

Cloud UCX



Are you unhappy with your current business phone system?

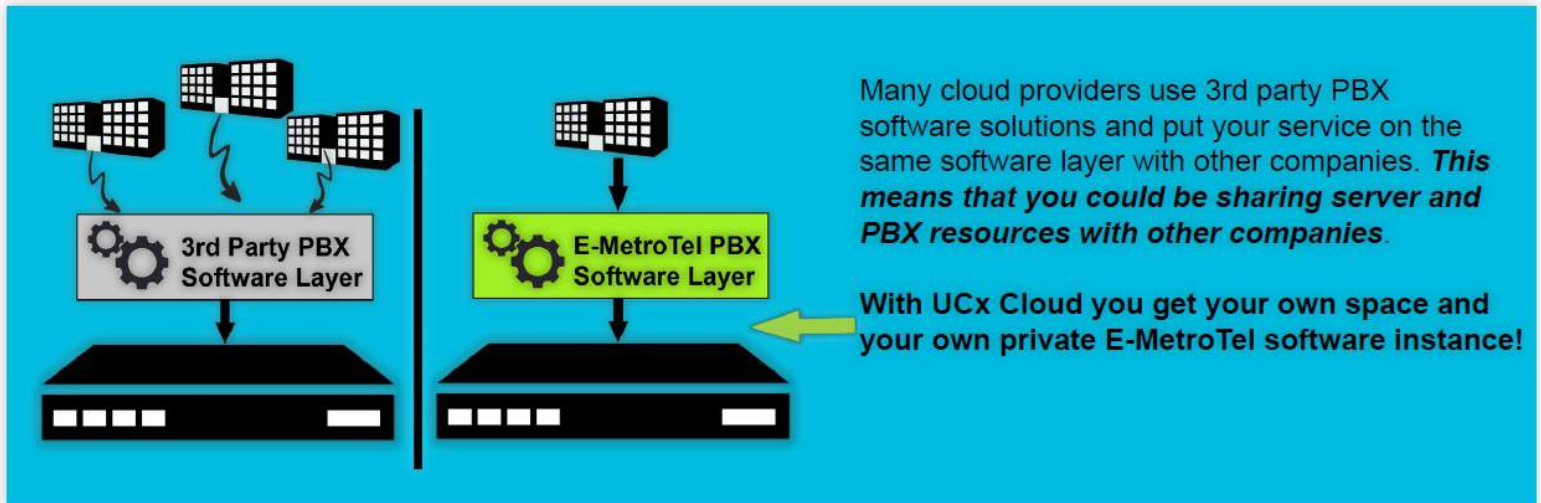
Break free from your contract. Pay less for more coverage.

Bring your business up to speed with latest in reliable Cloud SIP IP PBX Hosted Virtual based technology for all of your phone & UC services needs. With UCx Cloud you can plug in your Analog, Digital and IP phones into your internet router and use web browser for your PCs/smartphones. These end points communicate with your own UCx instance in the Cloud for voice, video, fax, conferencing. You get access to all of the features and applications all for one price. It's that simple—for all of your office locations. All Features Included for Every User.

Once you get started with UCx Cloud your PBX software and the associated licensing belong to you.

And since there are no contracts this means that if your business model changes over time and you wish to move to a premise based solution you can transfer the UCx instance to a hardware server that you provide.

Your PBX is Your PBX.

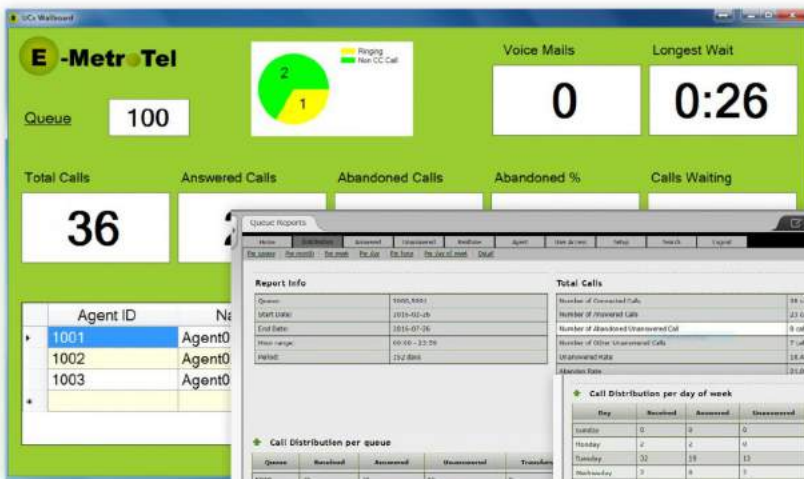


Improve productivity and customer service.

Optional Contact Center Wallboard and Reporting.

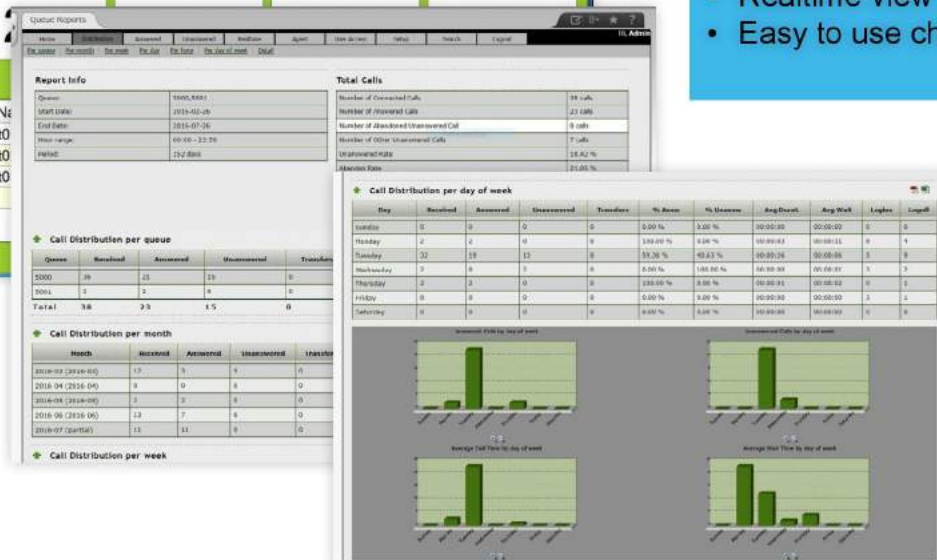
Contact Center is one of the most powerful features built into the UCx Cloud solution and it is configurable for any user, whether remote or in the office.

Contact Center Reporting and Wallboard are optional applications that you can select when you configure UCx Cloud, or you can add them on at any time. Whether your contact center is small with just a few agents, or large with hundreds, you have the power to manage virtually every aspect of your business in real time.



Realtime and Historical Reporting

- Answered calls
- Unanswered or abandoned calls
- Agent Logins/Logouts and Pauses
- Call distribution by queue, time, date
- Realtime view of queues and calls
- Easy to use charts, graphs, reports



Meet Me Conferencing and Built-In IVR.

With UCx built-in Meet Me Conferencing all team members are able to participate in conference calls from the office, at home, on the road or anywhere.

UCx Voice Mail Blast enables team members to share voice messages with the whole team.

UCx integrated Call Center and Interactive Voice Response (IVR) ensures your customer facing employees can quickly and efficiently provide the best in customer care. Redirect urgent customer calls using presence to connect with experts that are instantly available to provide additional assistance and expertise.

Included Features

User Authentication

Built-in voice firewall

Automated Attendant

Blacklists

Blind Transfer

Call Detail Records

Call Forwarding

- Call Forward on Busy

- Call Forward on No Answer

- Call Forward Variable

Call Monitoring

Call Parking

Call Queuing

Call Recording

Call Retrieval

Call Routing (DID & ANI)

Call Snooping

Call Transfer

Call Waiting

Caller ID

Caller ID Blocking

Caller ID on Call Waiting

Conference Bridging

Dial by Name

Direct Inward System Access

Distinctive Ring

Do Not Disturb

E911 via notification

Fax Transmit and Receive

Graphical Call History reporting

Unified dial-plan across multiple offices

Interactive Directory Listing

Interactive Voice Response (IVR)

Local and Remote Call Agents

Music On Hold

Music On Transfer:

-input stream

- Flexible Mp3-based System

- Random or Linear Play

- Volume Control

Overhead Paging

Remote Call Pickup

Remote Office Support

Roaming Extensions

Route by Caller ID

Streaming Media Access

Supervised Transfer

Talk Detection

Three-way Calling

Time and Date routing

Transcoding

Trunking

VoIP Gateways

Voicemail:

- Visual Indicator Waiting

- Stutter Dialtone for Message Waiting

- Voicemail to email

- Voicemail Groups

- Web Voicemail Interface



Sales

844-994-9422

sales@ixica.com

www.ixica.com