Service Overview for ProCloud> Elevate

TAKE YOUR BUSINESS COMMUNICATIONS TO
THE CLOUD WITH PROTELESIS

ProCloud> Elevate Overview

Elevate is an easy-to-use cloud based unified communications system that helps employees to be more productive and collaborative. It includes a full-featured phone system combined with chat, web/video conferencing, and file collaboration and backup capabilities.

ELEVATE INCLUDES

- Includes 90+ enterprise-grade calling features

- Includes local & long distance calling within the US, Canada, and Puerto Rico

- The Elevate Mobile App makes any smart phone an essential collaboration tool

- The Elevate Desktop App integrates with your company directory, showing employee availability and enabling click-to-call

- Powerful video conferencing, screen sharing and file sharing features facilitate better collaboration

Benefits to Your Business

INCREASED PRODUCTIVITY

Elevate makes
a more productive
workforce

- Allows a user's mobile devices to interact seamlessly with the corporate phone system
- Virtually anywhere, anytime, and on any device creates a more flexible workforce
- Transcribes voicemail messages to text and/or email, allowing for more efficient voicemail management
- Integrated chat, video conferencing, screen sharing, file sharing and file backup extends reach and facilitates increased collaboration

LOWER COSTS

No phone system infrastructure
hardware to buy, install, manage,
upgrade or replace

- Reduces infrastructure and operating costs
- Consolidates voice and data onto one network
- 90+ enterprise-grade calling features INCLUDED in the service

HIGH RELIABILITY

Elevate's voice network is
purpose-built for reliability

- Redundant East/West datacenters increase reliability and reduce latency

Benefits to Your Business (continued)

SIMPLIFIED SCALING & MANAGEMENT

Elevate scales according to the needs of any business

- Order service according to the number of users; no guessing number of lines needed
- Scales to a large number of users per business

BUSINESS CONTINUITY

Never miss an important business call

- Elevate automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)

Key Features and Capabilities

90+ ENTERPRISE-LEVEL FEATURES

- Call Forwarding
- Call Park
- Call Transfer
- Do Not Disturb
- Call Recording

- 3-way Calling
- Caller ID
- Extension Dialing
- HD Audio
- Call Waiting

- Receptionist Routing
- Music on Hold
- Voicemail Transcription
- … and many more

VOICEMAIL

- Voicemail to email via an attached MP3 file
- SMS notification
- Voicemail transcription
- Auto-deletion of voicemail after 90 days
- Change personal greeting
- Remote voicemail access

CONFERENCE BRIDGE

- Unique Toll Free number
- Up to 50 simultaneous conferences
- Start up to a 25 person reservation-less conference
- Schedule up to a 100 person reserved conference
- Separate host and guest codes allow full conference control
- Conference calls can be recorded for downloading, reviewing and sharing

BUSY LAMP FIELD (BLF)

- Indicates presence - whether another user's extension is currently in use
- Other user's extension and name information are presented as virtual "buttons" on the desk phone's display
- The BLF display can be used for speed dials, and also to make or receive calls on behalf of another user

VIDEO CONFERENCING

- HD video conferencing eliminates unnecessary travel and empowers teams with remote members to be more productive
- Share your computer desktop with team members in real time, improving collaboration and speed of decision making
- Includes a conference dial-in number and

Key Features and Capabilities (continued)

CALL FLIP

- Allows the user to seamlessly move an active call from the desk phone, the desktop app or the mobile app to another device
- Called party will hear hold music while the caller utilizing the Call Flip feature switches devices mid-call

FAX TO EMAIL

- Users receive, view, manage faxes via the web, or as email attachments
- Does not require an additional phone line

FILE COLLABORATION

- Easy and secure file sharing
- Access the most current version of files from any device
- Co-edit in real time
- Access file server content from mobile devices without a VPN

TEAM CHAT & MESSAGING

- Send and receive chat messages and file attachments in real-time with team members (individuals and groups)
- Pin favorite contacts to the top of your list
- Mobile chat and desktop chat messages are instantly synchronized
- View free/busy/away statuses of all your contacts
- Chat messages securely encrypted in transit and at rest

Apps and Productivity Included

ELEVATE MOBILE APP

This powerful mobile application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. See who is available, with colleagues, place calls and see voicemails — anytime, anywhere.

Never miss important calls
Extend your business phone number and extension to your mobile phone, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device—seamlessly, without interruption.

Easily collaborate from anywhere
Your full desktop chat history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are.

ELEVATE MOBILE APP

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, chat with colleagues, place and receive calls, share screens, launch video conferences and share files—all from one application. Available as a downloadable app for PC or Mac®.

Communicate your way
Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac.

One application for collaboration
One place to see the availability of coworkers, place a phone call, start a team chat and launch a video and web sharing session.

Stay connected on-the-go
With the Elevate desktop and mobile applications, you take your contacts, files and conversations with you—wherever you are.

Apps and Productivity Included (continued)

ONLINE MEETING VIDEO CONFERENCING & SCREEN SHARING

Online Meeting® is an easy-to use, reliable video collaboration tool.

- HD video conferencing: Face to face meetings eliminate unnecessary travel and empowers teams with remote members to be more productive
- Screen sharing: The computer desktop can be shared in real-time, improving collaboration and speed of decision making
- Includes a conference dial-in number, and custom URLs for meetings
- Up to 4 web and up to 200 audio only participants may join with the included package
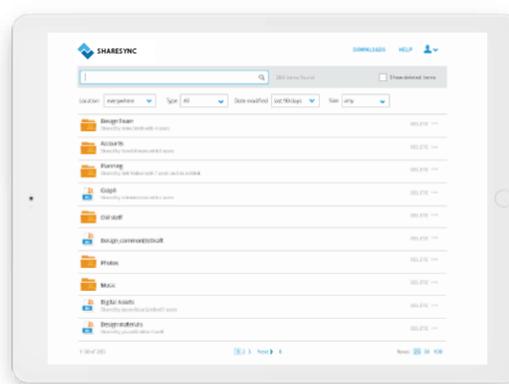- Pro package includes up to 30 web participants and up to 12 simultaneous video feeds

SHARESYNC® FILE SHARING & SECURITY

File sync and share with backup for desktops, mobile devices, and file servers.

- The most current version of files from any device
- Easy and secure file sharing
- Reduced downtime from ransomware and other types of data loss
- Integration with Windows file server, Exchange Email, Active Directory, Outlook, Office, and Office 365®
- Full control over files, users, devices, and sharing activities

- Includes 2 GB/user of storage for SecuriSync Backup and File Sharing
- Pro package includes 100GB/user

ENTERPRISE CLASS HARDWARE

- Easy-to-use interfaces, rich audio quality and productivity features
- Phones are pre-programmed to work seamlessly with Elevate
- Phones are plug and play, and can be used anywhere there is an internet connection*

Yealink T4 series   **Yealink DECT Cordless Phones**   **Polycom SoundStation Conference Phones**   **Polycom VVX**

BUSINESS ESSENTIALS INCLUDED

Each user receives:
- Local phone number with unique extension
- Ability to have up to five endpoints
- Inbound/Outbound Caller ID
- Fax to Email
- Voicemail box with transcription services
- Elevate Mobile App & Desktop App
- Online Meeting with up to 4 participants (30 with Elevate Pro)
- 2GB per user ShareSync file share and backup (100Gb per user with Elevate Pro)

Each account receives:
- Centralized management of all locations
- Auto Attendant with a direct inward dial phone number
- Ability to configure up to 10 hunt groups
- Conferencing: 200 toll-free minutes / month
- Active directory integration for easy configuration of users
- Hunt Group reporting
- Enable/Disable call recording

COMMUNICATION FEATURES

System Features
- Voicemail with Transcription
- Auto Attendant
- Caller ID
- Custom Hold Music & Greetings
- Direct Inbound Dialing (DID)
- Call Flip
- Conference Bridge
- Hunt Groups
- Hunt Group Call Reporting
- Email and SMS notifications
- Busy Lamp Field / Call Presence

Phone Features
- Call Forward
- Call Hold
- Call Recording
- Call History
- Call Transfer
- Call Waiting
- 3-way Calling
- Do Not Disturb
- Extension Dialing
- Configurable Ring Options
- Voicemail

Phone Features (cont)
- Administrator Password
- Named Ring Groups
- Page all Phones
- Call Park
- Inbound Caller Name
- Call Flip
- Configurable Line Keys
- Speakerphone
- On-Hook Dialing
- Remote Line Key
- Transfer to Voicemail