

PRO Cloud Solutions



Interested in learning how our proven software platform can revitalize your business communications?

With PRO Cloud Solutions, we give you the tools and features you need to enhance your business for improved growth and success. Utilize countless options to take your business to the next level with a wide variety of services from Hosted PBX and VoIP to Enhanced SIP Trunking.

Unified Communications

Unified Communications (UC) is the seamless integration of voice, presence, chat, data, applications, and other technologies that help drastically improve your communication processes and business productivity. Our software and services enable you to access your account and seamlessly incorporate our high-value cloud communication services including:



Hosted PBX & VoIP



Customer Portal



SIP Trunking



Mobile VoIP



Integrated Solutions



Hosted PBX & VoIP

Call Center

Agents
Pause
Queues
Reason Codes
Tally Codes
Zero Out

Call Conferencing

Conference Bridges
3-Way Conference Call

Call Management

Attended Transfer
Auto Attendant Answering
Automatic Call Distribution (ACD)
Barge
Burstable Virtual Call Paths
Busy Call Forwarding
Call Forwarding

Call Management (continued)

Call Hold
Call Park
Call Queue
Call Recording
Call Routing Time Frames
Call Waiting Indicator
Caller ID
Caller ID Blocking
Caller ID Routing
Direct Inward Dialing (DID)
Direct Inward System Access (DISA)
Directed Call Pickup
Disable Outbound Dialing
Do Not Disturb
Find Me (Digital Assistant)
Forward Calls Locally or Remotely
(via Phone or Web)
Incoming Call Blocking
Incoming Call Identification

Incoming Caller ID Routing
Incoming Privacy Screening
Listen Live
Live Person Answering
Multicast Paging
No Answer Call Forwarding
Office Intercom
One Button Redial
1-6 Digit Extension Dialing
Outbound Dialing Rules
Outgoing Call Blocking
Ring Groups
Shared Virtual Call Paths
Speed Dial
Unattended Transfer
Voicemail
Voicemail to Email
Voicemail to Text Message

Hosted PBX & VoIP (continued)

Music on Hold

Commercials On Hold
(By Phone Number)
Music On Hold (Custom or Default)

Virtual Auto Attendants

Multiple Top Level Auto Attendants
Sub-Level Auto Attendants
Top Level Auto Attendants
(Always On or Time Based)

Origination and Termination

Domestic Origination
Domestic Termination
E911 Support
Endpoint Templates
International Termination
Shared Line Appearance
Toll Free Numbers

Reporting

Accounting and Billing Reports
Activity Reports
Call Detail Records
Call Traffic by Extension
Call Volume Graphs
Call Center Reports

Mobile VoIP

With Mobile VoIP, your mobile phone becomes your mobile office. Utilize features like office extension, extension-to-extension dialing, Caller ID and more to increase productivity while pulling together voice, chat, video, and other services to support your mobile workforce. Features include:

Cloud Extensions
Mobile Office Extensions
Support for Softphones

Customer Portal

Account Management
Automated Billing System
Case Management / LNP
Click-to-Dial
Detailed Accounting
Endpoint Template Management
Message Center
Operator Console
Shared Line Appearance Hunt Group
Test My Connection
URL Agent
User Dashboard (Coming Soon)

Integrated Solutions

API
Hosted Fax
Microsoft Outlook Plugin
Salesforce.com Plugin
Screen Pops

SIP Trunking

Enhanced SIP Trunking
Standard SIP Trunking

How to Switch

Interested in switching to PRO Cloud Solutions?
Call (800) 362-6300 to receive a customized quote detailing the benefits of utilizing our innovative products and services. When you're ready, we'll install your new phone system with ZERO downtime, so you can get back to business.



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