

amiba Cloud

Unified Communications

Future-proof business communications platform for voice, video, instant messaging and collaboration

Easy to use

Intuitive interface across all devices: smart phone apps, web portal, desk-top phone and Windows PC soft phone.

Flexible and Scalable

Add or remove or reallocate users at any time, day or night. Apply different functionality as the needs of the organisation change. Bug fixes and software maintenance are carried out for you automatically and are covered by the monthly fee.

Save time, energy and money

The cloud-based communications server can be established and configured rapidly. There's no energy-consuming on-site box, thus avoiding capital expenditure. You pay only for the services you use each month.

Responsive design

The applications scale for best fit on the device being used.

Collaboration with screen sharing

Video conferencing and screen sharing available to all PC and Mac participants*; Android devices may see other parties shared screens, but cannot share their Android screen to other parties.

Instant messaging

Text chat is available to all users.

Communicate from any device, anywhere

Smart phones and tablets (iPhones/iPads and Android devices), as well as Windows PC softphones and desk-top IP phones have full UC functionality once they have Internet access.

Highly secure

All communications are encrypted, as are all call management and control functions. User registration details and passwords are transmitted only in secure encrypted modes.

Web-based operator console

Shows the presence status of all users and allows single touch dialling and instant messaging.

Web-based user portal

The Internet browser on any device can be used to set up calls and manage messaging and call handling.

Audio and web conferencing

Meet me audio and video conference rooms available for all users. External parties may be invited to participate and they don't need to install any apps!

Five nines reliability

Built on an MDS core that's already deployed within three quarters of a million businesses.

Integrated Contact Centre

Up to 200 agents among 50 skill sets, supervisors, wall boards and reports.

Desk-top phones

Proprietary system phones give easy access to all features. Standard SIP terminals also supported.

Typical industry applications:

- Project collaboration for dispersed teams
- Multi site businesses
- Home workers and road warriors
- Contact centres for reports and wall boards
- Construction companies with mobile workers
- Financial services with BYOD smart phone
- Medical practices with periodic call peaks
- Health services with virtual hospital visits

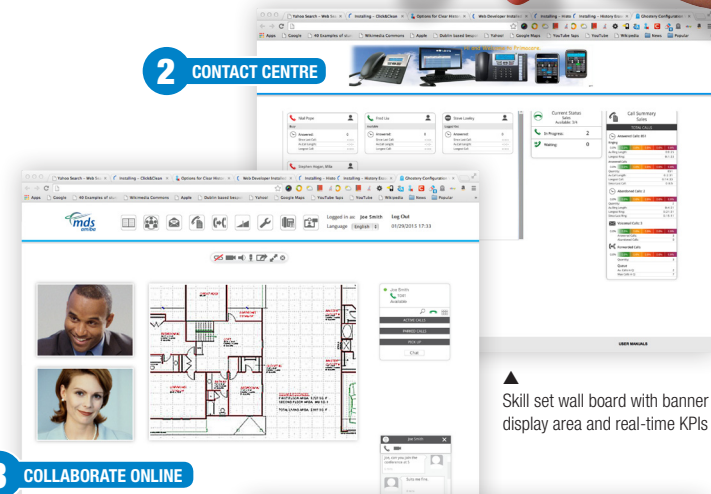


1 VIDEO CONFERENCE ON MOBILE PHONES



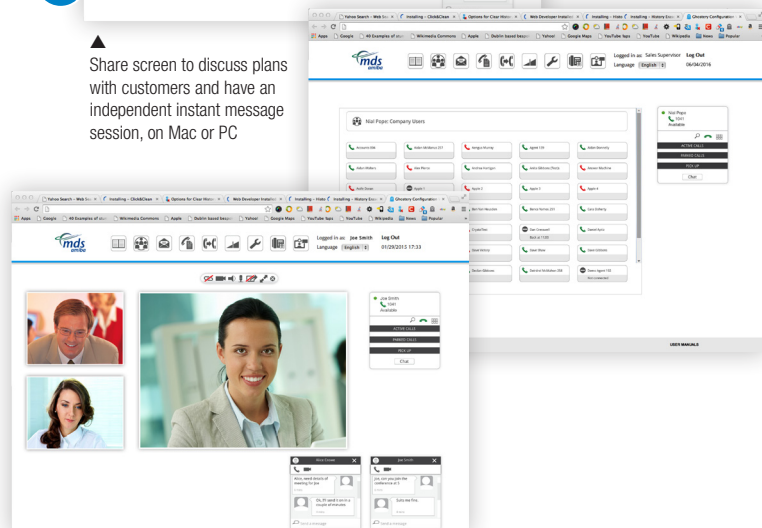
Video on Android phone

2 CONTACT CENTRE



Skill set wall board with banner display area and real-time KPIs

3 COLLABORATE ONLINE

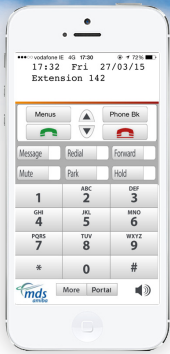


Share screen to discuss plans with customers and have an independent instant message session, on Mac or PC

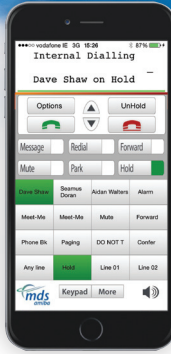
Collaboration across firewalls and continents

*Not supported today by iOS (iPhone or iPad)

4 SMART PHONE APPS iPhone & Android



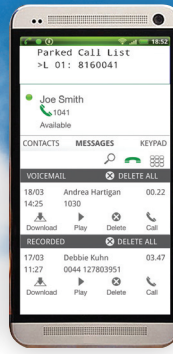
▲ Full system phone functionality



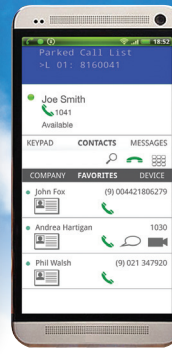
▲ Presence status on smart phone app



▲ Toggle key to move between GSM and VoIP, for a call in progress



▲ Set up and manage calls on the web portal



▲ Multiple call handling

5 ENTERPRISE CLASS SECURITY



▲ Virtual hospital visits on fully secure video connections

6 BROWSER BASED OPERATOR CONSOLE



▲ Presence information on all extensions, with single-click access and call control

7 DESK-TOP SYSTEM PHONES



▲ Desk-top system phone



▲ Full system phone functionality on Android devices

Features

- Alarm clock calls
- Agent log-in reports
- Agent reports
- Android apps
- Automated attendant/voice menus, 300
- Browser based operator console
- Browser based system programming
- Browser based user programming
- Call-back
- Call Barring, up to 7 levels
- Call Forward (all, no answer, busy, external, no registration)
- Call Hold
- Call Lists (missed, dialed, received)
- Call Logging
- Call monitoring
- Call Park
- Call Pick-up/ Call Pick-off
- Call Transfer
- Call Waiting (internal and external)
- Caller ID, CLIP, CLIR
- Conference Call (Internal and External)
- Conference rooms (audio and video)
- Contact centre, 200 agents
- Do not disturb
- Doorphone interface
- Email forwarding of voice mails/record
- Enquiry Call
- External line ringing assignment
- Fixed Mobile Convergence (FMC)
- Headset ready
- Hotline
- Hunting groups
- Intrude (listen-in/whisper/full 3-party)
- iPad/iPhone apps
- IP system phones
- Least cost routing
- Listen in, coaching
- Meet-me conference rooms
- Multiple user devices (desk, soft, mobile)
- Music on hold
- Paging via system phones
- Phone Book
 - Pool of 10,000 entries
 - Import/export of directories
 - Internal extension list
- Presence
- Re-dial
- Reports, per agent, per skill set
- Ring all
- Ringing Modes, 15
- SIP clients
- SIP trunks, 200
- Skill sets, 50
- Skill set reports
- Soft phone
- Synchronise with Outlook/Gmail contacts
- User PIN codes
- Video conference rooms
- Video collaboration
- Voicemail, 225 boxes
- Voicemail to email
- Voice recording
- Wall boards (overview and per skill set)
- Web portal
- WebRTC
- Whisper intrude, coaching



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