Unified Communications as a Service

amiba Cloud
Digital Transformation

Empowering service providers to integrate voice, video collaboration and Instant Messaging in the customer's business process

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Communications as a Service

Amiba empowers communications service providers in the SME market. Tens of thousands of businesses use Amiba software to connect mobile, dynamic teams with their customers, securely, anywhere, on any device and on any network. Collaboration works across voice, video, conferencing, on-line meetings and instant messaging in all sectors and in integrated contact centres. The Amiba cloud-based carrier-grade platform connects with leading CRM packages to optimise business performance.

1 VIDEO CONFERENCE ON MOBILE PHONES ▲

Video on Android phone
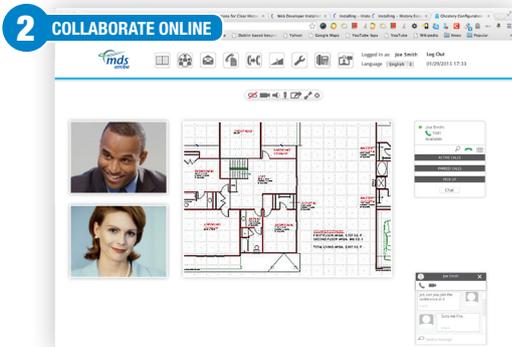
2 COLLABORATE ONLINE

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

Easy to use
Intuitive interface across all devices: smart phone apps, WebPhone and desk-top phone.

Flexible and Scalable
Add, remove or reallocate users at any time. 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.

Recorded Calls Archive Dashboard
Powerful search and retrieve tool allows an authorised administrator to easily find, play, download or delete recorded calls, with text-annotation of reasons and full audit trail, to guarantee accountability.

Collaboration with screen sharing
Video conferencing and screen sharing with 70 participants, or more via YouTube broadcast
- Tile (Mosaic) View or Active Speaker View
- Group Chat and Private Chat
- Mute and unmute participants
- Real-Time Adaptation of transmitted video responds to changes in participants' bandwidth.
- Real Time reporting of each participant's bandwidth connection.
- Raise hand to Speak
- Recording of Video Conference.

Instant messaging
Chat for all users with a permanent record of all chat sessions.

Communicate from any device, anywhere
Smart phones and tablets (iPhones/iPads and Android devices), as well as WebPhones and desk-top IP phones have full UC functionality.
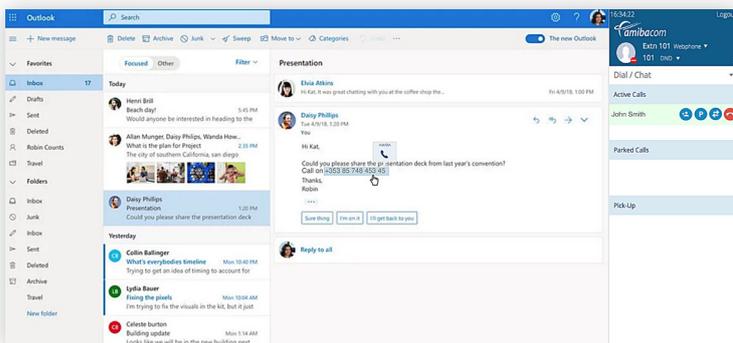
Highly secure
All media streams between devices and the PBX are encrypted.

Provisioning Server for Yealink and Polycom phones
An integrated server for Polycom VVX and Yealink phones auto-provisions SIP credentials.

Microsoft 365 and G-suite integration
Click-to-dial contacts and calendar scheduling of audio and video conferences.

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

Web-based operator console
Shows the presence status of all users and allows single touch dialling, instant messaging and video calling.

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 a MDS core that's already deployed within three quarters of a milion businesses.

Integrated Contact Centre
Up to 400 agents among 50 skill sets, supervisors, wall boards and reports (live, pre-programmed and historical).

Caller Identity Verification
Each caller is requested to dial the MF digits corresponding to their identity. The entered digits are verified against an integrated database of user IDs and PINs, before the caller is transferred to a skill set.

New look Chrome Extension
Provides a very simple and elegant user portal for voice, video, and instant messaging.

Parking Spaces for Calls
Calls can be parked and retrieved from designated Call Parking bays or from common parking lots.
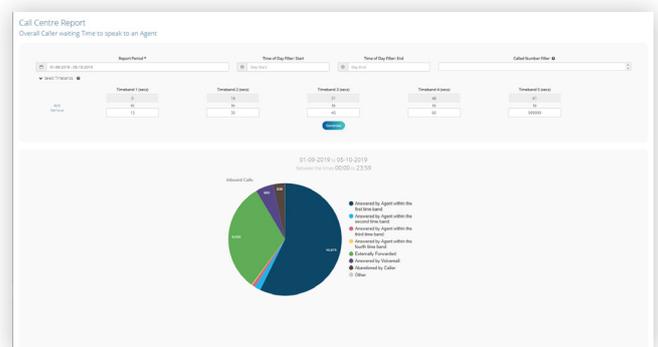
WebPhone
Make and manage calls from your Chrome, Firefox or Safari browser.

Data Centre Geographical Redundancy

3 CONTACT CENTRE

Skill set wall boards with real-time KPIs

Statistical analysis of inbound caller waiting times

4 PBX DASHBOARD

Overview of all critical PBX performance parameters
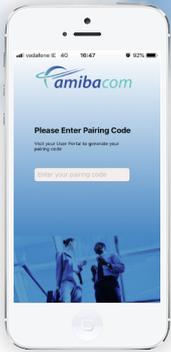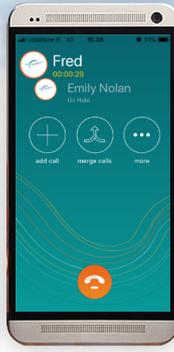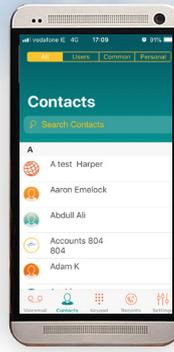
▲ Simple and secure registration of app

▲ Easily handle multiple calls

▲ Set up audio conferences

▲ Call from your contacts

▲ Voicemail

▲ Virtual hospital visits on fully secure video connections

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

▲ Integrated Polycom VVX desk-top phones.

▲ Integrated Yealink desk-top phones

PBX features

- Alarm clock calls
- Android apps
- Archive of recorded calls
- Anonymous call rejection
- Audio conference dashboard
- Automated attendant/voice menus, 300
- Blacklist calls from specific numbers
- 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 Park
- Call Pick-up/ Call Pick-off
- Call Transfer
- Call Waiting (internal and external)
- Caller ID, CLIP, CLIR
- Click-to-dial
- Conference Call (Internal and External)
- Conference rooms (audio and video)
- Dial by name
- Do not disturb
- Doorphone interface
- Email forwarding of voice mails/record
- Enquiry Call
- External line ringing assignment

- Fixed Mobile Convergence (FMC)
- Google G-suite integration
- Hotline
- Hot desking, log in and go
- Import/Export contacts as CSV
- iPad/iPhone apps
- IP system phones
- Least cost routing
- Meet-me conference rooms
- Microsoft Teams and 365 integrations
- 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
- Ring all
- Ringing Modes, 15
- Scheduler for audio and video conferences
- Secure RTP for SIP phone
- SIP clients
- SIP trunks
- Soft phone
- Synchronise with Outlook contacts
- User PIN codes
- Video conference rooms
- Video collaboration
- Voicemail to email

- Voicemail to text transcription
- Voice recording
- WebPhone
- Web portal
- WebRTC

Contact Centre features

- Agent log-in reports
- Agent reports
- Call monitoring
- Hunting groups
- Intrude (listen-in/whisper/full 3-party)
- Listen in, coaching
- Reports, per agent, per skill set
- Skill sets
- Skill set reports
- Verify identity by auto attendant
- Wall boards (overview and per skill set)
- Whisper intrude, coaching

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