

NEW GENERATION OF CLOUD IPBX FOR BUSINESSES – COMMUNICATION PLATFORM AS A SERVICE

SCOPCLOUD provides robust, reliable and secure interconnections to the Public Switched Telephone Network (PSTN).

SCOPCLOUD is seated on a redundant national fiber optic network and delivers uncompromising voice quality, dynamic management and scalable business continuity.

SCOPCLOUD supports unified communications (**UC**), **SIP Trunking**, **IP Video Conferencing**, **SCOPCOMM** softphone and **WebRTC**, **Messaging** and **Collaboration**.

Provides the ability to initiate, manage and engage in interactive user sessions that involve voice, video, instant messaging and various types of multimedia sessions.

The best solution for businesses of all sizes, no matter the organizational complexity.

OUR VALUE PROPOSITION

- Multi-tenant
- State of the art platform
- Uncompromising voice quality
- Fully scalable to your needs
- Low financial requirement
- Best-in-class security
- Multi-level web portal
- Financial Savings
- Greater Reliability
- Enhanced Productivity
- Supports most VoIP phone manufacturers on the market
- Turnkey Service

FEATURES

General

- DID and Local Number Portability
- Access to e911 and telephony operators' services
- Visual Call Waiting
- Line Hunting
- Simultaneous Ring
- Group Intercom/Paging
- Local calls to North-America
- Speed Call
- External Name & Number Delivery
- Class of Service Call Restriction Capability
- Bridge Appearance (call appears on another phone)
- Forced and Unforced

Calls

- Flexible Call Forwarding
- Call Hold/Parking
- Call Return
- Call transfer
- Caller ID
- Call Waiting/Simultaneous calls
- Call Recording
- Do Not Disturb
- Three-way calling
- Calls to multiple location/extensions
- Voicemail to Email
- Custom Voice Prompts
- Voicemail Group



Auto-Attendant

- Company Directory Listing
- Music on Hold
- IVR Authentication
- Multi-level IVR Menus

Advanced

- Automated call routing
- Custom call routing
- Conferencing
- Ring all group
- Web control panel
- Extensions group
- Unlimited Extensions
- Receptionist/Operator Panel
- Reporting
- Virtual Fax
- API for CRM/Outlook Integration

Security

- 24x7 Monitoring
- Incident/ Problem Management
- Configuration Management
- Capacity Management
- Service Level Management
- Installation of updates and patches
- Troubleshooting and configuring sever network components
- Level 2 + 3 helpdesk
- Patch application and management
- Incident & Problem Management
- Web-Based Reports
- Redundant NOC Facilities
- Firewall services
- Backup services
- Security scans and audits

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