



Cloud Phone System + Dedicated Engineering Support

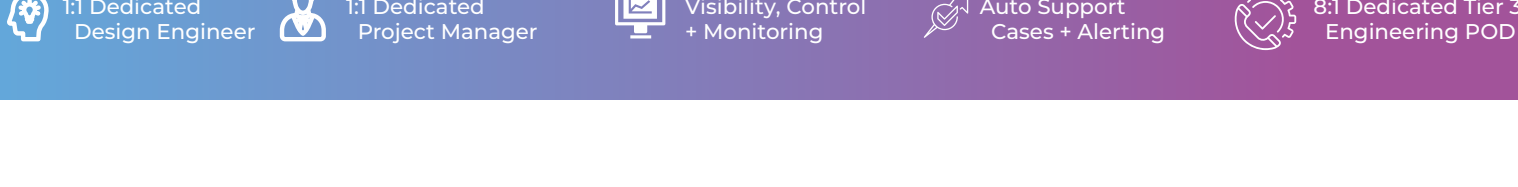
Desk Phone | Computer | Mobile | Voice | Text | Chat | Meetings | Collaboration

Smooth Cloud Migrations | Expert perfected process

Moving from a on-site phone system to the cloud is scary. Call quality can fail, mapping configurations can be a ton of work, not to mention changing out phones and getting users to actually use the system.

Unlike our competition, we provide a fully managed experience helping you reverse engineer your current systems, professionally deploy cloud configurations & call routing, migrate phone numbers and install on-site hardware. You have all the power to manage configurations yourself in real time-backed by your dedicated expert Command|POD engineering team that knows your systems and is here to help make changes 24/7.

Seamless Enterprise Grade Cloud Migration Process



Easy to Manage | Users & Features

Add a user, change user configs, manage call distribution, auto-attendants, music on hold and every feature at the speed of business with our SaaS.

Want us to do it for you? Simply open a request to our Command|POD dedicated engineering support and they'll do it for you with a 1hr SLA 24/7/365.

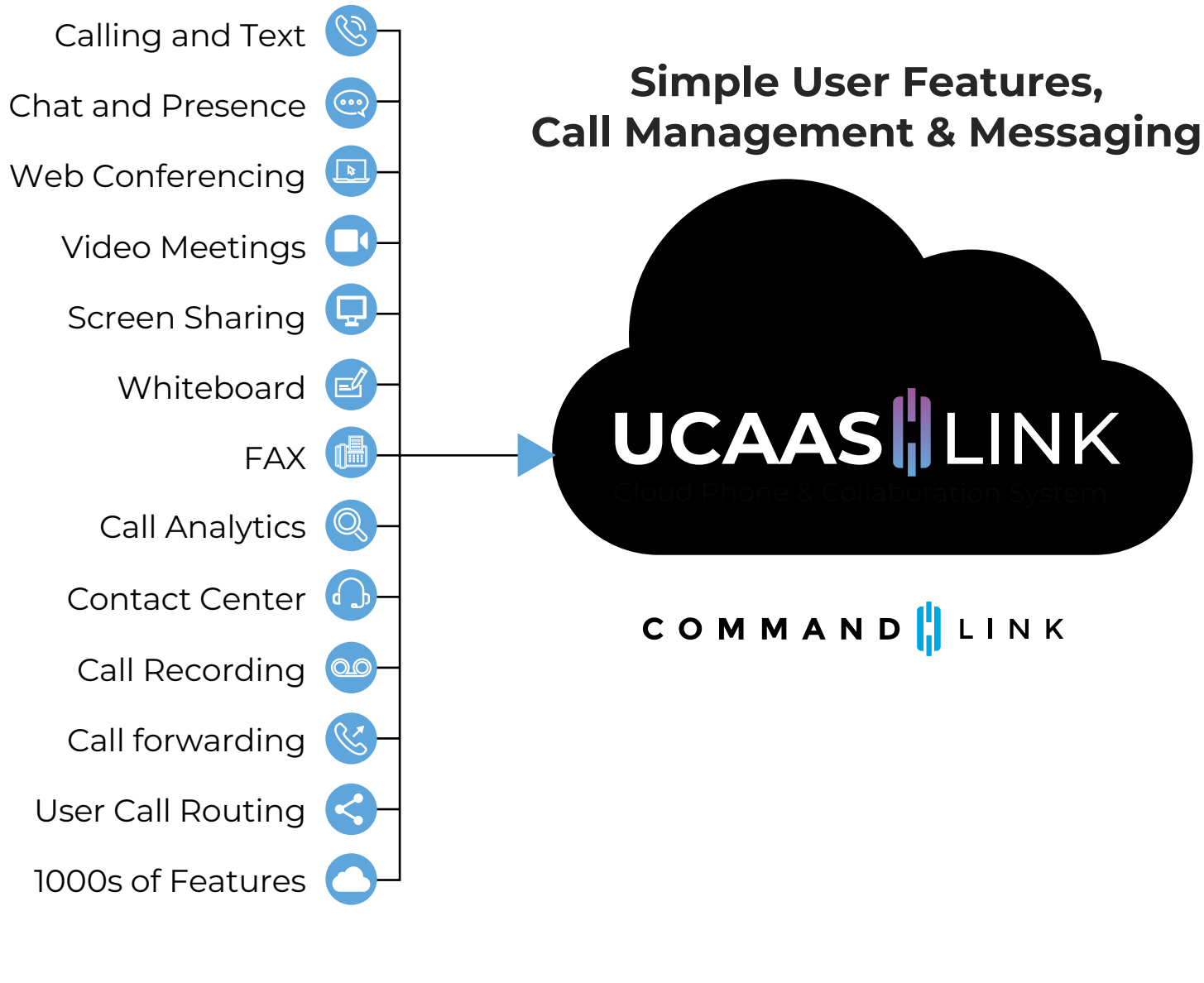
- Real-time config control
- System, location & user management
- Analytics & reporting

Eliminate Downtime | Secure Cloud backed by 100% Uptime SLA

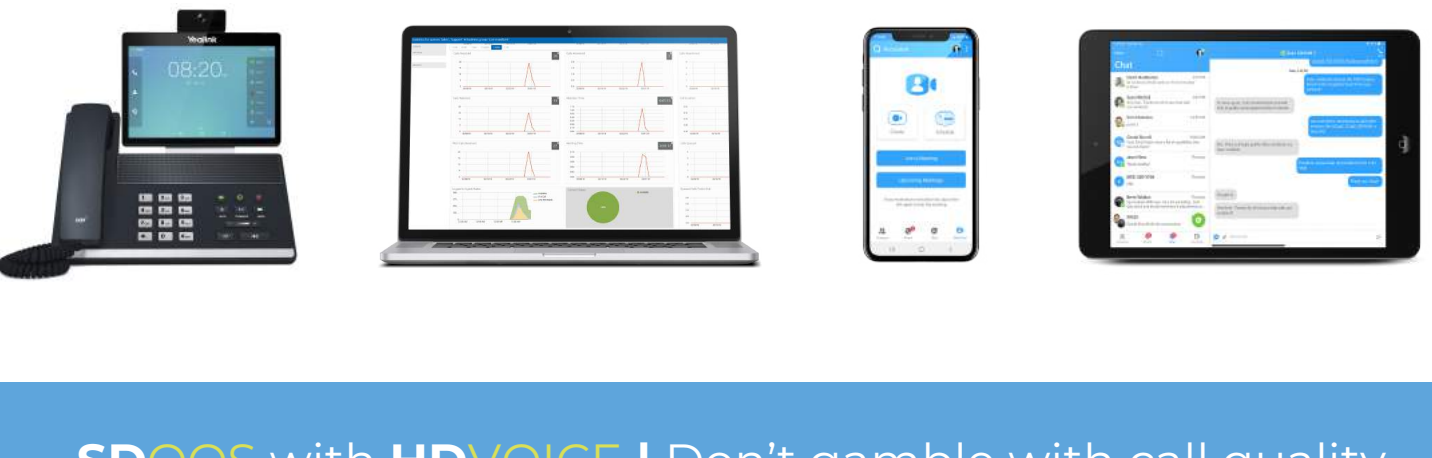
Downtime sucks. Our voice network core leverages the industry leading voice switching powering the largest carrier networks for stability -- feature enhanced with our software. This ensures you are on a crystal clear always on voice network that keeps your staff and customers connected.

- Geo-Redundant
- Active-Active Cloud Infrastructure
- 100% Uptime SLA

Easy for Users | Intuitive features & Max Productivity



Available on All your Devices [PC | MAC | iOS | ANDROID]



SDQOS with HDVOICE | Don't gamble with call quality

With the other cloud providers, BAD call quality is your responsibility to fix. You have to troubleshoot your internet connections, firewall, switching and may have no solution to fix bad calls.

SDQOS We fix this for you leveraging our end-to-end SDQOS. With our SDWAN service, we identify your voice and video traffic to dynamically and intelligently prioritize and steer the traffic across the WAN monitoring and analyzing each call with MOS based scoring from your office to our cloud.

MultiWAN Failover Our SDWAN service unifies our voice cloud to your secure network, eliminating connectivity downtime. If one Internet connection fails, we can route calls over a second or 3rd connection in real-time without a active call dropping.

UCAAS LINK CLOUD PHONE SYSTEM USERS

Features:	Lite	Complete	Collaboration
	Basic office phone	Full featured business user	Web, Video & Team Meetings
Unlimited US Calling & Canada	Metered	✓	✓
Enterprise Voice Cloud - 100% Uptime SLA	✓	✓	✓
SD-QOS with Call Quality Monitoring	✓	✓	✓
HD-Voice (High-Definition)	✓	✓	✓
Local Phone Number & Extension	✓	✓	✓
User Presence	X	✓	✓
Voicemail to Email & Transcription	X	✓	✓
Desktop Softphone (Microsoft & Apple)	X	✓	✓
Iphone / Android Application	X	✓	✓
Desk Phone Managed Options	Optional	Optional	Optional
Office 365 Integration	X	✓	✓
Text Messaging & Chat	X	✓	✓
Internet Faxing	X	✓	✓

Collaboration	Lite	Complete	Collaboration
Online Meetings	X	X	✓
Web Conferencing	X	X	✓
Audio Conferencing	X	X	✓
Web Conferencing	X	X	✓
Team Whiteboarding	X	X	✓
Screen Sharing	X	X	✓
HD Video Conferencing	X	X	✓

IT Management	Lite	Complete	Collaboration
User Personal Web Portal	X	✓	✓
User Admin Platform Access	X	✓	✓
Web Based IP Phone Management	✓	✓	✓
24/7 Command POD Engineering Support	✓	✓	✓
Professional Configured & Managed Deployment	✓	✓	✓
Professional Onsite Deployment	Optional	Optional	Optional

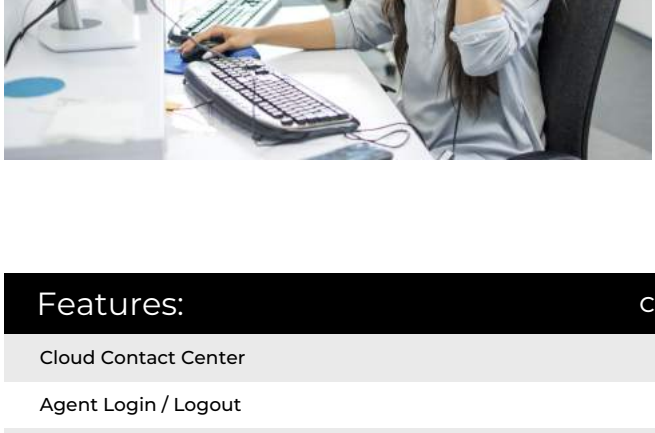
Call Recording	X	✓	✓
Call Reporting & Analytics	X	✓	✓
Multi-Location Support	✓	✓	✓

Over 100 Application Integration Options	X	✓	✓
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Auto-Attendant Multi-Level Integration	✓	✓	✓
ACD Queue Inclusion	X	✓	✓
Hunt Group Inclusion	X	✓	✓

	Lite	Complete	Collaboration
Business Groups	X	✓	✓
Intercom	X	✓	✓
Short Codes	✓	✓	✓
Call Park	X	✓	✓
Call Pickup	X	✓	✓
Bridged/Shared Line Appearance	X	✓	✓
Music On Hold - Department Level	X	✓	✓
Call Forwarding	✓	✓	✓
Find Me Follow Me	X	✓	✓
CRM Integration	X	✓	✓
HIPAA Certified	✓	✓	✓
Enterprise Grade Security	✓	✓	✓

UCAAS LINK CONTACT CENTER



Today's call center environments are built around availability, accessibility, and current-generation communication methods.

Command|Link Contact Center integrates all of the feature/functionality of UCaaS|Link to your Contact Center Agents & Managers allowing you and your customers to interact anytime, anywhere, and with any device.

Features:	Agent	Supervisor
	Contact Center Member	Contact Center Leader
Cloud Contact Center	✓	✓
Agent Login / Logout	✓	✓
Agent Dashboard	✓	X
Supervisor Dashboard	X	✓
Call Coaching - Call Listening, Monitoring & Whisper	X	✓
Barge In - Join Any Call	X	✓
Agent Login to Multiple Queues	✓	✓
Customizable Agent Destinations	✓	✓
Customizable Agent Activity Codes - Ex "At Lunch" / "On Break"	X	✓
Call Park & Pickup	✓	✓
Wallboard View	✓	✓
Skill Based Routing	X	✓
CRM & Web Screen Pops	✓	✓
Play Announcement to Entire Queue (Music or Message)	✓	✓
Caller "Press" Zero to Exit Queue for Call Back	✓	✓
Agent Presence & Chat	✓	✓
Dynamic Announcements - Telling caller their status	X	✓
Reporting - Scheduled & On demand	X	✓

Mobile App

Avg. User 3h 35m On Mobile

COMMAND LINK One Partner | 100% Accountability

Communicate Wherever You Go with One Number

Calling, Text & Chat
Quickly chat with internal staff and easily text with any contact phone that supports text.

User Presence
Quickly see who's on or off the phone and who's available in the office or in a meeting.

Visual Voicemail

Mobile Meetings

Presence & Admin

Active Call Control

Calling & History

Single Source Partner

We provide Next-Generation Cloud Phone Systems unified with SD-WAN, Managed Security & Collaboration Software Fully Integrated into the Command|Link SaaS Platform.

