

360 Cloud VoIP

Take Your Communications
To the Next Level



How it works:



**flexible solutions for
your business needs**

Voice over IP (VoIP) has emerged as the new leader in cost-effective standards based communications. 360 Cloud VoIP enables customers have the benefits of an Enterprise PBX for a fraction of the cost of a premise-based PBX, to take full advantage of the unique features and applications made available today by virtue of VoIP and SIP technologies.

With 360 Cloud VoIP, your company will benefit from more advanced features:

- **Disaster Recovery:** Designed to protect business customers through increased reliability and survivability during unexpected service interruptions. 360 Cloud VoIP disaster recovery provides continuity of service by systematically re-routing incoming calls to cell phones, voice mail boxes or branch offices.
- **Scalability:** Customers are often required to over-engineer their phone systems by purchasing more phone circuits than they really need. 360 Cloud VoIP enables customers to scale the number of telephony sessions (virtual phone lines) in increments of one, rather than paying for something they don't need or won't use.
- **Dynamic Line Bursting:** During peak hours a customer can be at risk of not having enough call paths (or phone lines) to accommodate increased inbound call activity, resulting in many callers receiving a busy signal. Dynamic Line Bursting allows a customer to "burst" over the total number of prepaid call paths (virtual phone lines) they are subscribed to, so that inbound callers never receive a busy signal.
- **Multi-Location and Remote Workers:** Companies that have premise-based PBX's have little to no features they can offer to their employees who work remotely. For literally a few dollars per month, 360 Cloud VoIP offers full PBX functionality to your home based and mobile workers.

Explore the advantages of 360 Cloud VoIP by emailing us at: voip@360-ict.com or online at 360cloudvoip.com.



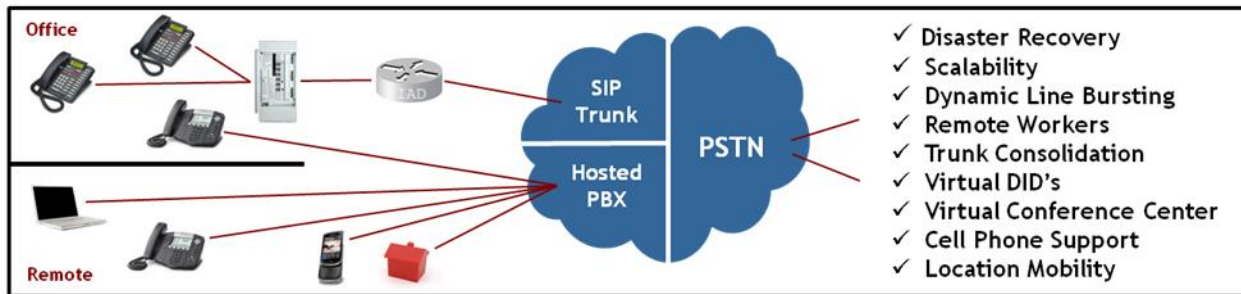
Trunk Consolidation: In a multi-site environment, 360 Cloud VoIP lets you eliminate individual telephone circuits (traditional phone lines) at each location, consolidating all locations into one centralized site, resulting in reduced hardware and significant cost savings.

Virtual DID's: Organizations can have DID's nationwide or local regardless of their location.

Virtual Conference Center: Unlimited number of conference calls that can be routed by DID or Auto Attendant.

Cell Phone Support: Requirements are no longer limited to wired systems. Organizations can now leverage voice over cellular while enjoying the feature set of a corporate PBX.

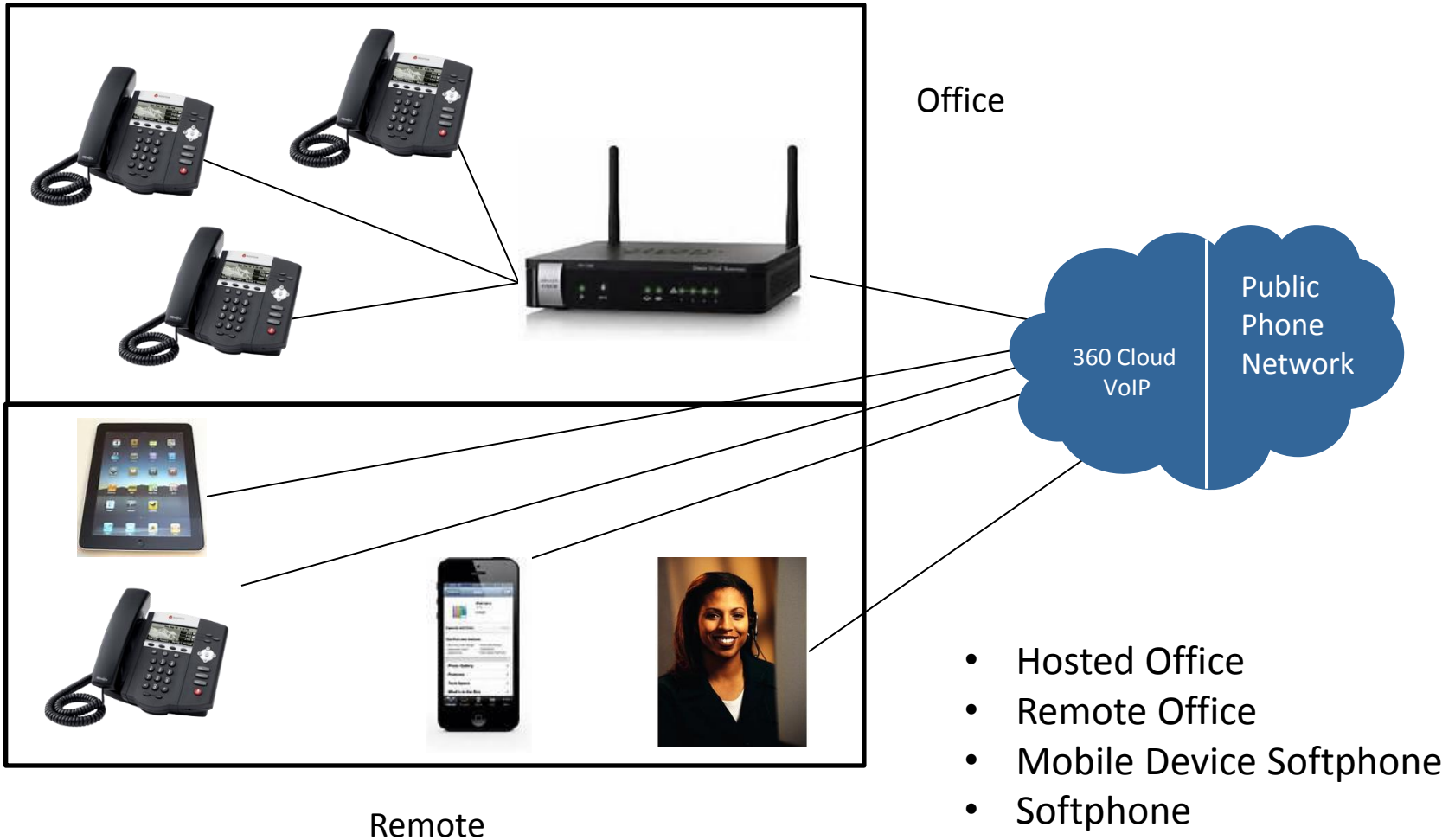
Location Mobility: Multiple remote offices, remote workers or sales force can stay connected with physical phone or softphones with easy deployment.



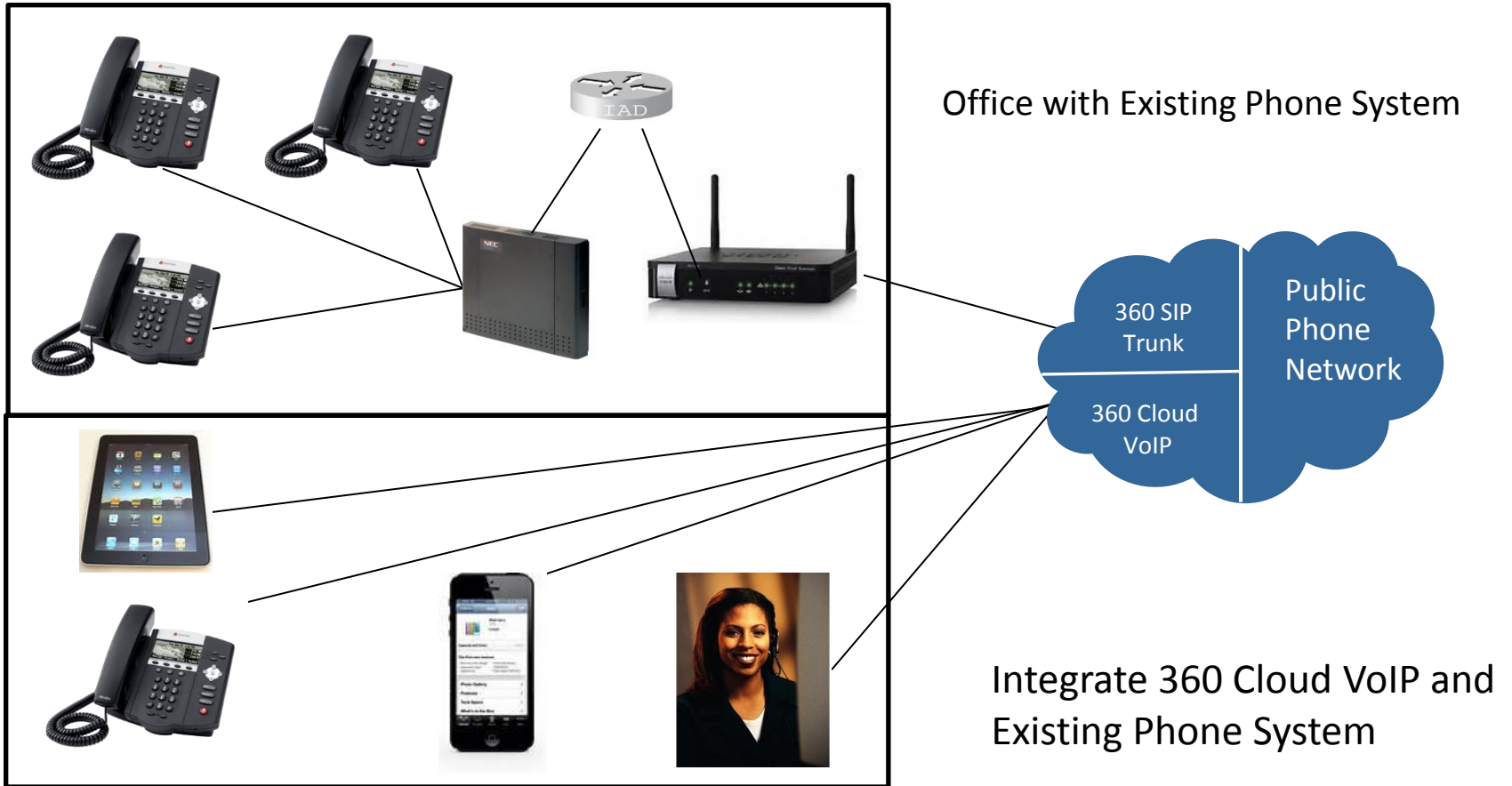
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360 CLOUD VOIP



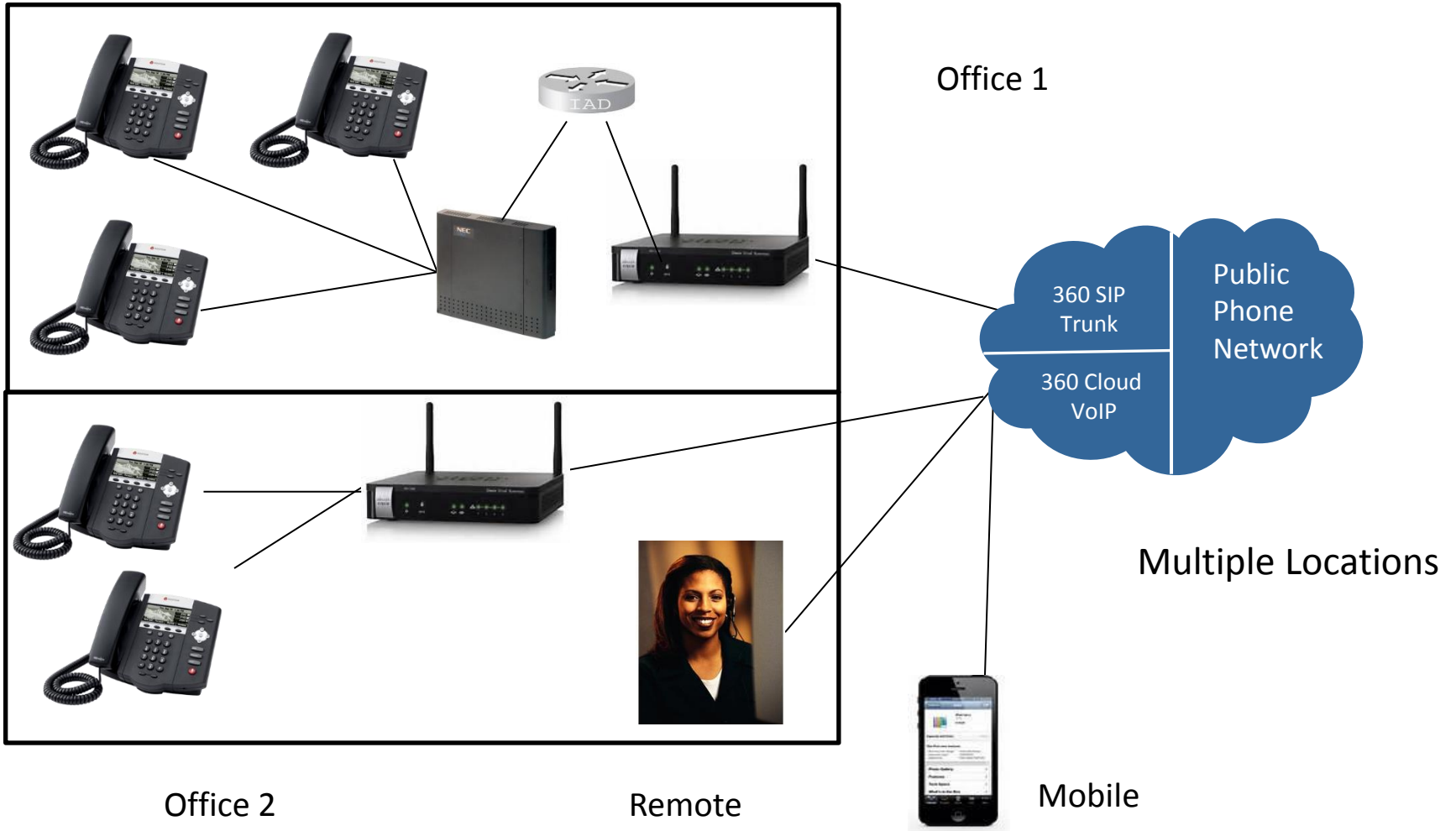
360 CLOUD VOIP



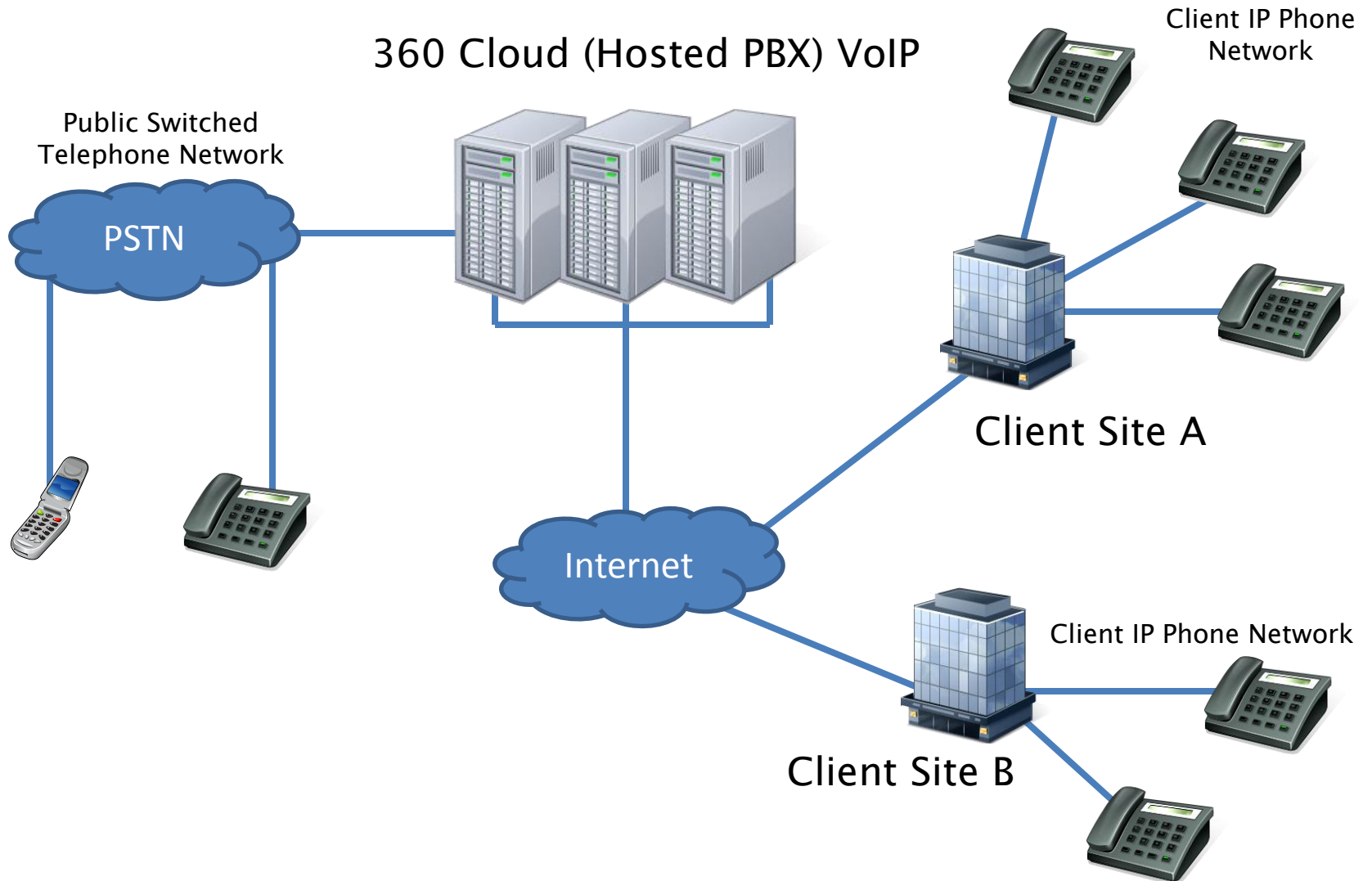
Remote

Integrate 360 Cloud VoIP and Existing Phone System

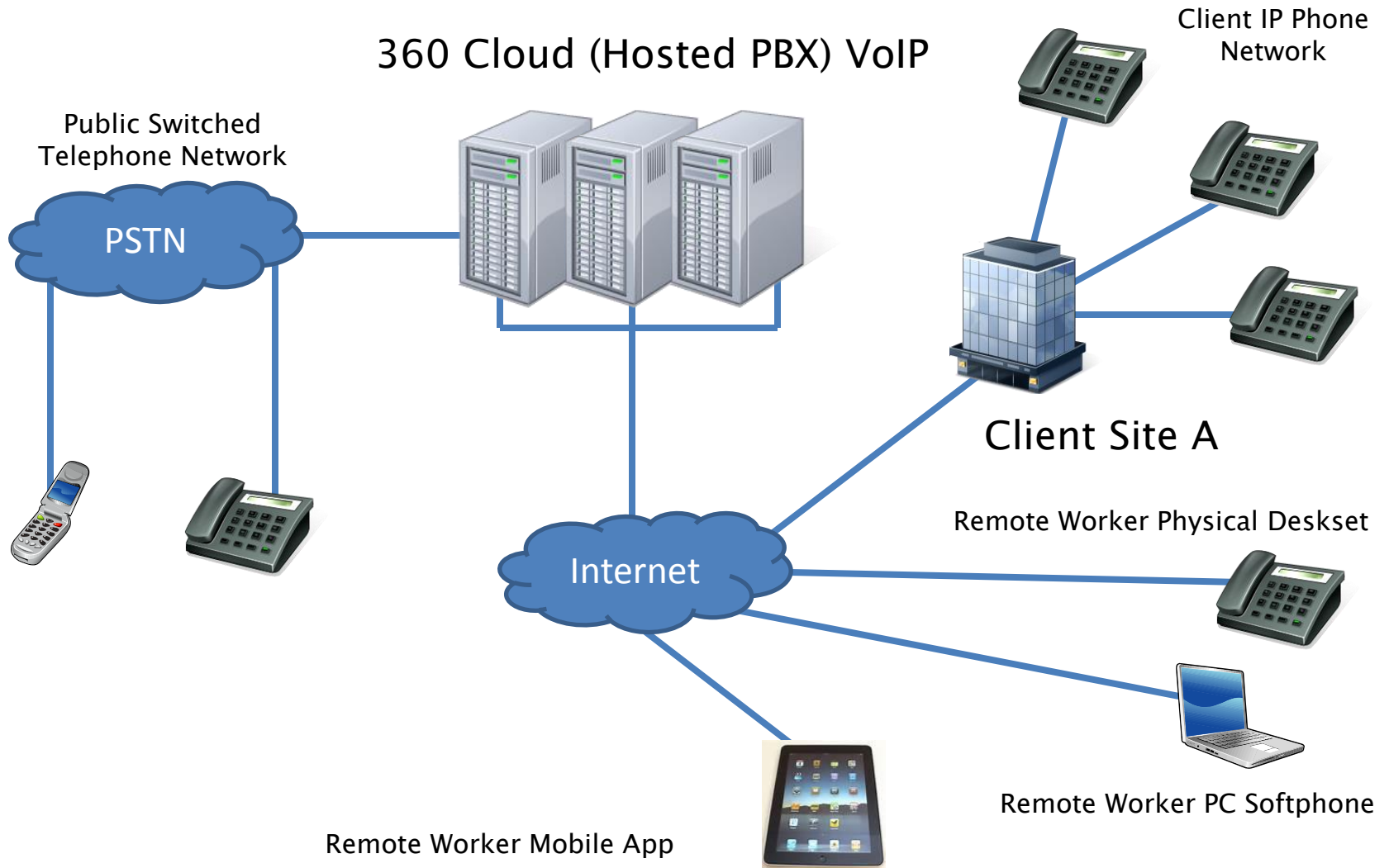
360 CLOUD VOIP



Multi Site

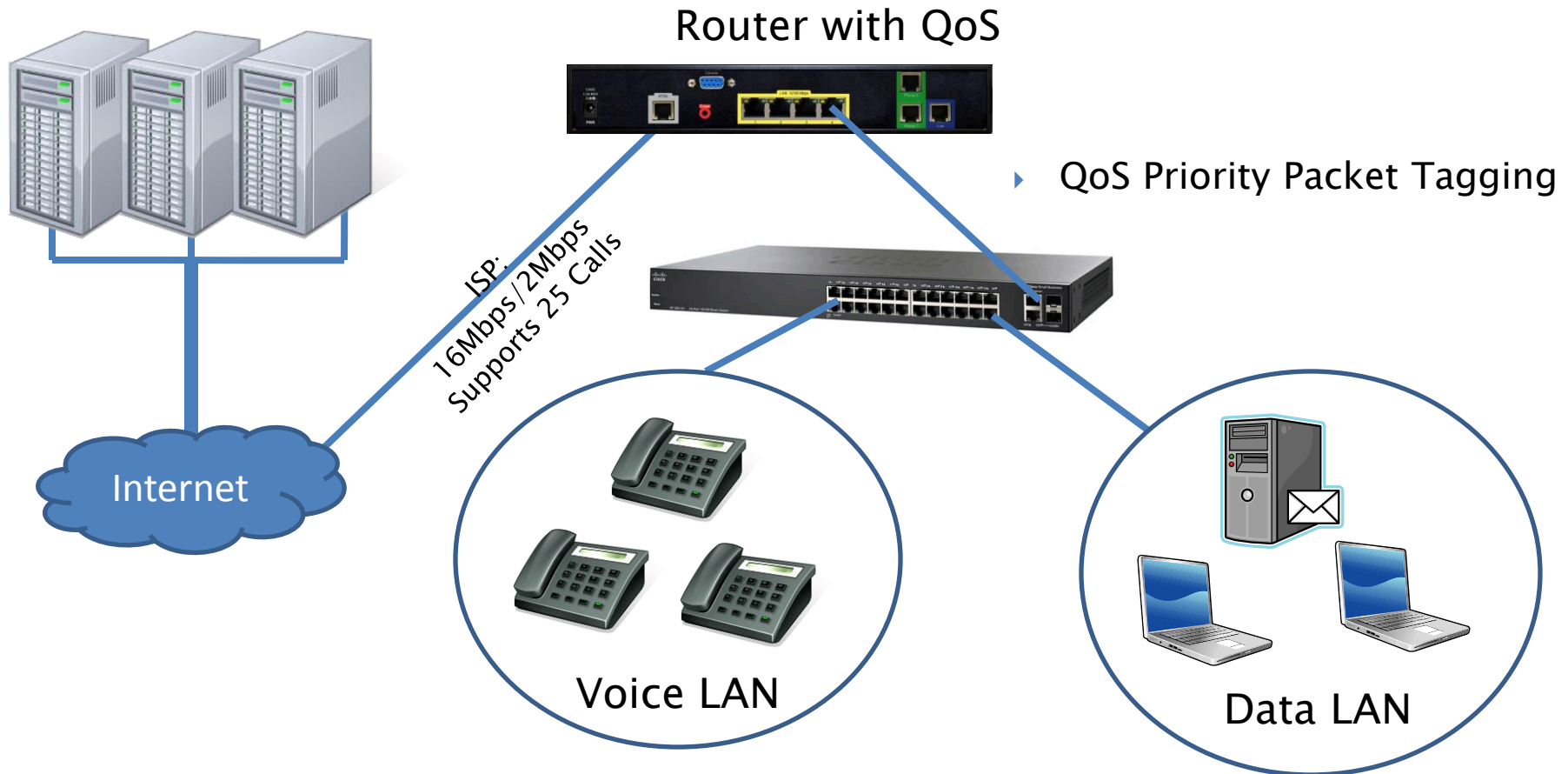


Remote Worker



Local Network

360 Cloud VoIP (Hosted PBX)



Advanced Local Network

360 Cloud VoIP (Hosted PBX)



Router with QoS and VLAN

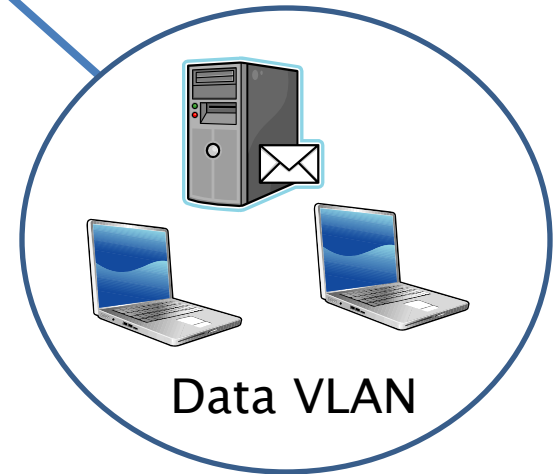


- ▶ Dynamic Traffic Shaping
- ▶ Reserves 80kbps per active call to voice VLAN

ISP:
16Mbps/2Mbps
Supports 25 Calls

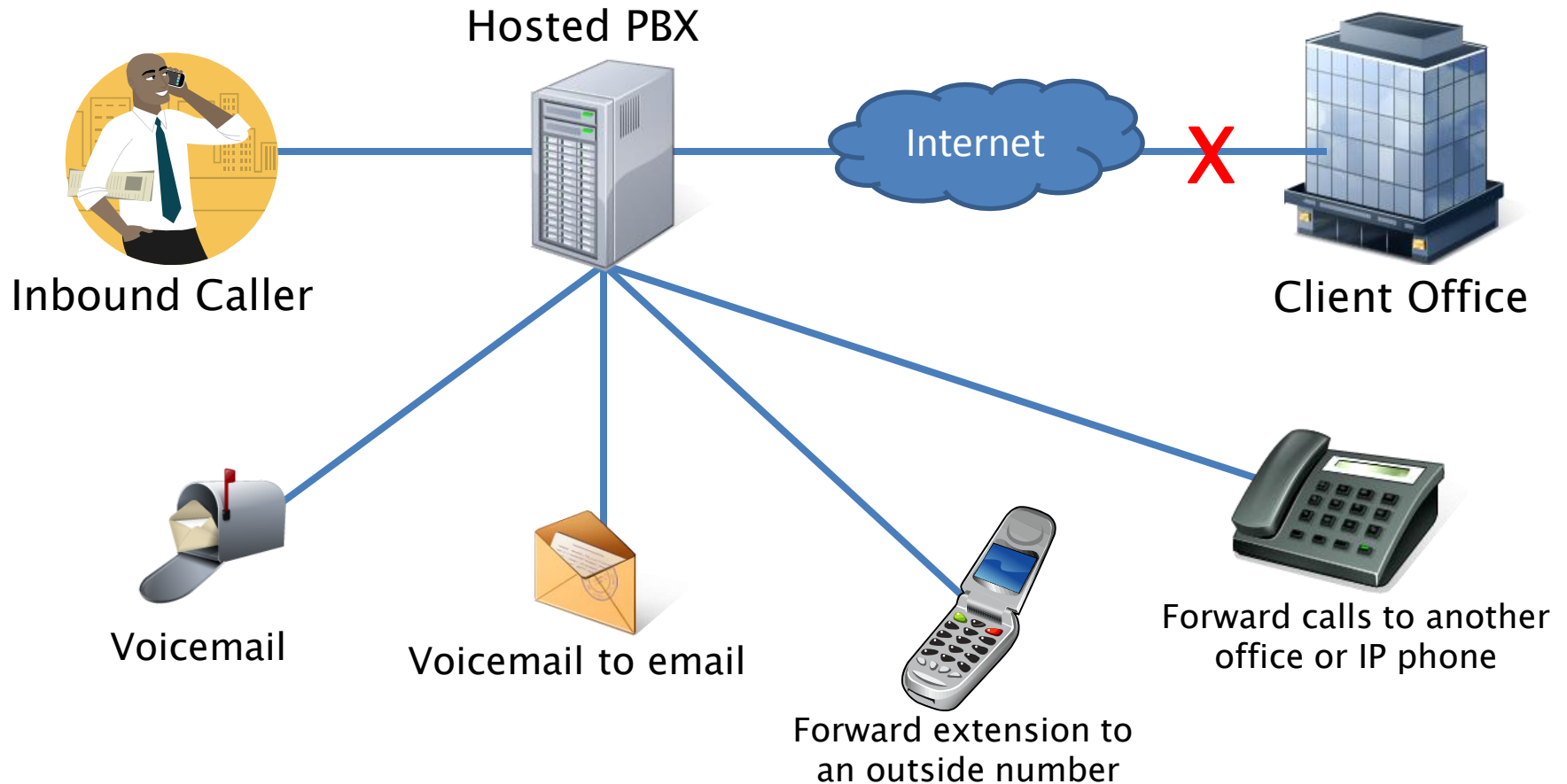


Switch with VLAN



Survivability

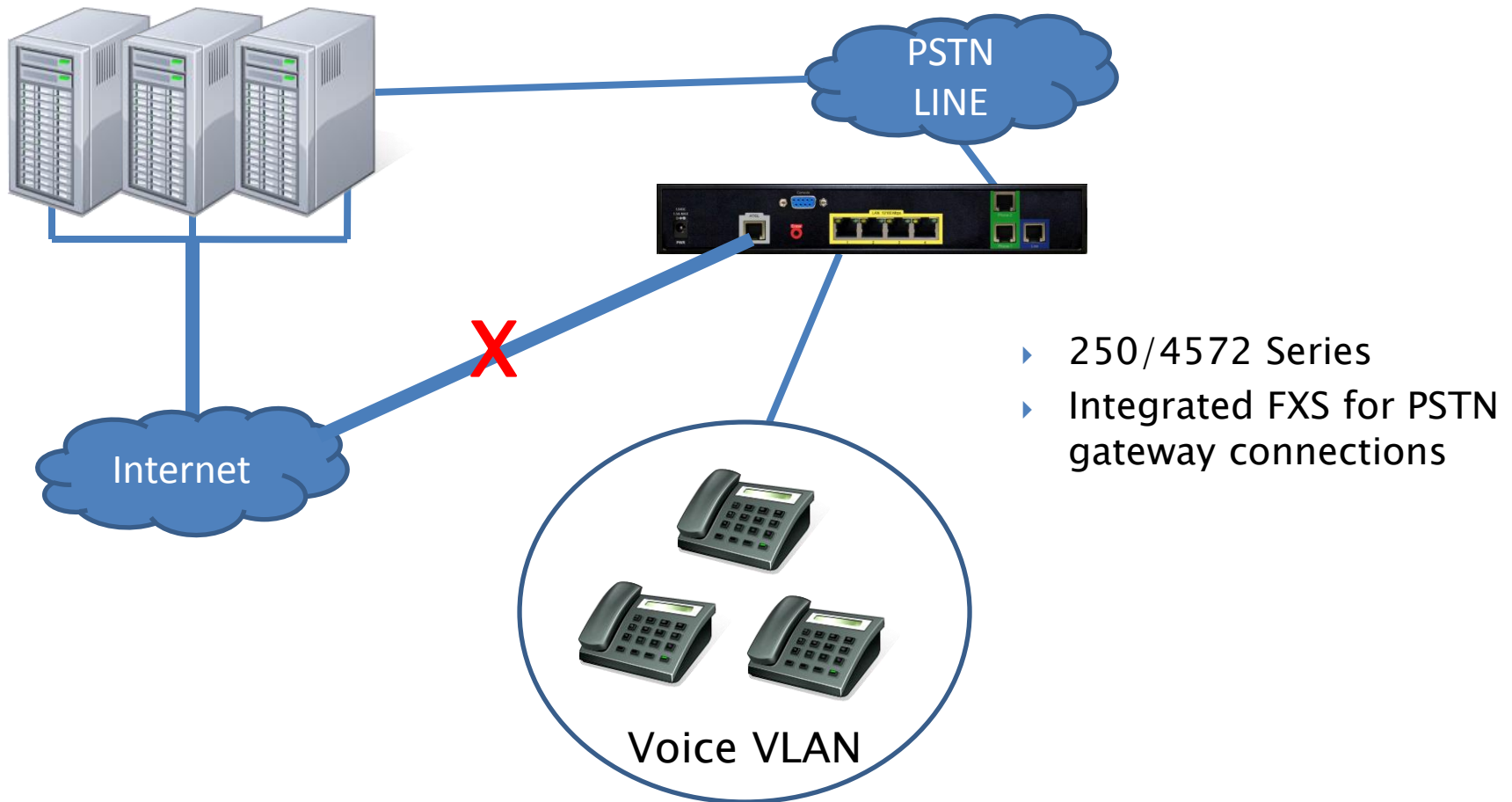
- Hosted PBX is always online even if your office is offline



Network Survivability

Loss of ISP – Calls Can be made and received from Analog Line from router with integrated FXS – Analog Line

360 Cloud VoIP (Hosted PBX)



360 CLOUD VOIP

- ✓ Disaster Recovery
- ✓ Scalability
- ✓ Dynamic Line Bursting
- ✓ Remote Worker
- ✓ Trunk Consolidation
- ✓ Virtual DIDs
- ✓ Virtual Conference Center
- ✓ Cell Phone Support
- ✓ Location Mobility

360 CLOUD VOIP

Disaster Recovery

Designed to protect business customers through increased reliability and survivability during unexpected service interruptions. 360 Cloud VoIP disaster recovery provides continuity of service by systematically re-routing incoming calls to cell phones, voice mail boxes or branch offices.

360 CLOUD VOIP

Scalability

Customers are often required to over-engineer their phone systems by purchasing more phone circuits than they really need. Dial Tone-Plus enables customers to scale the number of telephony sessions (virtual phone lines) in increments of one, rather than paying for something they don't need or won't use.

360 CLOUD VOIP

Dynamic Line Bursting

During peak hours a customer can be at risk of not having enough call paths (or phone lines) to accommodate increased inbound call activity, resulting in many callers receiving a busy signal. Dynamic Line Bursting allows a customer to "burst" over the total number of prepaid call paths (virtual phone lines) they are subscribed to, so that inbound callers never receive a busy signal.

360 CLOUD VOIP

Remote Workers

Companies that have premise-based PBX's have little to no features they can offer to their employees who work remotely. For literally a few dollars per month, Dial Tone-Plus offers full PBX functionality to your home based and mobile workers.

360 CLOUD VOIP

Trunk Consolidation

In a multi-site environment, 360 Cloud VoIP lets you eliminate individual telephone circuits (traditional phone lines) at each location, consolidating all locations into one centralized site, resulting in reduced hardware and significant cost savings on redundant lines. VoIP lines are shared but still allow unique phone numbers for each location even if they are spread out nationally!

360 CLOUD VOIP

Virtual DID's

Organizations can have DID's nationwide or local regardless of their location. Virtual Conference Center: Unlimited number of conference calls that can be routed by DID or Auto Attendant.

360 CLOUD VOIP

Cell Phone Support

Requirements are no longer limited to wired systems. Organizations can now leverage voice over cellular while enjoying the feature set of a corporate PBX.

Location Mobility

Multiple Offices, Remote Workers, Mobile Devices, and Softphones are just a few of the ways the flexibility of 360 Cloud VoIP can route calls and in and out of your business.

360 CLOUD VOIP FEATURES

- ▶ Detailed call accounting
- ▶ Call Conferencing
- ▶ Call Find Me/Follow Me
- ▶ Unlimited local and LD
- ▶ Music on hold
- ▶ Multiple Auto Attendants
- ▶ Off Premise Extensions
- ▶ Unlimited Voicemail
- ▶ Voicemail to email
- ▶ On-Demand calling
- ▶ Softphone Availability
- ▶ Conference Bridge
- ▶ Direct Inward Dialing
- ▶ Caller ID
- ▶ 3 Way Calling
- ▶ Call Blocking
- ▶ Lifetime Software Upgrades
- ▶ No Expensive Hardware to buy
- ▶ Easy administration
- ▶ Portability
- ▶ Redundancy
- ▶ Expand as you grow
- ▶ Much more...

ADMINISTRATION

Administration



- Web based user interface that allows users to configure their PBX, create call queues and groups, view call detail records and billing information, listen to and delete your voicemail, upload music on hold

Auto Attendants



- **Top Level Auto Attendant (Always On)**
- Allows callers to select from menu options using a standard telephone keypad. Through the portal interface, calls can be routed to extensions, mailboxes, groups, conference rooms, call queues, or unlimited depths of additional auto attendants

AUTO ATTENDANTS

Auto Attendants - Continued



- **Multiple Top Level Auto Attendants (Always on)**
- Allows for separate telephone numbers to be routed to unique Top Level Auto Attendants.
- Each Auto Attendant is configurable individually
- **Top Level Auto Attendant (Time Based)**
- Available after N rings or based on time of day
- **Sub-Level Auto Attendants**
- Sub-Level Auto Attendants are often used for different departments within an organization. For instance, you may have a main Auto Attendant for the company, and then a sub-level Auto Attendant for Sales, Support, etc

AUTO ATTENDANTS

Create New... ▾

- PBX Info
- Account Details
- Phone Numbers
- E911
- Extensions
- Mailboxes
- Auto Attendant**
- Time Frames
- Groups
- Conference Bridge
- Listen Live
- Call Center
 - Queue
 - Agents
 - Reason Codes
 - Tally Codes
- Holidays
- Call Forwarding
- Line Access
- Hold Music
- Call Blocking

Recent Items

- Time Frame 'Boston Hours'
- Extension #7346
(800) 636-6550
- Time Frame 'Ecommerce Hours'
- Ring Group 'Hotline Group'
(800) 544-7625
(800) 686-4723
(267) 597-3851
- Auto Attendant 'During Hours'
(267) 597-3852

Auto Attendant: During Hours

General Settings

Attendant Name:

Attendant Timeout:

Digit Timeout:

Easily upload an MP3 or WAV file

Announcement

Record via Phone Upload a File Default Recording Mailbox

You may upload a file with your announcement in .mp3 or .wav format. The

Click to listen to the current recording.

Button Configuration

Button	Route To
Button 0	Group ▾ Ring First ▾
Button 1	----- ▾
Button 2	----- ▾
Button 3	----- ▾
Button 4	----- ▾
Button 5	----- ▾
Button 6	----- ▾
Button 7	Conference ▾ Room ▾
Button 8	----- ▾
Button 9	Auto Attendant ▾ During Hours ▾
Button *	Directory ▾
Button #	Check Mail ▾
Timeout	Group ▾ Ring First

Button Config

Simple Drop-down menus

TIME FRAME - SCHEDULE

Home Activity Voicemail Services Accounting Reports Settings

Home » Services » PBX Configuration » Time Frames » Time Frame Detail

Create New...

PBX Info
Account Details
Phone Numbers
E911
Extensions
Mailboxes
Auto Attendant
Conference Bridge
Listen Live
Call Center
Queue
Agents
Reason Codes
Tally Codes
Holidays

Time Frame Details: Main Business Hours

Time Frame Name:

During hours forward call:

After hours forward call:

Day		Before	After
<input checked="" type="checkbox"/> Monday	<input type="checkbox"/> All Day	8 : 30 AM	5 : 30 PM
<input checked="" type="checkbox"/> Tuesday	<input type="checkbox"/> All Day	8 : 30 AM	5 : 30 PM
<input checked="" type="checkbox"/> Wednesday	<input type="checkbox"/> All Day	8 : 30 AM	5 : 30 PM
<input checked="" type="checkbox"/> Thursday	<input type="checkbox"/> All Day	8 : 30 AM	5 : 30 PM
<input checked="" type="checkbox"/> Friday	<input type="checkbox"/> All Day	8 : 30 AM	4 : 30 PM
<input checked="" type="checkbox"/> Saturday	<input checked="" type="checkbox"/> All Day	9 : 00 AM	5 : 00 PM
<input checked="" type="checkbox"/> Sunday	<input checked="" type="checkbox"/> All Day	9 : 00 AM	5 : 00 PM

During Hours Route Plan

After Hours Route Plan

Business Hours

Real-time Update

► Business Hours Schedule

CALL MANAGEMENT

Call Management



- **Find Me (360 Cloud VoIP Digital Assistant)**
- Setup a personal assistant to “find you” at up to five (5) Locations. This feature is configured per extension, and offers an extensive number of options to route calls once they have reached the given extension Callers are asked to “announce themselves”, and are offered the option between locations to try the next location, or to leave a message.
- **Call Hold**
- Place calls on hold, and play music or a commercial on hold.
- **Attended Transfer**
- Transfer a call to an extension, group, or phone number AFTER announcing the party being transferred.
- **Unattended Transfer (Blind Transfer)**
- Transfer a call to another extension, group, or phone number WITHOUT announcing the party being transferred.

ADVANCED CALL ROUTING

Call Management - Continued



- **Call Forwarding**
- Forward calls via the 360 Cloud VoIP Portal, or via your device or SoftPhone. Calls may be forwarded to any extension or phone number. Device or SoftPhone forwarding functionality may vary by manufacturer
- **No Answer Call Forwarding**
- Automatically forwards your calls to an extension, group, or phone number when you do not answer your phone.
- **Busy Call Forwarding**
- Automatically forwards your calls to an extension, group, phone number when your phone is busy.
- **Incoming Call Blocking**
- “Black list” phone numbers to block them from calling your PBX.

CALL ROUTING

Call Management - Continued



- **Incoming Privacy Screening**
- Force callers with “no caller ID” or “blocked caller ID” to enter a number that will be presented as their caller ID.
- **Incoming Caller ID Routing**
- Route calls from a unique DID or phone number to any auto attendant, extension, group, phone number, or ACD or Call Queue.
- **Incoming DID Routing**
- Route calls based on the number that was dialed.
- Calls may be routed to an auto attendant, extension, group, phone number, or ACD or Call
- **Outgoing Call Blocking**
- “Prevent calls to specific numbers or services (ex: 900 calls).

FEATURES

Call Management - Continued



- **Incoming Call Identification**
- Identify an incoming call on the phone's LCD display by modifying the Caller ID display indicating how the call was routed.
- **One Button Redial**
- A device or SoftPhone feature that redials the last number dialed by the extension user. Not all phones support this feature.
- **Do-not-disturb (DND)**
- A device or SoftPhone feature that simulates a phone being off-hook, sending calls received directly into voicemail. Other routing options are also available.
- **Call Waiting Indicator**
- Indicates incoming call (and caller ID, if available) while another call is in process.

FEATURES

Call Management - Continued



- **Call routing based on business hours, after hours & holiday hours**
- Allows routing decisions based on time and date. Multiple schedules can be configured, as in the case of departments with different hours of operation.
- **Speed Dial**
- A device or SoftPhone feature that automates the dialing of a pre-determined phone number.
- **Company Wide Directory**
- A list of contacts and phone numbers that are uploaded via the 360 Cloud VoIP Portal, and are made available on an IP phone or SoftPhone.

CALL FORWARDING

Call Management - Continued



- **Forward your calls Locally or Remotely via Phone or Web**
- Call forwarding is easy to setup and manage.
- **DISA (Direct Inward System Access)**
- Allows someone from outside the PBX to obtain a dial tone and to place calls from it as if they were placing a call from within the switch (with password protection)

ADMINISTRATION PORTAL

Home Activity Voicemail Services Accounting Reports Settings

Home > Services > PBX Configuration > Extensions > Extension Detail

Create New...

Extension Detail

Extension Details

Extension Number: 7346
Name: Joe
Outgoing Caller ID: (617) 444-7346
E911 Location: 175 Federal Street, Suite 510, Boston, MA 02110
Seconds to ring: 25

Routing & Configuration

Call Routing SIP Config Device Find Me Advanced

How would you like incoming calls to be handled? The system will send all calls to the "Try First" If you are busy, unable to answer the phone, or the phone is offline, the system will handle the calls on the settings below.

Try First: Phone 7346 (Joe) Ring Time: 25
If Busy: Mailbox 7346 (Joe)
If Not Answered: Mailbox 7346 (Joe)
If Offline: Outside Number

Voice Mailbox

Voice Mailbox: 7346 (Joe)
New Mailbox Number:
New Mailbox Password:

Recent Items
Extension #7346

Menu Navigation

Extension name and number

Feature Navigation

User friendly call routing

Simple Voicemail Administration

360 CLOUD VOIP

Call Management - Continued



- **Office Intercom**
- Dial another user's extension, activating their phone speaker to make an announcement.
- **Disable Outbound Dialing**
- Disable Outbound Dialing on certain extensions only

Conferencing



- **3-Way Conference Call**
- After making or receiving a call, a user may conference in any third party for a 3-way call.
- **Conference Bridge – Optional**
- Multiple on-site and outside callers can simultaneously participate in password protected conference calls. Callers can be assigned talk-listen or listen only access.

MUSIC ON HOLD

Music On Hold



- **Default Music On Hold**
 - Royalty free music provided by 360 Cloud VoIP.
- **Custom Music On Hold**
 - Music provided by Customer, and uploaded through the Customer Portal
- **Commercial On Hold**
 - Record your commercial and upload it to your PBX via the 360 Cloud VoIP Portal.
- **Commercial On Hold By Location or Queue**
 - Multiple commercials on hold may be uploaded to your 360 Cloud VoIP PBX, and can be unique based on location or queue.

CALL REPORTING

Reporting

- **Call Detail Records**
- Real-time call logging is available via the portal. From, to, call duration, date and time, and call type (International, On-Net, etc). In addition, frequently called numbers can 'tagged' with text descriptions for legibility.
- **Call volume graphs by time of day, month, year or custom dates**
- Histograms graphically display calling patterns and trends
- **Call traffic by extension**
- Track number of calls by individual.
- **Detailed Accounting**
- Track orders, invoices and all 360 Cloud VoIP billings online.



CALL PATH (LINE) USAGE

Home Activity Voicemail Services Accounting Reports Settings

Home » Reports » Path Usage

Create New_ ▾

Activity

- Activity Graph
- Path Usage

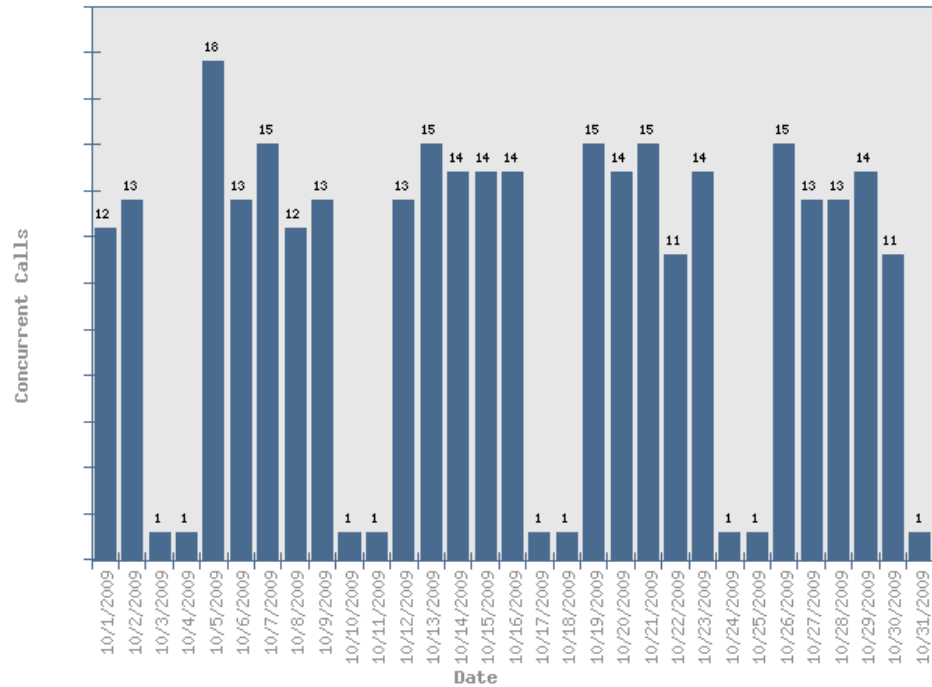
ACD Reports

- Real-time Console
- Queue Performance
- Agent Performance
- Agent Events
- Queue Call Activity
- Answer/Abandon Report
- Queue Summary by Number

Recent Items

- Time Frame 'Boston Hours'
- Extension #7346

Max Virtual Paths Used by Day



« Previous Month

Next Month »

Zoom Level: Month ▾

Start Date: 10/01/2009



Submit

CALL PATHS & SIP TRUNKS

Call Paths and SIP Trunks



- **FREE Calls to other 360 Cloud VoIP Voice**
- All calls “on-net” are FREE. Any call to another user on your 360 Cloud VoIP PBX or any other 360 Cloud VoIP customer.
- **Domestic Origination**
- 360 Cloud VoIP provides local phone numbers or DIDs in most of the LATAs in the United States. That means that we can port your local phone number to our system, and provide your company with the highest quality voice communications and flexibility of Voice Over IP (VoIP). You can have multi-market DID numbers
- **Domestic Termination**
- 360 Cloud VoIP provides Unlimited outbound calls for Standard VoIP Virtual Call Paths and SIP Trunks and competitive Call Center packages ranging from pre-paid minutes or pay-as-you go plans. Our per minute rate is competitive, and our quality and reliability is uncompromising.
- **International Termination**
- 360 Cloud VoIP offers competitive international rates. International rates are available via the 360 Cloud VoIP website.

E911, TOLL FREE NUMBERS

Call Paths and SIP Trunks - Continued

- **SIP Trunking**

- Have your own PBX, and want to realize the flexibility and cost savings of business-quality VoIP? 360 Cloud VoIP offers ATA and SIP Gateway devices, or you can connect your SIP enabled PBX to our network and realize the benefits of 360 Cloud VoIP VoIP.



- **E911 support, compliant with all FCC mandates**

- Every location and phone number where you utilize a 360 Cloud VoIP device or SoftPhone must have an associated E911 charge and entry in the 360 Cloud VoIP Web Portal. The phone number associated with your location is then registered with the national E911 database. You are also responsible to update this information with 360 Cloud VoIP if you move any device to a new location per the 360 Cloud VoIP Terms of Service.

- **Toll Free Numbers**

- Utilize one or multiple Toll Free numbers which may be routed to a specific local DID, auto attendant, group or queue.

PREMIUM FEATURES

Additional Feature Options



- **Automatic Call Distribution (ACD)**
- Used to route calls in a call center environment to the appropriate agents, based on factors such as time availability, behavior, and priority levels.
- **Call Queue**
- Call queues are used to route calls in a first-in-first-out manner to the appropriate extension or group. These extensions can be agents logged into the system. Call Queues are commonly used with an ACD, where the callers hear an announcement that says something like “thank you for calling, all available agents are busy, you are Nth caller. Estimated wait time is N minutes. Please hold for the next available agent, or press N to leave a message”. When the call is ready to be routed, the ACD handles the routing rules.

ACD & CALL QUEUE STATS

Live ACD Reports

Report date range

Total Call Time

The screenshot displays a web interface for 'Queue Performance' reports. The navigation menu includes Home, Activity, Voicemail, Services, Accounting, Reports, and Settings. The breadcrumb trail is Home > Reports > ACD Reports > Queue Performance. A sidebar on the left lists various report options under 'ACD Reports', including 'Real-time Console', 'Queue Performance', 'Agent Performance', 'Agent Events', 'Queue Call Activity', 'Answer/Abandon Report', and 'Queue Summary by Number'. The main content area shows a 'Queue Performance' report for the period from 12/06/2009 to 12/13/2009. Below the date range are 'Submit' and 'Export' buttons. The report table includes columns for Queue Name, Calls Offered, Calls Answered, Abandonment rates, Calls Transferred, Answered percentage, Average Hold Time, Average Abandon Time, Total Call Time, Average Call Time, and Total Timeouts. A red callout box labeled 'Abandon Call Rate' points to the 'Aban. < 30s.' and 'Aban. ≥ 30s.' columns. Another red callout box labeled 'Average Hold Time' points to the 'Avg. Hold Time' column.

Queue Name	Calls Offered	Calls Answered	Aban. < 30s.	Aban. ≥ 30s.	Aban. %	Calls Transf.	Answered %	Avg. Hold Time	Avg. Abandon Time	Total Call Time	Avg. Call Time	Total Timeouts
IT Help Desk Queue	179	127	9	43	29.05%	1	70.95%	00:00:27	00:02:11	16:44:12	00:07:54	4
Admin	16	14	0	2	12.50%	6	87.50%	00:00:08	00:01:14	00:03:33	00:00:15	0
Totals	195	141	9	45	27.69%	7	72.31%	00:00:18	00:02:09	16:47:45	00:07:08	4

Abandon Call Rate

Average Hold Time

- Call Accounting