



Cloud Voice Services

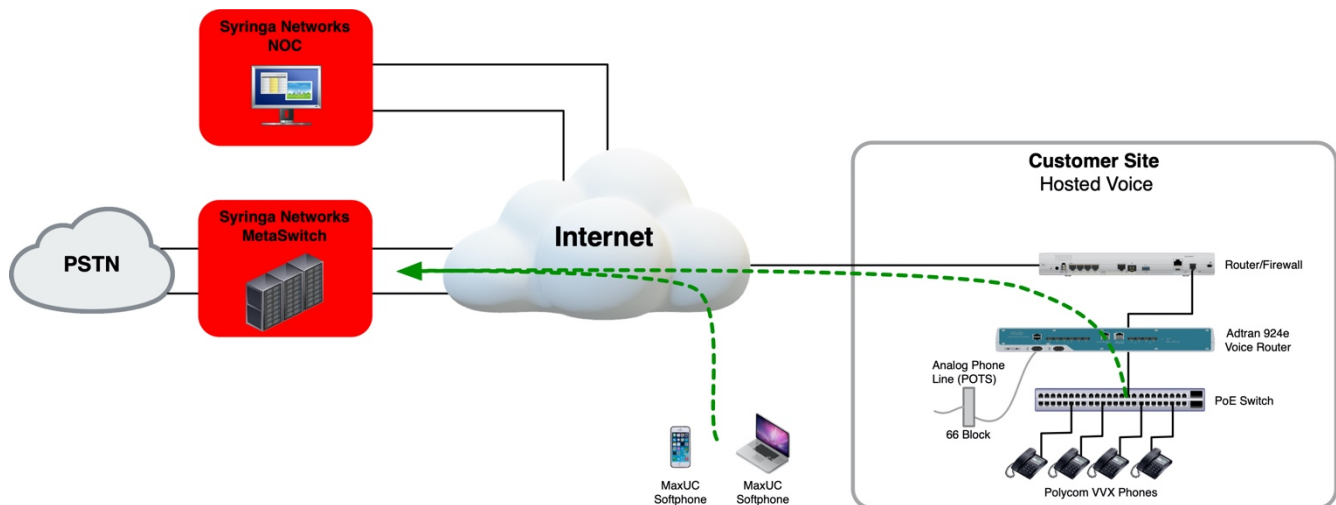
Syringa Networks Cloud Voice service is a hosted PBX solution that delivers a state-of-the-art phone system without the associated problems of hardware acquisition, CapEx financing, deployment and support. Our Cloud Voice service delivers Unified Communications (UC) features that allows for your users to work, communicate and collaborate more effectively than ever before. Because Cloud Voice is delivered to your business via Syringa Networks superior Nx100Gb regional network, you will experience an unmatched quality of service with crystal-clear quality.

Cloud Voice Features:

- Unified Messaging with voicemail retrieval via email, phone, or the Web Portal
- Single dial plan for the entire company even with a geographically diverse office
- Superior voice quality and reliability by utilizing our low latency network
- Web browser access to a feature-rich end user Web Portal and Admin Portal
- Simultaneously ring multiple devices or in a distinct order to reach you anywhere
- Auto Attendant functionality available with Music on Hold managed from the Admin Portal

What's in our Cloud?

Syringa Networks Cloud Voice service utilizes the Meta Switch platform where all the voice system intelligence resides in our network, which provides our customers with an on-net, close proximity for all their voice services.



Note: Cloud Voice requires a Syringa Networks broadband connection.

Cloud Voice Seat Types

Basic Seat	Standard Seat	Premium Seat
Includes the PBX Feature Set for utility applications such as a break room or lobby phone.	Includes the Basic Seat PBX Feature Set with the addition of standard voicemail and access to the End User Web Portal.	Includes all the PBX features plus the BCM advanced features: Unified Messaging, Simultaneous Ring, Call Rejection, Distinctive Ring Tones, Advanced Call Forwarding and MAX UC License.
Conference Seat	Receptionist/Admin Seat	Voicemail Seat
Includes all the PBX features of the Basic Seat, but configured for a conference room phone for group collaboration.	All the features of the Premium Seat, but with the capability to add sidecars for monitoring additional lines in the office and access to the Admin Portal.	Used as a standalone voicemail box for afterhours calls that are directed at the company in general and not at an individual.

Additional Features:

- **Easy Auto Attendant:** Standard Auto Attendant with a single menu, dial by extension or name and attendant scheduling for business hours and after hours.
- **Premium Auto Attendant:** All the features of Easy Attendant with options for multiple schedules, different levels of menus, and transfer to voicemail by number.
- **Contact Center (ACD):** An Integrated Contact Center application for small businesses with Agents and Supervisors. Includes multiple call queues (up to 50 calls), web interface, active monitoring and reporting.

CloudVoice Equipment



V VX-350



V VX-450



MAX UC Softphone



V VX-450 with side car



Trio 8500



Trio 8800

Unmatched Service

Syringa Networks provides your business with more than a connection to the Internet - we are a trusted partner that works with you to develop a customized solution to meet the needs of your business. We provide your business with the added security of a 24x7 Network Surveillance Center.

