VOCAL IP

UNIFIED COMMUNICATIONS

Empowering Seamless Communication, Elevating Productivity

OVERVIEW

Vocal IP's Unified Communications as a Service (UCaaS) platform revolutionizes business communications by integrating cloud-based voice, messaging, and video across devices and locations. Our solution is scalable, secure, and customizable, offering flexibility for businesses of all sizes.

BENEFITS

Streamlined Communication
One platform for voice, video, messaging, and collaboration tools, ensuring efficient communication

Seamless Integration
Integrates effortlessly with popular business tools like Microsoft Teams, Salesforce, and CRMs

White Glove Installation & Support
Receive expert installation and dedicated support to ensure you maximize the benefits of our UCaaS solution

Enhanced Productivity
Empower teams with features like speech-to-text and call recording, improving workflow efficiency

Cost-Effective
Optimize your communication expenses with our all-in-one cloud-based solution, reducing the need for multiple tools

Compliance Ready
Our platform is built to meet stringent regulatory standards, ensuring compliance with HIPAA and PCI

KEY FEATURES

General Communication	
✔ WebEx by Vocal IP included as a standard option	
✔ HD Voice / Video Calls	✔ Call Routing
✔ Instant Messaging	✔ Multi-device Support

Call Features		
✔ Call Recording	✔ Call Transcription	✔ Voicemail-to-Email
✔ Visual Voicemail	✔ SIP Trunk Management	✔ Call Queues/ACD

Portum - Admin Portal	
✔ SPOG Dashboard	✔ Central Hub for All Services
✔ Customer Self-Service	✔ One-Click Setting Reset

vipFAX - Electornic Faxing	
✔ Extensive Platform Compatibility	✔ Cloud Document Storage Support
✔ Real-Time Fax Alerts	✔ Optical Character Recognition

Integrations	
✔ Microsoft Teams	✔ Salesforce CRM
✔ Business Apps	✔ Integrations on Customer Demand

Emergency Services		
✔ Next Gen 911	✔ Geofencing	✔ Emergency Hotline

Advanced Settings	
✔ Auto-Attendant Customization	✔ Easy (Bulk) User Provisioning
✔ Scheduling	✔ Flexible Seating/Hoteling

Security & Compliance	
✔ End-to-End Encryption	✔ HIPAA, PCI, FINRA Compliance
✔ SSL VPNs	✔ DDoS Protection
✔ AI Fraud Detection	✔ Fraud Protection Policies
✔ Role-Based Access Control (RBAC)	✔ Customizable CDR Periods
✔ Complete Activity Logging	✔ SSO