All-in-one Enterprise
cloud telephony enabler for Providers
**Business VoIP**

Are you an MVNO, VoIP provider or Telecom looking to expand your target market and get into the lucrative business of customer service? Or are you looking to start a VoIP PBX business?

**Turnkey Solution**

Our solution allows you to create a fully-fledged cloud-based Unified Communication service that puts you on equal footing with market leaders. We offer a complete solution - from web designing, through UI/UX for mobile applications, to dedicate support for deploying and planning your service, all the way to a successful launching.

**Check the demo**

Check our demo at [callto.net](http://callto.net) - a cloud UC/PBX web with mobile clients. We offer you a similar, fully white-labeled, solution which can be deployed either on your network or managed by us in the cloud.
UC blends previously separate services and features, making communication possible by various means, using multiple devices.

Key features:

- Mobility
- Collaboration - groups with chat and file sharing, conferences (works with external invitees)
- Security – encryption
- Flexible billing for Offnet calling
- Video and audio calling directly from browser - no need for a desktop client, no need to install any plugin
- DIDs – virtual numbers
- Auto-attendants
- Enterprise telephony – PBX
- Click-to-Call – new generation with video, IM and file sharing
An administrator account for a company can be created either by signing up using our web-portal or by the provider’s personnel. The administrator logs in to the UC Portal and creates user-accounts for his colleagues by entering their email addresses and optionally their phone numbers. Users get a welcome email with login credentials and can proceed to their UC Portal. If the admin had provided the phone number of a user, then they will receive an SMS with a link to download the app, along with a provisioning code. The user can simply download the app and start using it immediately.

Other tasks for the administrator:

- Purchase subscriptions for offnet calling and SMS
- Create auto-attendant and connect to a company inbound multi-channel DID
- Add more DIDs
- Provision other users’ mobile smartphones and VoIP devices
Mobile clients for Android and iOS – one smartphone can be used for both personal and business affairs.

Provisioning via SMS or simple log-in mechanism using an email

**RCS features:**
- Instant messaging
- File sharing – images, videos, Docs, PDFs
- Video and HD audio
- Presence
- Custom notifications and ringtone
- Mute
- Wallpaper per contact
- Secure calling among apps and to portal.

Get a business line on your smartphone – a user **can get a DID and receive business calls** on his phone through the app.

Offnet calls are made using the IP PBX account of the company.

**Flexible Caller ID** – a user can set as his caller ID for offnet calls his DID or other phone numbers belonging to the company, for example an auto-attendant company number.
Self-care Portal

Company account management for admin user

RCS features – Instant messaging, file sharing, top-up etc.

HD audio and video calling directly from browser

WebRTC support – no need to download any plugin
Company directory – start calling instantly after installing the app. You will get all needed contacts of your co-workers in your Contact list, divided on branches.

Available from the Portal – just log in from any browser and call your teammates.

Integrated with Presence – shows the person’s statustext, profile picture and current status: Busy, Do Not Disturb, Online and Last seen.

Shared Network Address Book - A company directory with shared address book stored in the cloud. Private address book (not visible to others) accessible from mobile clients and the User Portal.
Auto attendants

- Multilevel Interactive-Voice-Response scenarios, one scenario can lead to another
- Scenarios can be assigned to DID numbers or extensions
- Menu numbers can be mapped to different PBX objects such as users, extensions, hunt groups, scenarios, group voicemail etc.
- Record greetings directly from your web browser

The caller is greeted with a welcome message:

Hi and welcome to Company Name

Press 1 to speak to Option 1
Press 2 for Option 2

1. $ Call is transferred to your sales department
2. Call is transferred to a mobile worker
3. Call is transferred to office 1
4. Call is transferred to office 2
5. A voicemail is taken and sent by email
Voicemail:
- Individual voicemail boxes
- Group voicemail boxes
- Voicemail to e-mail (MP3 file)
- Voicemail notification through IM or Message Waiting Indicator
- Personalized greetings per Caller ID

Essential telephony/PBX features:
- Scheduled routing with time spans
- Ring Groups
- Find me, follow me
- Conditional Call Forwarding per CallerID with personalized greetings per forwarding rule
- Call Transfer – blind and attended
- Music on hold
- Call parking
- Do Not Disturb, also per Caller ID
- CallerID – can be set to show user's mobile number or DID or one of the company's DIDs
Click to call:

- Click to call URLs managed from the Dialing plan with support for time spans
- An URL can point to a user or to a hunt group
- Unlimited number of click to call URLs per company
- Support for audio, video and IM with file sharing

Presence and Instant Messaging:

- Availability – online, last seen, busy
- Presence status text
- Instant messaging with delivery and display confirmation
- Typing notification
- Multimedia file sharing
- Geo location sharing
- Documents sharing – pdf, docs etc.
Collaboration:

- Permanent group chats
- Unlimited number of participants
- Multiple admins support
- Sharing documents and media files
- Delivery and display confirmation
- Group avatar
- Inviting people from outside of the company via email
- Audio conferencing
- Access for non-users by clicking a link directly through web
- Access to the group’s audio conference through an access number (DID) from a regular phone (secured by a PIN)

Calls monitoring and calls recording

Listen to calls from or to your company live!

- Admin user can monitor all ongoing offset calls
- Admin can enable call recording per user; only offset calls will be recorded, internal communication is encrypted
- Admin can listen to previously recorded calls as well as ongoing calls via the portal
Other great features:

- DIDs, integration with API of major DID providers allowing for real-time DID ordering
- Provisioning for SIP devices
- Fax sending from the Portal, receiving via email or via the User-Portal
- PUSH support for mobile clients and User-Portal – receiving calls and IM even if the browser or the app is closed
- Encryption - all user to user communications, using the mobile apps or the portal, are fully encrypted; that includes chat, audio and video calls.