



Voice over the Cloud; Reliable, Scalable, Cost Effective

Once you experience Voice over the Cloud, or Cloud Telephony, you will wonder how you ever lived with traditional phone systems. Voice over the Cloud provides advanced enterprise-level features and reliability customary to traditional PBX systems, without the high cost and expensive maintenance they carry. In addition, Voice over the Cloud offers the ability to easily integrate diverse physical locations, gracefully scale with organizational growth, and provide customized solutions to fit complex needs. **Voice over the Cloud provides greater reliability and enhanced productivity at far lower cost than traditional PBX solutions.**

onCloud Knows Voice over the Cloud

Since its inception, onCloud has been a pioneer in VoIP and Voice over the Cloud. From managing our own phones, to supplying the phones, service and maintenance of our clients, our voice has been heard over the Cloud for 15 years. We can reduce your cost, reduce your management and down time, and provide scalable solutions that allow you to focus on your core business. We can effectively do it for you, because it is our core business.

myVoiceSM

High-quality voice clarity, maximum up-time, full featured solutions, managed systems and the latest devices.



myVoiceSM by onCloud provides you with a wide range of voice over Cloud options, the latest full featured VoIP phones, unlimited calling in the US, voicemail to e-mail, conference rooms, auto-attendant, call queueing, music or custom on hold recordings, computer integrated GUI interface, e-fax and more. Take your phone with you and integrate it to your cell phone. Keep your existing phone numbers, and easily add additional numbers, as well as toll free, from anywhere in the US and Canada and have them ring wherever you are. We manage everything, all future changes are included. There is never a programming charge. Are you a 'do it yourself' kind of person? A self-service programming portal is available, as well!

We provide all the phones, hardware, setup and installation. Optionally, customers can provide any SIP-compatible phone, as well. Depending on model, functionality and setup will vary.

OnCloud's myVoice Helps Your Business Grow

Whether deployed in a shared hosted environment or on-premises, onCloud supported solutions offer businesses an unmatched set of features and tremendous flexibility in configuring their communications meeting the most demanding business requirements.

With OnCloud's myVoice, you can quickly and easily add users and move extensions; manage mailboxes, call queues, and ring groups; set up auto attendants, and more – all using an intuitive, point-and-click user interface displayed in a standard web browser.

You will project the professional image your company needs, and your staff will get everything they need to communicate effectively – whether in the office or on the go.

OnCloud's myVoice feature highlights:

- **Auto-attendant.** Callers can be greeted and automatically transferred anywhere by multiple and multilevel auto-attendants – no receptionist needed.
- **Time Based Routing.** You can specify how incoming calls get routed based on the criteria specific to your business.
- **Dial-by-Name directory.** Callers connect with the people or departments they need by “looking up” extension numbers.
- **Music or Messages on Hold.** Callers can hear helpful messages and music on hold -- companywide or personal. onCloud has strong partnerships with professional recording personalities and music on hold recording studios to give your business a professional sound.
- **Voicemail.** Your team can pick up voicemail in emails, or from any phone. You can forward voicemail to colleagues in email.
- **Internet Fax.** Faxes can be delivered to you or anywhere via email, and sent by simple file upload in a standard web browser.



- **Hunt Lists.** Hunt Lists are lists of ring groups dialed in sequential order - an effective way ensure that important business calls always get answered.
- **Call Queues.** Calls can be routed to call queues where they can be answered based on the business defined rules and priorities.
- **Find me / Follow me.** Your customers and business partners reach your staff more easily through easy-to-set-up call routing rules.
- **Virtual Extensions.** Call forwarding allows remote workers operate under a single virtual phone system with the directory, extensions, and voicemail.
- **Mobile Transfers.** When outside of the office, employees can transfer calls forwarded to their mobile device to any PBX extension.
- **Call Screening and Blocking.** You know who is calling and can screen or block unknown or unwanted callers.
- **Call Recording.** Important calls can be recorded automatically or with a press of a button. You can listen to the recorded calls and forward them to colleagues in email.
- **Searchable Call Logs.** Detailed call logs allow you to track, analyze, and optimize your business communications.
- **Click-to-Call.** Calls can be originated from your phone or a mobile device by simply clicking on the office or personal directory entries or from the records in the call log.
- **Auto-provisioning.** Supported handsets can be setup and configured very quickly. Expansion of your office staff, or remote staff is as simple as unboxing the phone and plugging it in!
- **CRM Integration.** Your PBX can be easily integrated with many popular web based CRM systems.



myVoice PBX Features

- Feature Codes
- Multiple Phones per Extension
- Virtual Extensions
- Call Flip (Transfer to/from Mobile)
- DIDs and Inbound Routes
- Schedule Based Inbound Call Routing
- Operator Managed Inbound Call Routing
- Multi-level IVR / Auto Attendants
- Outbound Routes
- Automatic Trunk Failover
- Music on Hold - System Wide or per User Extension
- Extension Monitoring (presence or BLF)
- Dialing Permissions (Groups and per Extension)
- Ring Groups
- Hunt Lists (lists of Ring Groups)
- Dial By Name Directory
- Integration with Overhead Paging Systems
- Phone-to-Phone Intercom
- Corporate Contact Directory with Click-to-Call
- CRM Integration / Screen Pops
- Call Parking
- Call Forwarding
- Call Screening
- Call Recording

Voicemail Features

- Voicemail to Email Forwarding
- Message Waiting Indicator
- Multiple Voicemail Folders
- Web Access to Voicemail

End-User Features

- Unified Inbox (Voicemail/Fax/Email)
- Company Contacts with Click-to-Call
- Personal Contacts with Click-to-Call



- Voicemail Configuration
- Find Me / Follow Me
- Call Forwarding on Busy
- Call Forwarding on No Answer
- Do Not Disturb
- Web Access to Voicemail Messages
- Web Access to Recorded Calls
- Selective Call Forwarding
- Call Blocking
- Selective Call Screening
- One-touch Call Recording

Call Features

- Caller ID Modification
- Distinctive Ring for Internal/External Calls
- Attended Transfer
- Blind Transfer
- Call Parking
- Group Call Pickup
- Directed Call Pickup

Fax Features

- Inbound Fax to Email (PDF)
- Outbound PDF to Fax via Web

Media Files Management

- Music-on-Hold Management and Upload
- Click-to-Call Recording of Voice Prompts

Conferencing

- Shared and Personal Conference Rooms
- Inbound and Outbound Conferences
- Real-time Conference Monitoring and Management

Reporting

- Call Detail Records (CDR) Reporting w/ Click-to-Call