

# Cloud Phone System

## Rich Telephony, Cloud-based Scalability

Eliminate the headaches of on-premise network maintenance and exceed customer expectations with business-class telephony. Our simple solution frees up time and allows you to focus on what really matters - delivering exceptional customer service.

CorvisaCloud's secure cloud phone system combines full telephony features with the flexibility of the cloud to reduce costs and support remote workers. Our dependable infrastructure delivers on-demand scalability, simplified pricing and reliable uptime.



## EMPOWERING ENTERPRISE & CONTACT CENTER USERS ALIKE

See what a CorvisaCloud® phone system can mean for your business:

- **Dual Phone Support:** Support both traditional hard phones and installed softphones on the same platform for a consistent experience. Softphones are supported on both Mac and Windows.
- **Network Redundancy:** Redundant data centers with diversely routed redundant wavelength connectivity facilitate system management and create full cloud redundancy.
- **Security:** Ensure data integrity and security with logical segmentation of customers and data storage in highly secure data centers.
- **Salesforce® Integration:** Simplify workflows with complete Salesforce integration for click-to-dial functionality and auto sync of call records to Lead and Contact records.
- **Compliance Support:** Routine audits ensure support for industries with strict compliance standards, including PCI and SOX, plus features that allow customers to maintain HIPAA compliance.



### FEATURES AT A GLANCE

- > 100% cloud-based administration
- > E911 support
- > PCI & SOX compliance
- > Supports hard phones & softphones
- > Nationwide & international
- > DIDs
- > Personal queues
- > Salesforce integration



## Cloud Phone System Features

### FUNCTIONALITY MEETS FLEXIBILITY:

**Outbound Calling:** Supports local, long distance and international calls.

**Direct Inbound Dial (DID) Support:** Direct per extension number support with the ability to port in existing DIDs or order new numbers.

**Extension Dialing & Forwarding:** Facilitate calls between all phone and user types and forward one extension to another, or to a different number, such as a cell phone.

**E911:** Supports corporate E911 calling identification.

**Call Transfer:** Supports attended and unattended transfer functionality.

**Multi-Tenancy:** Create user directories at master and sub-company levels within the same structure.

### DELIVER AN ENJOYABLE EXPERIENCE:

**Ring Groups:** Set DIDs to ring multiple extensions where the first extension to answer receives the call.

**Personal Queues:** Provide callers the option to wait for a busy agent to become available or leave a voicemail.

### MANAGE WITH EASE:

**Call Recording:** Record all incoming calls for monitoring or historical reference.

**Call Logs:** Enable easy monitoring of placed, received, and missed calls, plus access to call detail records (CDRs).

### CORVISA'S CLOUD PHONE SYSTEM PAIRS WELL WITH:

**Inbound Contact Center:** Create automated welcome announcements, call flows and call queues to ensure calls are directed to the correct staff member, department or best available agent by pairing our IVR and ACD functionality.

**Salesforce Integration:** Simplify workflows and delight customers by integrating with Salesforce.

### == SYSTEM REQUIREMENTS ==

- > IP network connection
- > Corvisa Softphone or Polycom desk phone
- > Windows XP Service Pack 3
- > Mac OS X 10.7 or above
- > 2GB of RAM
- > Google Chrome, v24 or above

### == STANDARD FEATURES ==

- > Hold, mute
- > Multiple lines
- > Voicemail support
- > Ad hoc conference call
- > Local & long distance calling
- > International calling

## About CorvisaCloud

CorvisaCloud brings customer success to the heart of every business interaction through our cloud-based communications software platform and consulting services. We help businesses work smarter, save money, and make customers happier...and with our passion for service, we make getting there an enjoyable experience.