

Unified Communications as a Service

amiba Cloud *Unified Communications*

Unified Communications platform empowering service providers to deliver voice, video collaboration and Instant Messaging to businesses



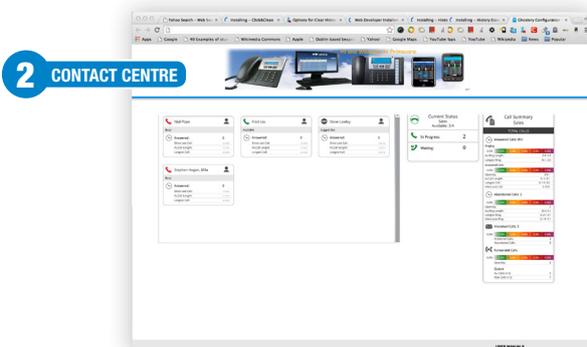
Communications as a Service

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 CONTACT CENTRE

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



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, 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.

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

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 Windows PC softphones and desk-top IP phones have full UC functionality.

Integrated Polycom and Yealink desk phones.

You can avail of the rich set of MDS Amiba Cloud Unified Communications business voice features with these market-leading business phones.

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.

Provisioning Server for Yealink and Polycom phones.

An integrated server for Polycom VVX and Yealink phones auto-provisions SIP credentials for large installations that are too big to provision manually.





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 and instant messaging.

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 400 agents among 50 skill sets, supervisors, wall boards and reports.

Hurricane feature

In the event of unforeseen weather, any user of the system can remotely change the Auto-Attendant announcements to reflect the changed circumstances for callers.

New look Chrome Extension

Provides a very simple and elegant user portal for voice, video, and instant messaging.

Trunk Traffic Bursting

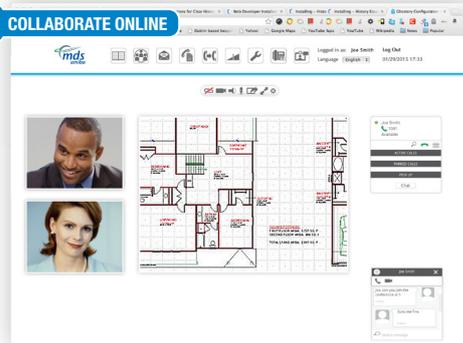
Allows a site to burst past its maximum operator traffic limit to handle traffic peaks.

Parking Spaces for Calls

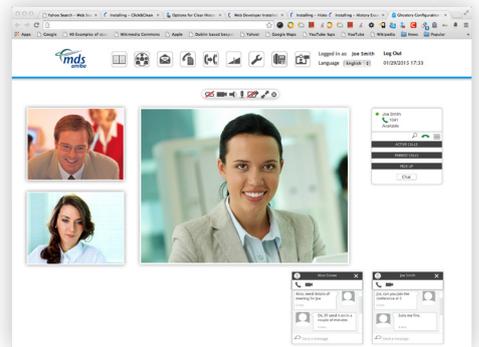
Incoming customer calls can be parked and retrieved from designated Call Parking bays.

Data Centre Geographical Redundancy

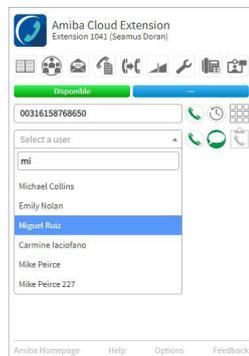
3 COLLABORATE ONLINE



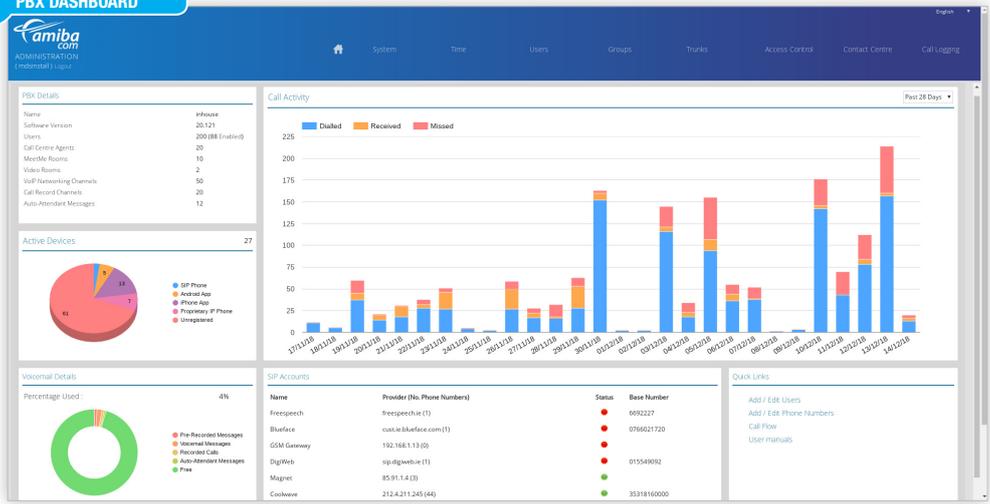
Share screen to discuss plans with customers and have an independent instant message session, on Mac or PC



Collaboration across firewalls and continents



4 PBX DASHBOARD



Overview of all critical PBX performance parameters

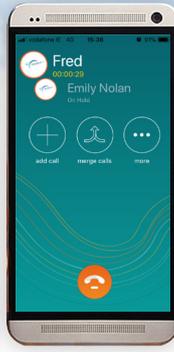
5 SMART PHONE APPS IPHONE & ANDROID



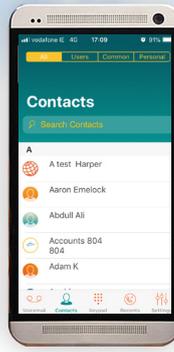
Simple and secure registration of app



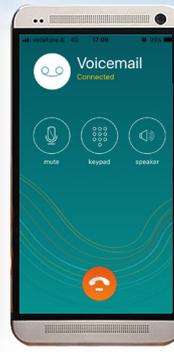
Easily handle multiple calls



Set up audio conferences



Call from your contacts



Voicemail

6 ENTERPRISE CLASS SECURITY



Virtual hospital visits on fully secure video connections

7 BROWSER BASED OPERATOR CONSOLE



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

8 DESK-TOP SYSTEM PHONES



Integrated Polycom VVX desk-top phones.



Integrated Yealink desk-top phones

Features

- Alarm clock calls
- Agent log-in reports
- Agent reports
- Android apps
- Audio conference dashboard
- Automated attendant/voice menus, 300
- Blacklist calls from specified 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 Load Reports
- 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, 400 agents
- Dial by Name
- Do not disturb
- Doorphone interface
- Email forwarding of voice mails/record
- Enquiry Call
- External line ringing assignment
- Fixed Mobile Convergence (FMC)
- Hotline
- Hunting groups
- Import/Export contacts as CSV
- Intrude (listen-in/whisper/full 3-party)
- iPad/iPhone apps
- 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
- Ringing Modes, 15
- Secure RTP for SIP phone
- SIP clients
- SIP trunks, 200
- Shared Line Key
- Skill sets, 50
- Skill set reports
- Soft phone
- Synchronise with Outlook contacts
- User PIN codes
- Video conference rooms
- Video collaboration
- Voicemail, 425 boxes
- Voicemail to email
- Voice recording
- Wall boards (overview and per skill set)
- Web portal
- WebRTC
- Whisper intrude, coaching



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