



TheCloud Inbound Voice Services: advanced telephony at your fingertips



At TheCloud we understand that when it comes to business telephone systems the choice is vast and can be very confusing for end users. We also understand that getting it right can lead to reduced day-to-day running costs, greater flexibility and ultimately improved efficiency for businesses.

Our inbound voice services provide businesses like your customers' with a range of added value applications to enhance their telephone system. From simple call routing to more complex feature rich call centre services we can help you offer a solution that suits your customers' specific needs.

Call reporting and statistics

Make informed business decisions based on call performance statistics. Easily analyse and manage periods of peak call traffic, measure team performance and assess overall productivity with intuitive reports.

Call divert and routing

Never miss a call with intuitive call divert on busy, no answer or failover. Equally, route calls to suit your department and business working hours with time of day, day of week and date specific routing.

Call queuing and distribution

Queue incoming calls to assist with call handling and balance the load across teams or sites. Use live

statistics to monitor customer service and make instant changes, with optional queue breakout and overflow preferences to an alternative destination, announcement or voicemail service.

Auto attendant

Provide callers with call routing menu options or collect prompted information using an auto attendant (IVR).

Call recording

Use call recording for audit trails, compliance with professional bodies or staff training purposes. With permission based login, customers can securely access files online, retrieve call details and easily play, download, share or delete files.

Music on-hold, messaging and whispers

Enhance customer service with music and messaging on-hold and maintain engagement with the caller whilst queuing. Additionally, for more advanced call centre functionality where operatives may be taking calls on-behalf of various companies, "whispers" can be played prior to connection providing information on how to answer each call.

get in touch:

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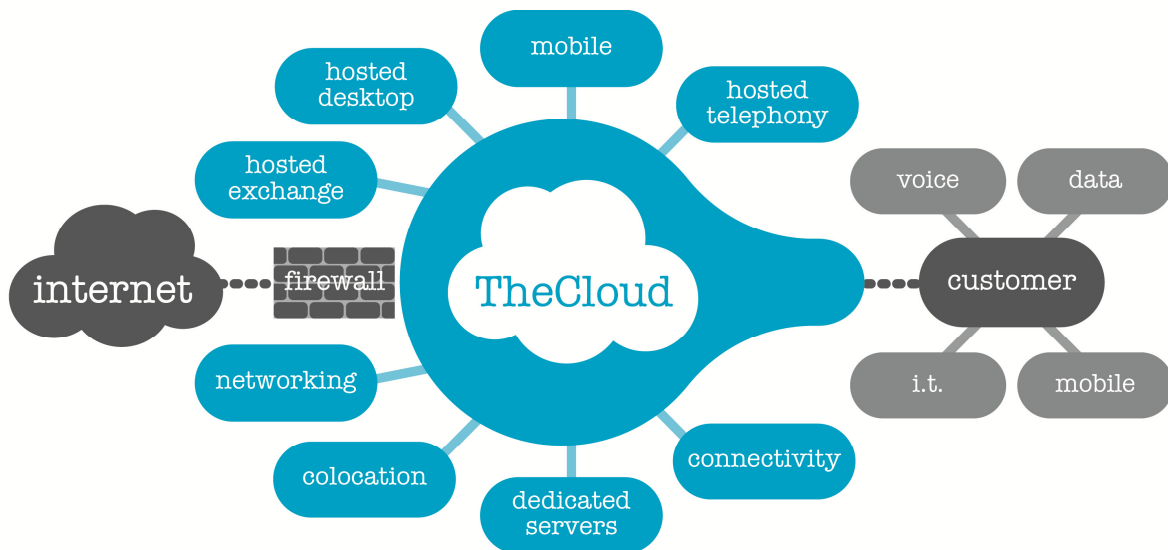
More than just an IT provider

Here at TheCloud we don't just help you supply IT services. Together with our voice, connectivity and networking options, we help you provide unified communications creating partnerships with you and your business customers.

We empower you to become a highly agile machine, accessing the latest technology without the burden of infrastructure and software costs.

Offer feature rich inbound telephony to your business customers

Call us today to start your journey as a Reseller.



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