

Network & Functionality:

COMPLIANCE

CorvisaCloud continually invests in measures to ensure our network meets compliance standards for stringent industries. Our network also supports our sister companies and is routinely audited and trusted by hundreds of leading financial and tax industry institutions.

- PCI compliant
- SOX compliant
- SSAE 16 certified data centers
- Support for clients to maintain HIPAA compliance

SECURITY

Just like you, security is our top priority. We've applied thorough security measures to every layer of our platform, such as:

- Data storage in highly secure redundant data centers
- Industry standard SSL encryption
- 24/7 proactive monitoring by our on-site infrastructure team

UPTIME & PERFORMANCE

Our world-class infrastructure allows us to support rapid scalability for clients while delivering on enterprise SLAs with:

- Geo-diverse, redundant "active-active" data centers
- Diversely routed redundant wavelength connectivity
- Routine back ups with instant, transparent failover capabilities
- Disaster recovery tests are performed routinely
- Relationships with multiple Tier 1 Internet carriers
- 100% SLA guarantee to support calling capacity of 100,000+ calls per day.

INBOUND CALL CENTER FEATURES

- **Native Multi-Language Support:** Incorporate multi-lingual capabilities without setting up extra call flows.

- **Secure API Calling:** Exchange customer information without storing sensitive data such as credit card information.
- **SMS Data Collection:** Collect alphanumeric information via SMS messages.
- **Multiple Announcement Types:** Play announcements using pre-recorded personalized mp3 or .wav files. Supports the ability to blend multiple announcements on a single IVR page.
- **Cloud PBX Integration:** Gain the benefits of the cloud without the cost through our cloud-based phone system.
- **Report Scheduler:** Schedule times for reports to be run and emailed to a selected group of users.
- **Call Detail Reporting (CDR):** View call details - time stamp, duration etc. - from all supervised agents.
- **Call Recording:** Record inbound calls for employee training, compliance monitoring and historical reference.

Cloud Phone System

Rich Telephony, Cloud-based Scalability

Eliminate the headaches of on-premise network maintenance and exceed customer expectations with business-class telephony. Our simple solution frees up time and allows you to focus on what really matters - delivering exceptional customer service.

CorvisaCloud's secure cloud phone system combines full telephony features with the flexibility of the cloud to reduce costs and support remote workers. Our dependable infrastructure delivers on-demand scalability, simplified pricing and reliable uptime.



EMPOWERING ENTERPRISE & CONTACT CENTER USERS ALIKE

See what a CorvisaCloud phone system can mean for your business:

- **Dual Phone Support:** Support both traditional hard phones and installed softphones on the same platform for a consistent experience. Softphones are supported on both Mac and Windows.
- **Network Redundancy:** Redundant data centers with diversely routed redundant wavelength connectivity facilitate system management and create full cloud redundancy.
- **Security:** Ensure data integrity and security with logical segmentation of customers and data storage in highly secure data centers.
- **Salesforce Integration:** Simplify workflows with complete Salesforce integration for click-to-dial functionality and auto sync of call records to lead and contact records.
- **Compliance Support:** Routine audits ensure support for industries with strict compliance standards, including PCI and SOX, plus features that allow customers to maintain HIPAA compliance.



== FEATURES AT A GLANCE ==

- > 100% cloud-based administration
- > Salesforce integration
- > PCI & SOX compliance
- > Supports hard phones & softphones
- > DIDs
- > Personal queues
- > E911 support



Cloud Phone System Features

FUNCTIONALITY MEETS FLEXIBILITY:

Outbound Calling: Supports local, long distance and international calls.

Direct Inbound Dial (DID) Support: Direct per extension number support with the ability to port in existing DIDs or order new numbers in any area code.

Extension Dialing & Forwarding: Facilitate calls between all phone and user types and forward one extension to another, or to another number, such as a cell phone.

E911: Supports corporate E911 calling identification.

Call Transfer: Supports attended and unattended transfer functionality.

Multi-Tenancy: Create user directories at master and sub-company levels within the same structure.

DELIVER AN ENJOYABLE EXPERIENCE:

Ring Groups: Set DIDs to ring multiple extensions where the first extension to answer receives the call.

Full IVR Functionality: Create automated welcome announcements and call flows to present in front of ring groups to ensure calls are directed to the correct staff member or department.

Personal Queues: Provide callers the option to wait for a busy agent to become available or leave a voicemail.

MANAGE WITH EASE:

Call Recording: Record all incoming calls to personal queues for monitoring or historical reference.

Call Logs: Enables easy monitoring of placed, received, and missed calls, plus access to call detail records (CDRs).

CORVISA'S CLOUD PHONE SYSTEM PAIRS WELL WITH:

Full IVR Functionality: Create automated welcome announcements and call flows to present in front of ring groups to ensure calls are directed to the correct staff member or department.

ACD: Eliminate wait time by routing calls to the best available agent.

Salesforce Integration: Simplify workflows and delight customers by integrating with Salesforce.

== SYSTEM REQUIREMENTS ==

- > IP network connection
- > Corvisa Softphone or Polycom desk phone
- > Windows XP Service Pack 3
- > Mac OS X 10.7 or above
- > 2GB of RAM
- > Google Chrome, v24 or above

== STANDARD FEATURES ==

- > Hold, mute
- > Multiple lines
- > Voicemail support
- > Ad hoc conference call
- > Local & long distance calling
- > International calling

About CorvisaCloud

CorvisaCloud brings customer success to the heart of every business interaction through our cloud-based communications software platform and consulting services. We help businesses work smarter, save money, and make customers happier...and with our passion for service, we make getting there an enjoyable experience.