



# Business Communication Suite

Empower, Enhance, Future Proof  
Your Business Communications



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# Solution at A Glance

## Simplified Business Communications

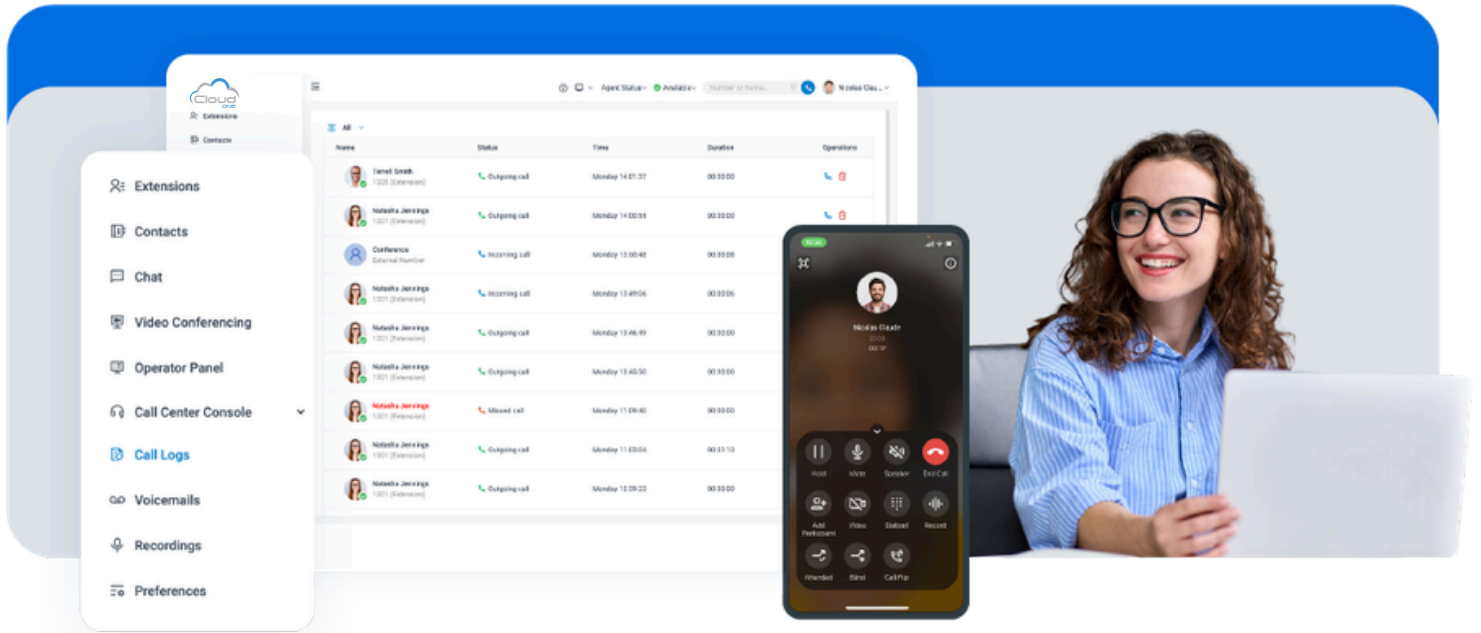
Easy to Use

Easy to Manage

Easy to Integrate

Easy to Adopt

Easy to Grow



### Key Solution Capabilities

Focusing on delivering Simplified Business Communications, Cloud One Business Communication Suite helps you connect dispersed teams, level up customer experience, streamline IT, and boost employee efficiency at all levels with everything you need in one simple system:

PBX

Call Center

Live Chat

Omnichannel Messaging

Video Conferencing

Simple User Apps

100+ Integrations

AI-Powered

#### For Business Owners

- Future-proof business with UCaaS + CCaaS in one platform
- Boost customer engagement & sales with omnichannel communications
- Slash telco/Local carrier costs and streamline duplicative services to one bill

#### For Employees

- One simple app for all: call, chat, message, anywhere, on any device
- 100+ enterprise-grade features at fingertips
- Work more efficiently with integrations & automation

#### For IT and System Admins

- Simplify setup, admin, and IT management
- Protect, control and manage user permission & access easily
- Maximize uptime in case of unforeseen events.



*Cloud One Business Communication Suite makes managing our communication tools much easier. We now have calls, chat, and messaging in one app, and it's been a big relief for our IT team."*

# Call, Meet. Chat. On-the-go.

Cloud One Business Communication Suite enables you to take your extension with you wherever you go and turn any smart device into a work-connected communications hub. With Simu Connect UC Clients for web browsers, Android, iOS, Windows, and MacOS, you are guaranteed to be kept in the loop, always and everywhere.

## Any Device. Anywhere



### Never Miss a call



- Make and receive audio/video calls on computer or mobile phones
- Transfer, hold, mute, and record calls to any phone number or extension
- Access call history, voicemails, and call recordings
- Click to call any phone number on web pages using Google Chrome Extension
- Work flawlessly with CRM/helpdesk to know who's calling
- Customize call forwarding rules based on different presence status

### Collaborate with Team



- Move seamlessly between voice, video, and 1:1 or group chat
- Chat and share files with colleague and customers, in one interface
- View the real-time call status & availability of your colleagues
- Start and join a conference call or web-based video meeting
- Access & manage personal or shared company contacts and phonebooks

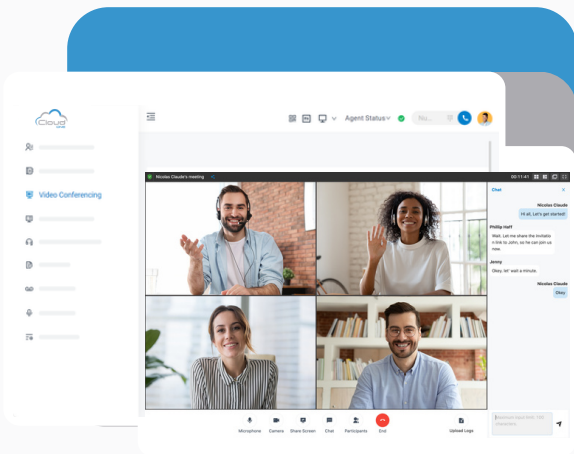
### Connect All Devices



- Consistent experience across desktop, mobile, and web
- Connect all apps and desk phones simultaneously via SIP Forking
- Move a live call seamlessly between devices and continue your conversation everywhere

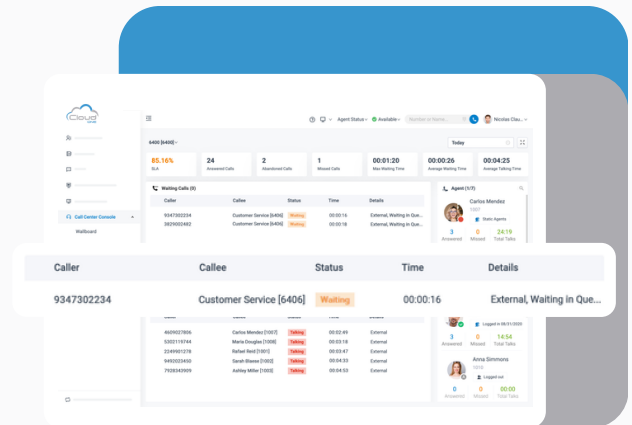
## More on Desktop and Web App

### Video Conferencing



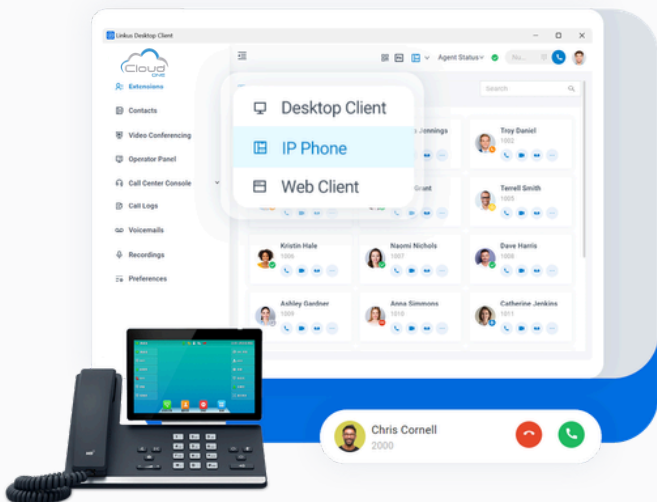
Start or schedule a web-based video conferencing in clicks. Participants can join the meeting via a unique meeting link and be further engaged with screen sharing & in-meeting chat.

### Call Operator Panel



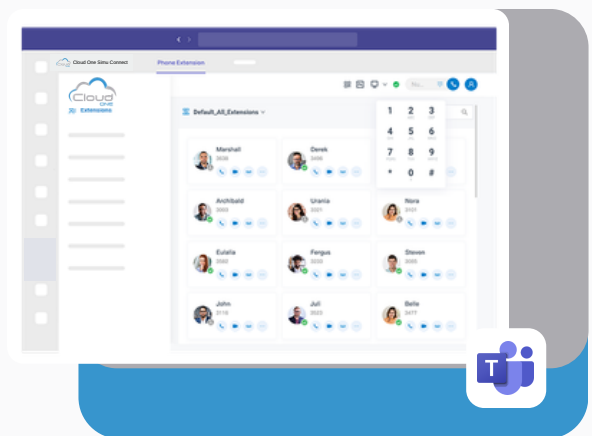
Use receptionist view to administer calls. Visualize all inbound/outbound call activities, and drag and drop to route calls to specific extensions, ring groups, queues, parking, etc.

### Desk Phone Control (CTI)



Link the desktop/web app with your desk phone. Click to dial and control calls from your computer while using the desk phone for communications.

### Free Microsoft Teams Integration



Embed Simu Connect app on Microsoft Teams to click to call, search contacts, check voicemails, and more directly in Teams. No extra Teams Phone license or integration middleware is needed.

# Boost Customer Engagement & Sales

With Cloud One Business Communication Suite, engage with customers proactively and handle both inbound and outbound interactions seamlessly. Empower your agents with automated dialing, real-time performance insights, and intelligent call routing to drive more sales and enhance service efficiency.

## Complete Call Center Features

### Convert Visitors to Leads



With embeddable website Live Chat and Simu Connect SDK features, easily add a chat or call button your websites or offer calling capabilities directly within your own app. Let your visitors reach you for free with just a click.

- 3-in-1 Auto Dialers: Progressive, Power, and Agentless dialing
- Outbound Campaign Wallboard showing live performance metrics, agent stats, and call outcomes
- Campaign Call Inbox for agents: manage calls, access contact details, log dispositions, and schedule callbacks—all in one intuitive view.
- Do Not Call (DNC) list protection keeps your outreach compliant.

### Easier Outbound Call Campaign Management



- Automatic call distribution, multi-level/lingual IVR, unlimited queues
- Skill-based routing & priority queue to deliver calls to most suitable agent
- Flexible queue ring strategies (Round-robin, least recent, etc.)
- Queue call-backs as overflow during busy times

### Easier Inbound Call Resolution



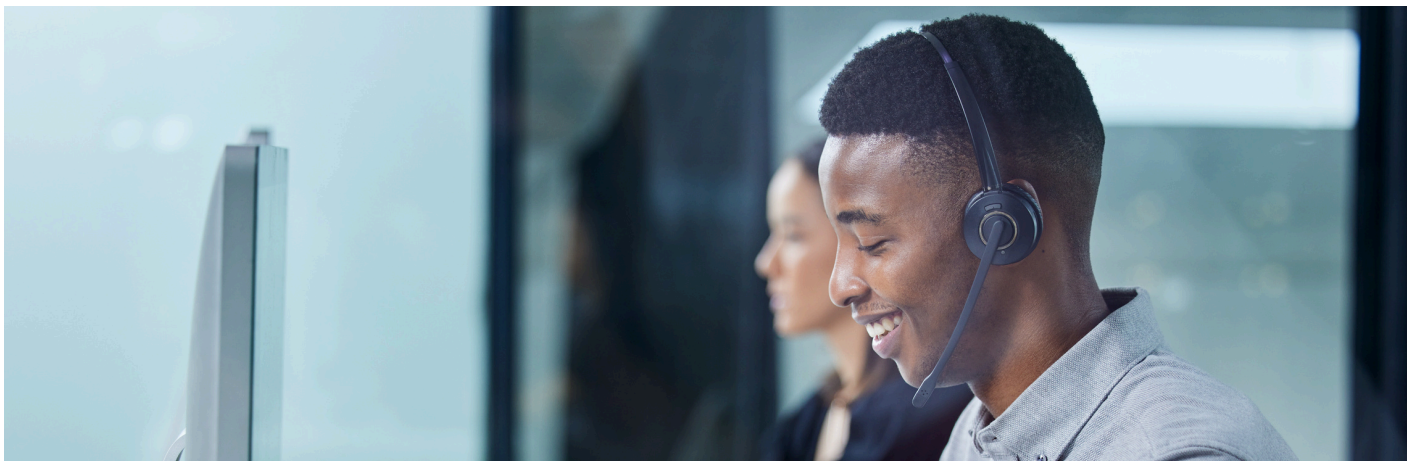
- Wallboard showing real-time queue stats in one sum
- Switchboard-type Queue Panel for all agent-related operations in one place
- Agent coaching: call listen/whisper/barge-in and call recording
- Missed call disposition for easier follow-ups
- Graphical/real-time/historical/scheduled call center reports: queue/agent performance, SLA, and more.

### Easier Agent Engagement

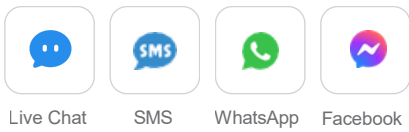


- Automatic greeting, Agent Hold Time announcement, music on hold, etc.
- Post-call survey settings & customer satisfaction reports
- CRM and helpdesk integration automatically unfold customer records upon on the calls

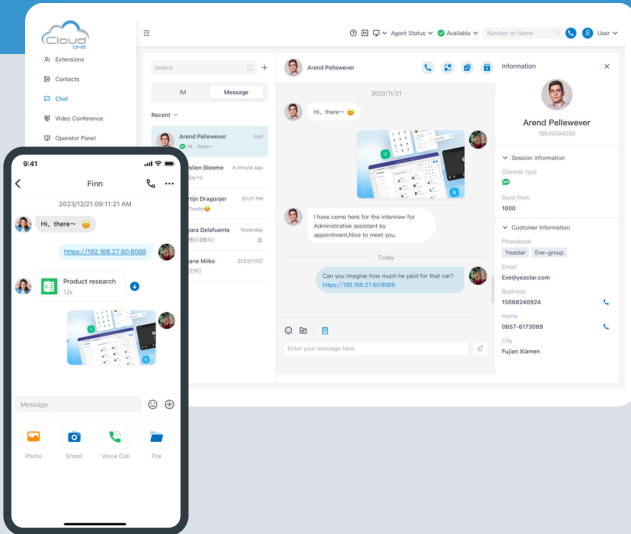
### Greater Customer Experience



## Omnichannel Messaging



Improve customer interaction by engaging with the channel of their choice. Cloud One Business Communication Suite allows you to manage your website live chat, business SMS texting, WhatsApp chats, and Facebook messages alongside your other support channel, reducing the number of tabs your teams need to keep track.



- All-in-one message inbox
- Outbound bulk messaging: SMS, WhatsApp
- Group chat in message queue
- Automatic agent assignment & message queue
- Contact matching and customer profile display
- Easy chat management: transfer, archive, close
- Elevate chats to calls in one simple click
- Traceable message detail records & chat logs
- Meet your customers wherever they are and respond from any of your devices, anywhere

## Rich CRM/Database Integration

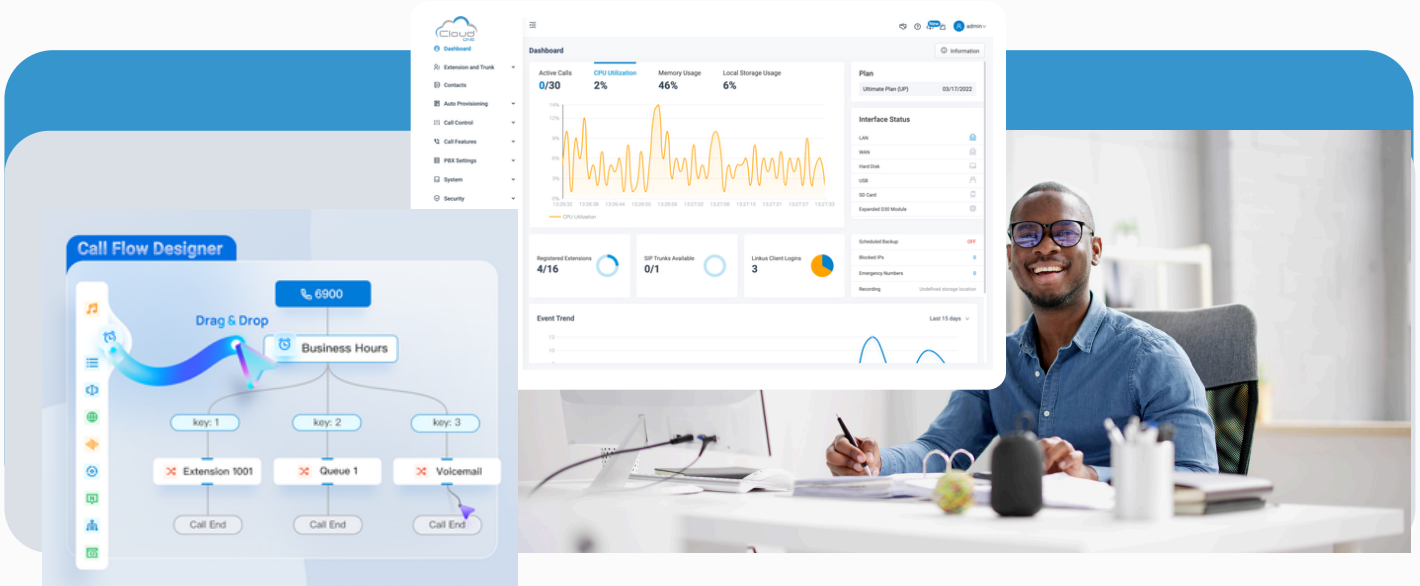
Break down communication barriers that isolate your contact center from the rest of the business. Cloud One Business phone system supports seamless integrations with popular CRM, database, and helpdesk platforms, so you can:

- Quickly identify who's calling or as messages come in
- Automatically open CRM contact records when customers call
- Click to call contacts without leaving your CRM
- Auto-create a new CRM contact for calls from unknown numbers
- Automatically log calls to CRM records
- Give the best customer service with all your customer's history in one place.



# No Administration Hassles

Spend less time managing your phone system and IT, and more time working. Cloud One Business Communication Suite's unified admin portal makes all your settings and system administration straight forward. Set up call routing rules, add new extensions, create auto-attendants, and more, all can be done in minutes without IT assistance.



## Easy Setup

- No technical expertise required
- Point-and-click configuration
- Plug-and-play IP phones with auto-provisioning
- Ready integration with Microsoft Extra ID and Active Directory



## Easy Management

- Granular user permission based on user roles & extension groups
- Intuitive system performance and usage dashboard
- Clear call analytics, CDR, reporting
- Comprehensive event logs & notifications for system issues



## Enterprise-grade Security

- SRTP & TLS call encryption
- Auto & static defense of SIP attack and spam blocking
- Global anti-hacking IP blocklist automatically updated
- Account login two-factor authentication
- More inbuilt security mechanisms & features

## Call Flow Designer

Easily build custom call workflows with a drag-and-drop interface, no programming needed. Use 22+ native PBX components and reusable templates to handle everything from basic call routing to advanced automation with CRM/database integration and developer APIs.

## High Availability

**99.99% Uptime** for Cloud PBX hosted by Cloud One. The enterprise-grade cloud hosting architecture is powered and double-secured by the global resilient AWS facilities.

**Real-time Failover.** Enterprise-grade Hot Standby solution for full PBX dual-server redundancy with real-time data replication, auto heartbeat check, and near-instant failover.

**Cross-region Disaster Recovery** to maintain uninterrupted call services even in case of regional disasters like network failure or power outage. \*

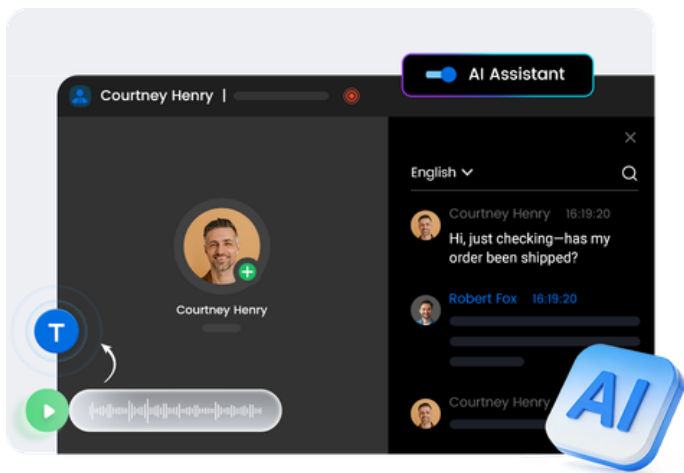
\*Supported only on the Cloud One Business Communication Suite Software Edition.

# Great for Any Business

- Healthcare
- Logistics
- Hospitality
- Finance
- Education
- Government Agency
- Retail Business
- Call Centres & more

Through the easy-to-use, easy-to-manage, easy-to-adopt, and easy-to-grow communications solutions, Cloud One helps businesses of all sizes and industries meet their goals.

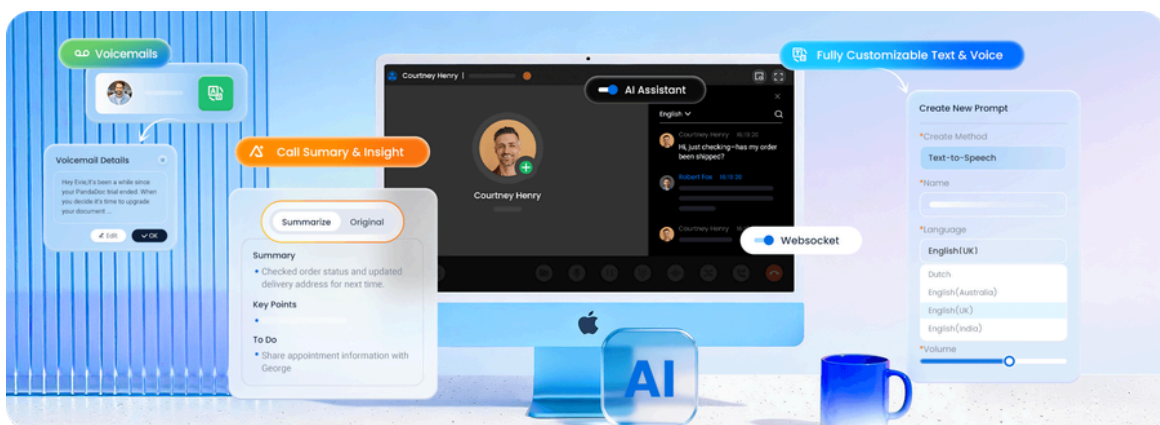
## AI Power for Optimized Business Communication



Upgrade your Cloud PBX with built-in voice AI to streamline workflows, capture actionable insights, and deliver 24/7 customer service, all without increasing headcount.

Automate call transcription, summaries, and voicemail-to-text, while an AI receptionist manages greetings, FAQs, and intelligent routing, turning every interaction into efficient, trackable outcomes.

## Voice AI Assists Your Team in Real-time



### Call Summary & Insights

Post-call generation of concise summaries and precise key points or "next steps" made by both parties. Minimizes manual note-taking and prevents missed follow-ups.

### Voicemail & Call Transcription

AI converts live voice streams and stored messages into searchable text. Teams can "scan" conversations at a glance to pinpoint details and respond faster in multi-tasking environments.

### Natural Text Reader

Our system utilizes neural TTS algorithms to support multi-language voice prompt output with natural prosody, pitch, and rhythmic pauses, enabling interactive and engaging communication.

# Feature Plans

## Plan and Deployment Mode

	Enterprise Plan (Default)	Ultimate Plan (Paid Addon)
<b>Deployment Mode</b>	Appliance, Software, Cloud	Appliance, Software, Cloud

## Features Included in All Plans

Telephony	Business	Administration	Unified Communications
Call Routing	Call Operator Panel	Web Admin Portal & Dashboard	Simu Connect UC Clients
Call Forwarding	Desk Phone Control (CTI)	Extension Group & Organization	• Web Client
Call Parking / Pickup	BLF Support	User Role & Permission	• Mobile: iOS & Android
Call Transfer (Attended/Blind)	Busy Camp-on	IP Phone Auto Provisioning	• Desktop: Windows & MacOS
Call Waiting	Business Hours & Holidays	SIP Forking	• Google Chrome Extension
Call Flip / Switch	Multi-Time Zones	Event Logs & Notifications	Presence & Custom Messages
Ring Group	Boss-Secretary	Troubleshooting	Audio Conferencing
Paging & Intercom	Hot Desking	Backup and Restore	T.38 Fax
Caller ID	Emergency Calling	Built-in SMTP Server	Fax to Email
Dial by Name	Feature Code	Network Drive	Voicemail
Speed Dial	Function Key	SNMP Support	Voicemail to Email
AutoCLIP	LDAP Server	Spilt DNS	Google Cloud Voicemail Transcription <sup>1</sup>
CID/DID-based Call Routing	TAPI Driver	Hot Standby <sup>2</sup>	Group Voicemail
Direct Inward/Outward Dialing	<b>Basic Call Center</b>	<b>Security</b>	Personal & Company Contacts
DNIS	Call Recording <sup>3</sup>	SRTP & TLS Call Encryption	Call Pop-up URL
DND (Do Not Disturb)	Listen/Whisper/Barge-in Monitoring	Auto & Static Defense	Headset Integration
Custom Prompts	IVR	Global Anti-hacking IP Blocklist	Open APIs
Distinctive Ringtone	Queue	Allowed Country IP's & Codes	<b>Multiple PBX Management</b>
Music on Hold	Queue Priority & Acceleration	Outbound Call Frequency Restriction	Cloud One Central Management
MOH Playlist & Streaming	Queue Announcement	Password Policy Enforcement	Remote Management
CDR & Basic Call Reports	Queue Call Logs & Missed Call Disposition	Two-factor Authentication (2FA)	Trunk Sharing

- 1. Google Cloud Voicemail Transcription:** Requires integration with Google Cloud Speech-to-Text Service.
- 2. Hot Standby:** Only supported by the Appliance and Software Edition. Requires an additional PBX redundancy server to function.
- 3. Call Recording:** It is free on Appliance and Software Edition. The Cloud Edition includes 500 free recording minutes per PBX instance and more can be purchased additionally if needed.
- 4. Trunk Sharing:** Only supported by the Cloud Edition.

# Feature Plans

## Advanced Features and Plans

Advanced Business & UC	Enterprise	Ultimate
Team Chat	•	•
Remote Access Service <sup>1</sup>	•	•
Remote SIP Service <sup>2</sup>	•	•
Phonebook	•	•
Call Note	•	•
Call Accounting	•	•
AI Related Features <sup>3</sup> Text-to-Speech, Voicemail Transcription, Call Transcription, Call Summary	•	•
WebSocket for Audio Streams Transmission		•
Call Flow Designer		•
Video Calls & Video Conferencing		•
Disaster Recovery <sup>5</sup>		Optional
Advanced Call Center		
Skill-based Routing	•	•
Queue Callback	•	•
Queue Panel	•	•
Wallboard & SLA Monitoring	•	•
Post Call Survey	•	•
Call Center Reports	•	•
Outbound Call Center <sup>6</sup> Auto Dialer, DNC List, Agent Inbox, Campaign Wallboard & Management, etc	Optional	Optional

Omnichannel Messaging	Enterprise	Ultimate
Live Chat	•	•
SMS Integration	•	•
Facebook & WhatsApp Integration	•	•
Bulk Messaging (SMS & WhatsApp)	•	•
Virtual Fax	•	•
Integrations		
CRM & Helpdesk Integration <b>Developed:</b> Dynamics 365, Zoho, Salesforce, HubSpot, Bitrix 24, Odoo, Zendesk <b>Custom Integration Template:</b> Works with any RESI API-supported system	•	•
Microsoft 365 Integration Teams, Outlook, Azure AD (Entra ID)	•	•
Google SSO	•	•
Database Contacts Sync Microsoft SQL, LDAP	•	•
File Remote Archiving <sup>7</sup> Google Storage, Amazon S3, FTP, SFTP	•	•
Active Directory Integration		•
Simu Connect SDKs		•
Hotel Solutions		
Hotel Management Module <sup>8</sup>	Optional	Optional
Hotel PMS Integration <sup>9</sup>	Optional	Optional

- 1. Remote SIP/Access Service:** The Cloud Edition is inherently accessible from anywhere and doesn't need the feature.
- 2. Remote SIP Service:** Eliminates the need for port forwarding to register remote SIP endpoints (phones, branch office PBXs, VoIP gateways) to the PBX.
- 3. AI Related Features:** Call Transcription & Summary only supported on the Software Edition & Cloud Edition. And subscription to the add-on service based on transcription minutes is required for Voicemail Transcription and Call Transcription. Free trial available.
- 4. Disaster Recovery:** Only supported by the Software Edition. Requires an additional PBX redundancy server to function.
- 5. Outbound Call Center:** Available as add-on for Software Edition only.
- 6. Remote File Archiving:** Requires Ultimate Plan for Cloud Edition; Requires Enterprise Plan for Appliance, Software Edition, and Cloud One BYOI Partners.
- 7. Hotel Management Module:** Available as add-on for Appliance Edition. For Software and Cloud Edition, it's available with Enterprise Plan or higher.