



# Convergia Cloud Voice Webex Calling

## What is CCV Webex Calling?

CCV Webex Calling is a complete enterprise phone system in the cloud, with all the benefits of a traditional office PBX phone system and team collaboration solution in a single package offered through a flexible subscription model with centralized administration, security, and reliability you can trust.



## SOLUTION FEATURES



### Auto Attendant

Ensure that calls are answered, and that callers' needs are met. Add greetings, set up menus, and route calls to an answering service, a hunt group, a voicemail box, or a real person.



### Hunt Groups

Distributes calls from a single phone number to a group of numbers in a company.



### Receptionist Client

Helps to support the needs of your front-office personnel by providing them with a full set of call control options, large-scale line monitoring, call queuing, multiple directory options and views,



### Paging Group

Users can send an audio message to a person, a department, or a team. When someone sends a message to a paging group.



### Call Queue

Calls can go to a queue, and, instead of a constant busy tone, the caller will be informed that operators cannot currently answer the call. Music is played for the caller while they wait for someone to take their call. While they wait for someone to take their call.



### Call Park

Turn on call park so that users can put a call on hold and pick it up from another phone. Edit or delete an existing call parks.



### Call Pickup

You can turn on call park so that users can put a call on hold and pick it up from another phone. You can edit or delete an existing call park.



## HOW DOES IT WORK?

- Receive an IP-phone directly to your location and just plug and play. Make your first call in 2 minutes after connecting your phone.
- Easy app installation for PC, MAC, android and IOS in minute.
- Intuitive interface that make your life easy.
- Ability to execute calls, chat, and Web conference from any device.
- Stay informed about the status of your colleagues in the company with PRESENCE.



## BENEFITS

- **Cost**  
OpEx not CaEpx model, transparent cost, no maintenance, rapid deployment
- **Secure**  
Everything you share, say, and type is protected by end-to-end encryption.
- **Mobility**  
Use your computer, tablet, or smartphone to make and receive calls on the go.
- **Webex Teams access**  
For every user, adding rich unified communications and team collaboration services.
- **Centralized administration**  
One place to manage and configure all phone cloud services.
- **Hybrid Solutions**  
Fully integrated works with cloud apps like Office 365 and G suites.
- **One UC supplier**  
One contact in the event of failure, less time spent managing multiple organizations.

## COMPETITIVE ADVANTAGES



### Unified Communications

Companies that deploy Unified Communications, experience a 72% increase in business.



### Improve Productivity

91% of IT executives see improved collaboration after UC is implemented.



### Minimize Risk

Keep out unsanctioned apps that weaken security and increase IT costs.



### Speed Up Responsiveness

88% of buyers reported significantly faster problem resolution.



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