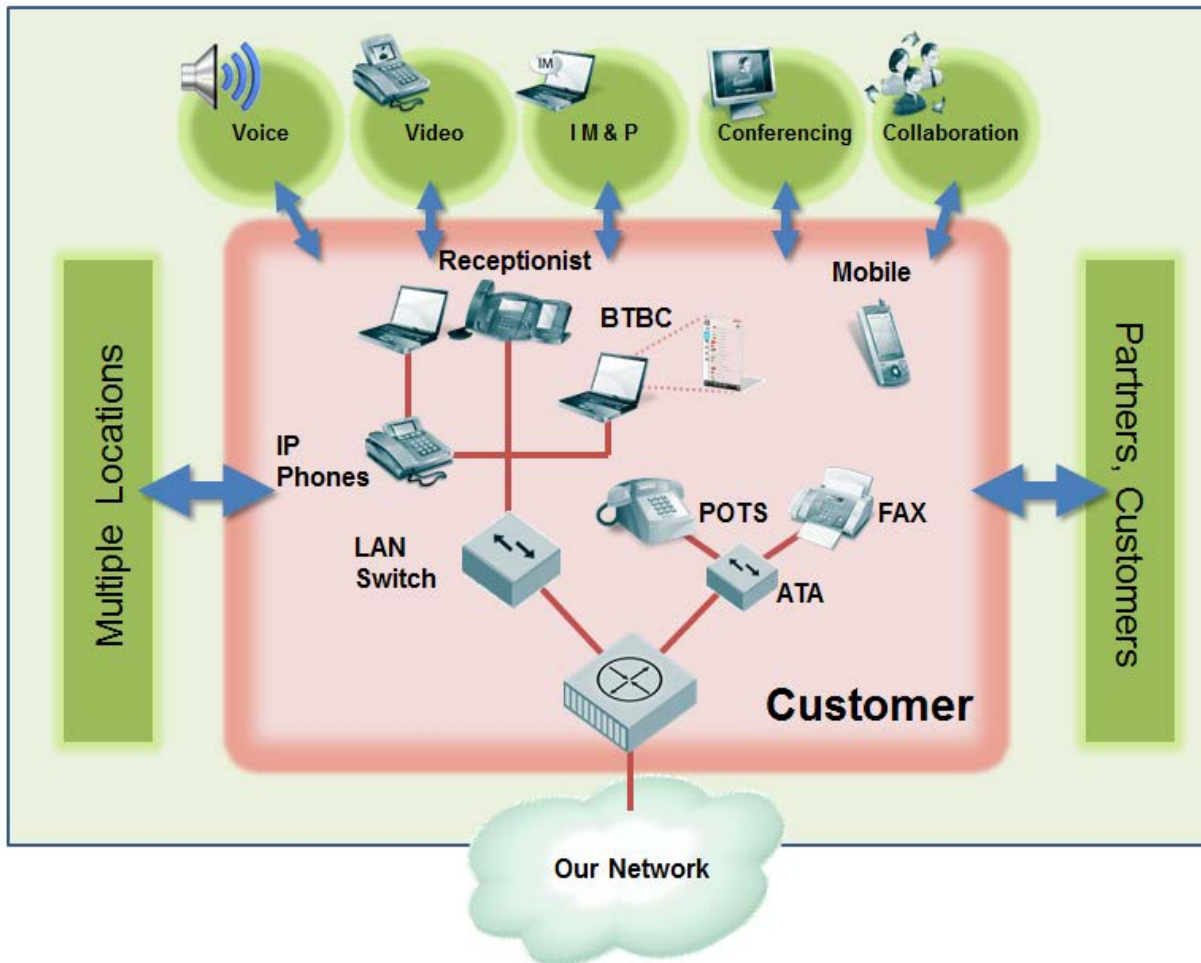
*“50% of workers experience project delays on a weekly basis because a key decision maker can’t be reached.”*  
**Forrester Research**

*“22% of monthly deadlines are missed because the right person can’t be found at the right time.”*  
**Sage Research**

### Features / Benefits:

| Cloud UC   | Customer Benefit  |
|--|---|
| Broad range of integrated UC services available from a single supplier                               | <ul style="list-style-type: none"> <li>• Reduces the burden of having to manage multiple vendors</li> <li>• Single point of contact for problem resolution</li> <li>• Meets the specialized needs of different groups within your organisation.</li> </ul>  |
| Flexible, service packages specific to your own needs.   | <ul style="list-style-type: none"> <li>• Pay only for what you want or use without upfront investment.</li> </ul>   |
| Advanced voice and video services to meet the needs of any business regardless of size or complexity | <ul style="list-style-type: none"> <li>• Sophisticated PBX features allow businesses of all sizes to look and act professionally</li> <li>• Hunt groups, auto attendant, call queuing, private numbering plan, etc. not available from competitive solution</li> </ul>  |
| Immediate access to new services and applications as they become available                           | <ul style="list-style-type: none"> <li>• Pain free evolution to new and more advanced UC solutions as business requirements change</li> </ul>   |
| Increase your businesses and individual productivity   | <ul style="list-style-type: none"> <li>• Be more productive - call, video, chat, message, conference, and collaborate – on any of your communication devices</li> <li>• Speed up communication using location and presence information for all your contacts</li> <li>• Communicate with the most appropriate mode for the situation (voice, video, or chat)</li> </ul> |

## How does it work?



Cloud UC is responsible for delivering your advanced communications services directly from its high availability network and systems. Customers have readily available access to these services regardless of their location or the device they may be using. You can also invite your customers, suppliers and partners to your web collaboration and conferencing sessions regardless of whether they are a Cloud UC customer or not.

## Unified Communications Features

| Unified Communications Features by Category    |  |
|--|--|
| <b>Rich Voice &amp; Video Calling Features</b> | <p>A comprehensive set of features that are available on a user by user basis;</p> <ul style="list-style-type: none"> <li>• Call Transfer / Forwarding</li> <li>• 3 Way Conference</li> <li>• CLIP/CLIR/etc.</li> <li>• Last Number Redial</li> <li>• Call Return</li> <li>• Anon. Call Rejection</li> <li>• Call Pickup</li> <li>• Auto Call Back</li> <li>• DND</li> <li>• Call Park</li> <li>• Reach Me Anywhere</li> <li>• Simultaneous Ringing</li> <li>• Sequential Ringing</li> <li>• Call Notify</li> <li>• Call Pull</li> <li>• Manager / Secretary</li> <li>• Plus other advanced features.</li> </ul> |
| <b>Instant Messaging &amp; Presence</b>        | <p>Allows end users to “chat” and be aware of each other’s presence. This includes;</p> <ul style="list-style-type: none"> <li>• View Contacts and arrange into relevant groups</li> <li>• See the real time presence of your contact</li> <li>• Invite multiple users to a single chat discussion</li> <li>• See old discussions via a chat history</li> <li>• Transfer files easily between contacts</li> <li>• Upgrade simple chat conversations to a voice or video with a single click</li> </ul>   |
| <b>Web Collaboration</b>                       | <p>Ad Hoc or Scheduled web collaboration services for peer to peer and external participants.</p> <ul style="list-style-type: none"> <li>• Share your PC’s desktop with your collaboration participants</li> <li>• Invite your contacts to join your own, personal collaboration room</li> <li>• Integrated with Meet Me Audio Conferencing for a single unified experience</li> </ul>   |
| <b>Meet Me Audio Conferencing</b>              | <p>Ability to create scheduled audio conferences, manage the conference and participants. Including the ability to;</p> <ul style="list-style-type: none"> <li>• Administer Conference as a system, host or user participant (bridge ID, PIN’s, Assign Hosts)</li> <li>• Schedule Audio Conferences via Outlook or Host Client</li> <li>• Host can control attendees in an audio conference, for example, host can mute certain attendees</li> </ul>   |

