



## Convergia Cloud Voice Webex Calling

### What is **CCV Webex Calling**?

CCV Webex Calling is a complete enterprise phone system in the cloud, with all the benefits of a traditional office PBX phone system and team collaboration solution in a single package offered through a flexible subscription model with centralized administration, security, and reliability you can trust.



### SOLUTION FEATURES



#### **Auto Attendant**

Ensure that calls are answered, and that callers' needs are met. Add greetings, set up menus, and route calls to an answering service, a hunt group, a voicemail box, or a real person.



#### **Hunt Groups**

Distributes calls from a single phone number to a group of numbers in a company.



#### **Receptionist Client**

Helps to support the needs of your front-office personnel by providing them with a full set of call control options, large-scale line monitoring, call queuing, multiple directory options and views,



#### **Paging Group**

Users can send an audio message to a person, a department, or a team. When someone sends a message to a paging group.



#### **Call Queue**

Calls can go to a queue, and, instead of a constant busy tone, the caller will be informed that operators cannot currently answer the call. Music is played for the caller while they wait for someone to take their call.



#### **Call Park**

Turn on call park so that users can put a call on hold and pick it up from another phone. Edit or delete an existing call parks.



#### **Call Pickup**

You can turn on call park so that users can put a call on hold and pick it up from another phone. You can edit or delete an existing call park.



## HOW DOES IT WORK?

- Receive an IP-phone directly to your location and just plug and play. Make your first call in 2 minutes after connecting your phone.
- Easy app installation for PC, MAC, android and IOS in minute.
- Intuitive interface that make your life easy.
- Ability to execute calls, chat, and Web conference from any device.
- Stay informed about the status of your colleagues in the company with PRESENCE.



## BENEFITS

- **Cost**  
OpEx not CaEpx model, transparent cost, no maintenance, rapid deployment
- **Secure**  
Everything you share, say, and type is protected by end-to-end encryption.
- **Mobility**  
Use your computer, tablet, or smartphone to make and receive calls on the go.
- **Webex Teams access**  
For every user, adding rich unified communications and team collaboration services.
- **Centralized administration**  
One place to manage and configure all phone cloud services.
- **Hybrid Solutions**  
Fully integrated works with cloud apps like Office 365 and G suites.
- **One UC supplier**  
One contact in the event of failure, less time spent managing multiple organizations.

## COMPETITIVE ADVANTAGES



### Unified Communications

Companies that deploy Unified Communications, experience a 72% increase in business.



### Improve Productivity

91% of IT executives see improved collaboration after UC is implemented.



### Minimize Risk

Keep out unsanctioned apps that weaken security and increase IT costs.



### Speed Up Responsiveness

88% of buyers reported significantly faster problem resolution.

