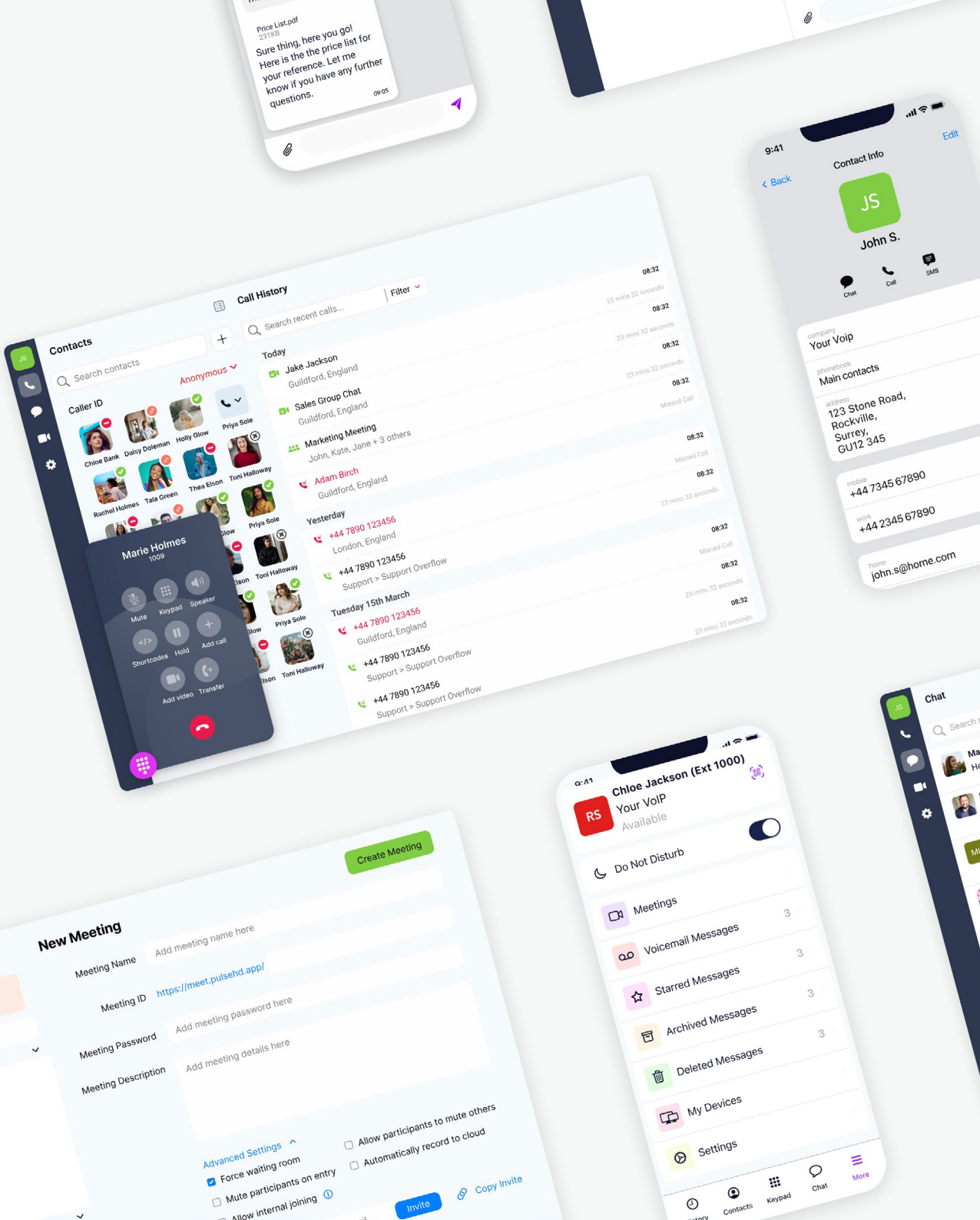
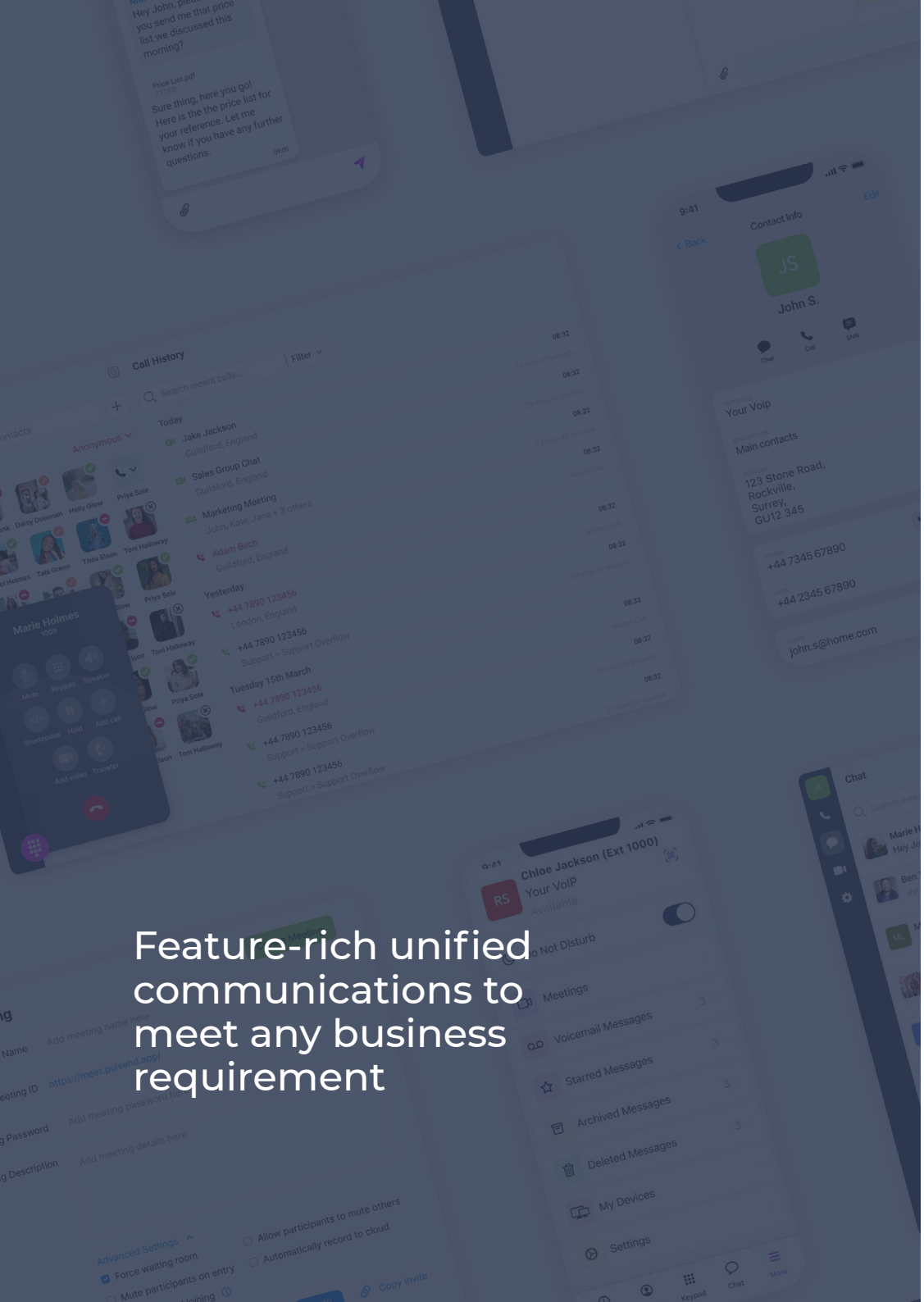
clyk

# Feature-rich unified communications solutions





Feature-rich unified communications to meet any business requirement

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# Introducing our UCaaS solution

Our industry leading unified communications platform is underpinned by a powerful VoIP telephony system, including a range of advanced call handling and management features, alongside video meetings, chat, presence, document sharing and more.

All of this can be managed centrally through our secure administration dashboard, and deployed through proprietary mobile, desktop, and web applications.

Mobile & desktop applications

Directory services

Intelligent call routing

Call conferencing

Integrated video meetings

Instant messaging & presence

Voicemail & voice-to-email transcription

SMS with bulk-send availability

Screen & document sharing

Customisable IVR menus

Call queuing & parking

Call recording

CRM integration

MS Teams integration

Wallboards

Scheduled reporting

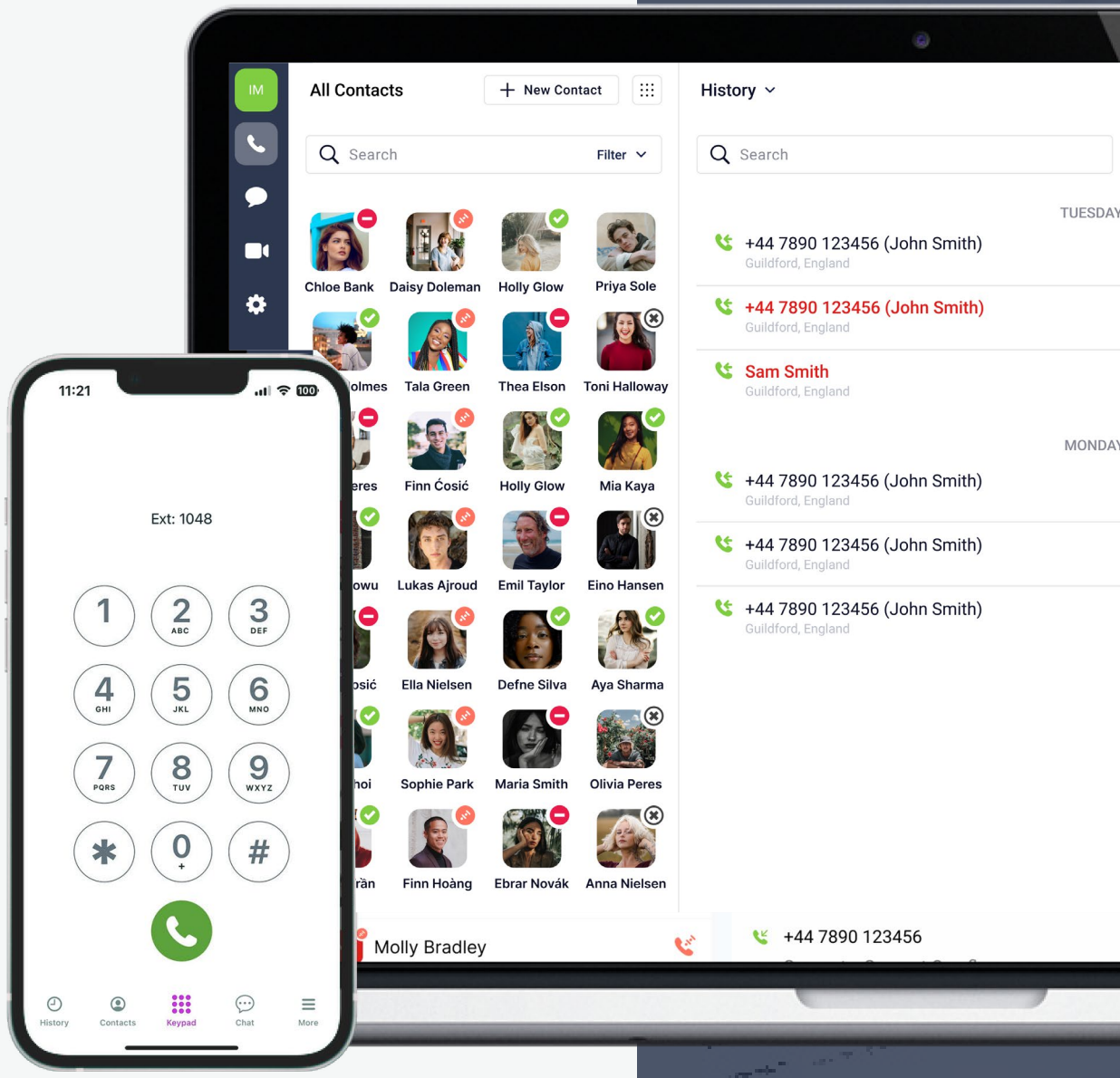
Whisper, listen and barge

# Soft client applications

Our Pulse HD applications allows employees to take their communications channels with them wherever they go, however they work, and on whatever device they choose.

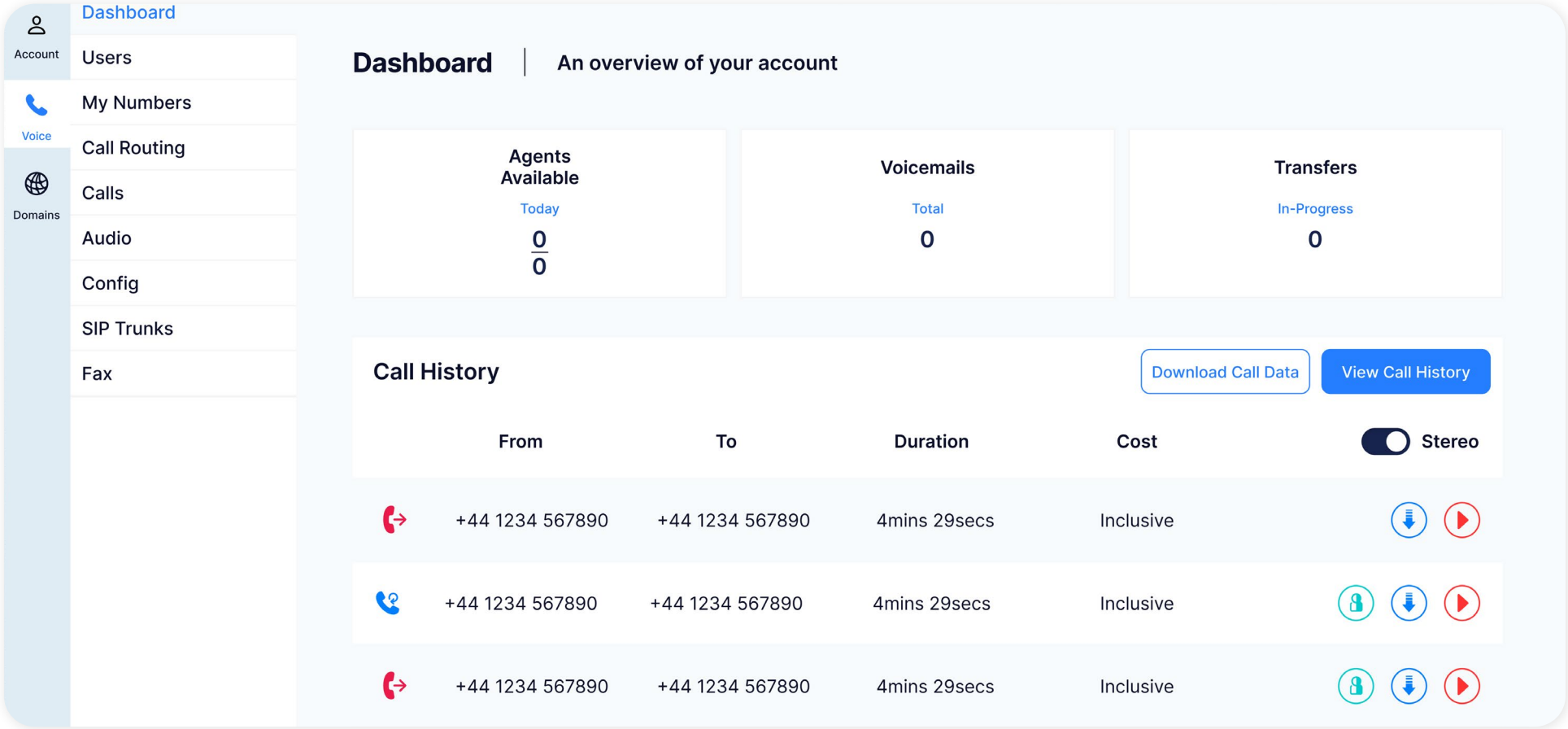
We have applications available for desktop (Windows and Mac OS), and mobile (iOS and Android), with additional web applications supported by all major browsers, delivering a host of communication and collaboration features within a single, intuitive pane:

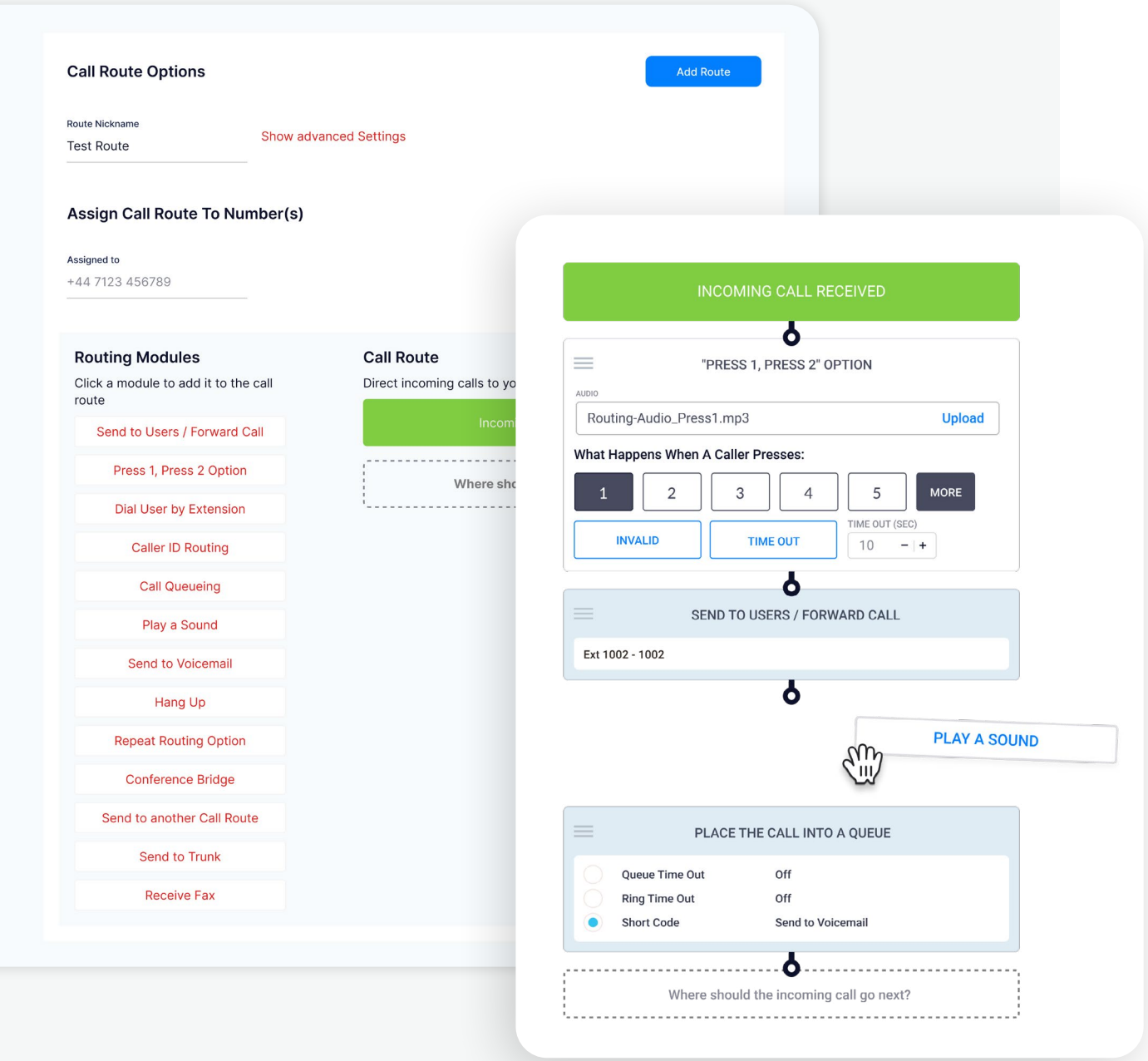
- SOFTPHONE
- DIRECTORY SERVICES
- CALL CONFERENCING
- VIDEO MEETINGS
- SCREEN SHARING
- DOCUMENT SHARING
- CLICK-TO-DIAL EXTENSIONS



# Secure administrative dashboard

Your secure administrative dashboard is your window into your account and user profiles, and where you will add users and extensions, manage your numbers, configure your call management tools, send bulk SMS messages, and access both wallboards and scheduled reports. With multi-factor and single-sign-on security options, your information remains protected whilst being accessible from anywhere.

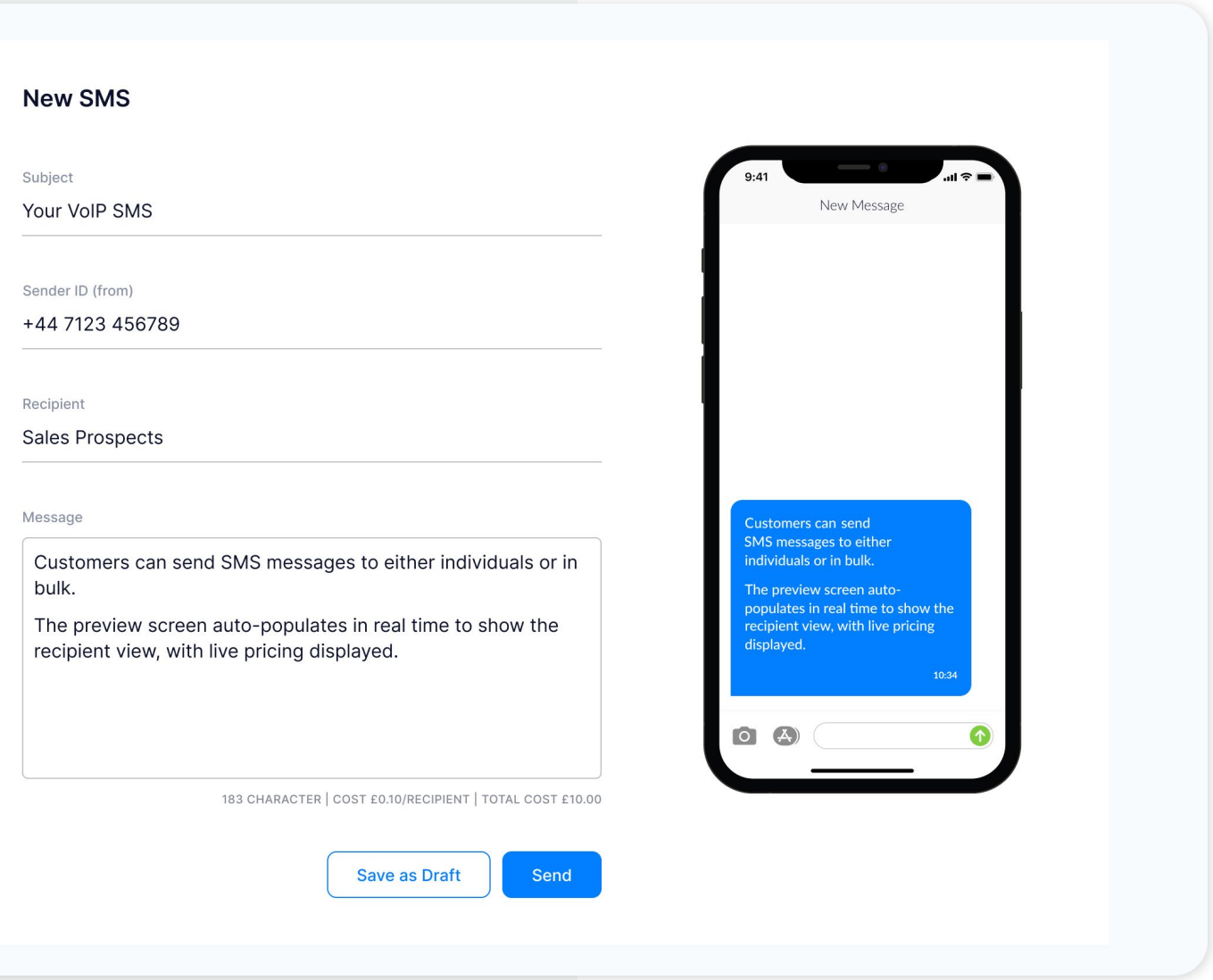





# Advanced call management

Our solution offers a comprehensive suite of cloud-PBX tools to enable your business to provide a professional appearance while giving customers the best possible experience.

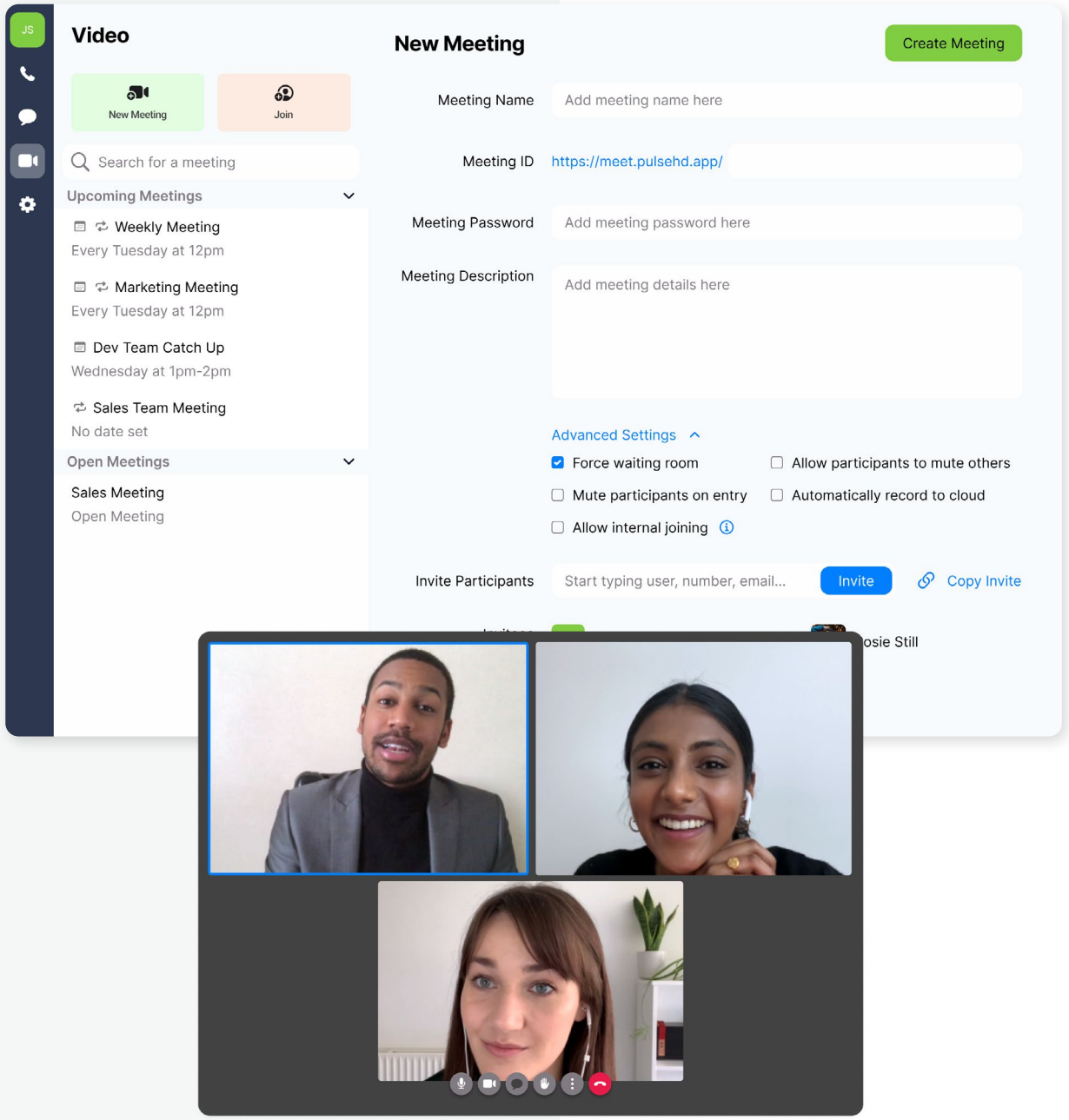
Our drag and drop call routing module offers an intuitive method to build call flows in minutes, leveraging features including IVR menus, on-hold music, call queues, hunt groups, call-forwarding, voicemail, time diaries, and more.




# SMS messaging

We offer a comprehensive business SMS feature that enables you to send SMS messages to either individuals or across entire phonebooks of up to 20,000 numbers, either sending them immediately or using a scheduling tool to build entire campaigns.

Compose messages and view real-time updates of how your message will appear to recipients, as well as viewing the price per recipient of any messages you send to ensure you stay within budget.




# Integrated video meetings

Our integrated solution allows for scheduled or instant video meetings between colleagues, all managed from within the same application screen, featuring screen-share functionality, in-meeting chat, hand-raising, and more.

Meetings can be given custom URLs to allow external individuals to access them, and admins can make meetings open, or close them to only employees, with options to create waiting rooms, to force participants to join on mute, and to add password-protection.

# Desk phone compatibility

Our solution is compatible with handsets and conference devices from all the leading manufacturers, catering for all budgets.

This enables us to help you match desk phone hardware to the requirements and specifications of different groups of users or departments.

# Give Microsoft Teams a voice

Provide an enhanced voice solution for your Microsoft Teams users. For businesses who use Microsoft 365 for productivity and collaboration, our solution enables your employees to use Teams desktop and mobile applications to make and receive voice calls without clicking out to other consoles, while making use of our full range of features. Best of all, Teams users sit within your solution seamlessly alongside users who prefer to make use of our proprietary applications or desk phones – meaning genuine endpoint flexibility.

# CRM integration

Key to any unified communications solution is integration with other critical services, improving both productivity and accuracy.

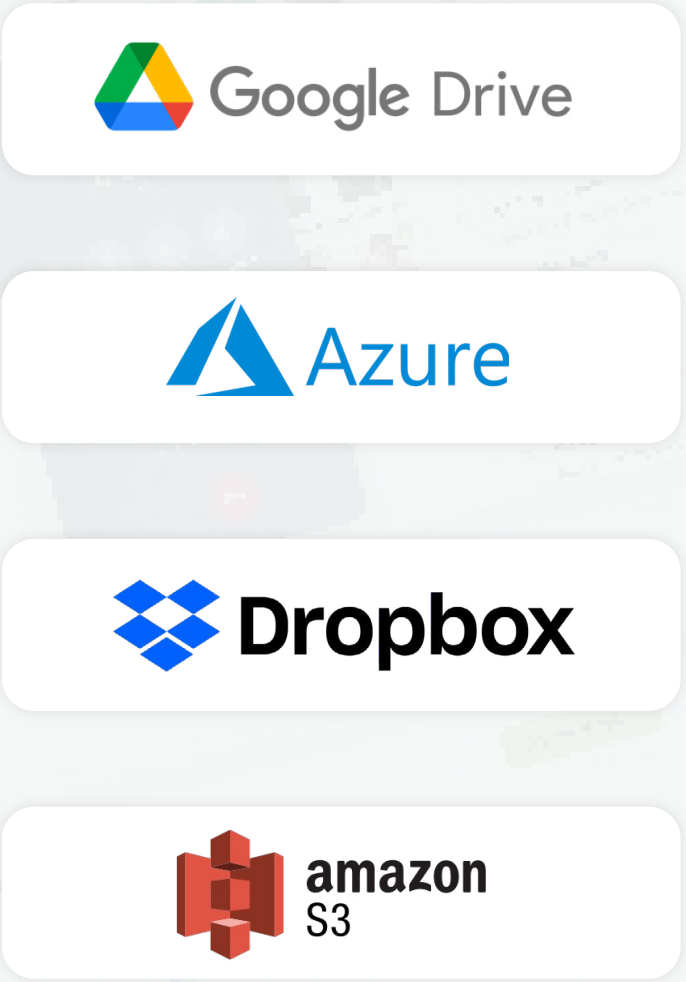
Our solution offers contact integration and call logging with the leading CRM platforms, delivering plug-and-play compatibility across Salesforce, Hubspot, Pipedrive, Zoho, Vtiger, Capsule, and Copper, with more integrations coming online regularly.

Less common, web-based CRMs are also catered for, offering both ‘click-to-dial’ and ‘screen pop’ functionality, while our Open-API library enables bespoke integrations.

# Cloud storage integrations

Back your call recordings, video recordings, and CDR data through seamless integration with leading cloud storage solutions, Azure, Amazon S3, Dropbox, and Google Drive.

This means that should you require storage of recorded calls longer than our rolling 90-day inclusive storage, you have a broad choice of options without the need to store anything locally, with automatic cloud-sync that ensures your files are securely backed-up without added administrative tasks.



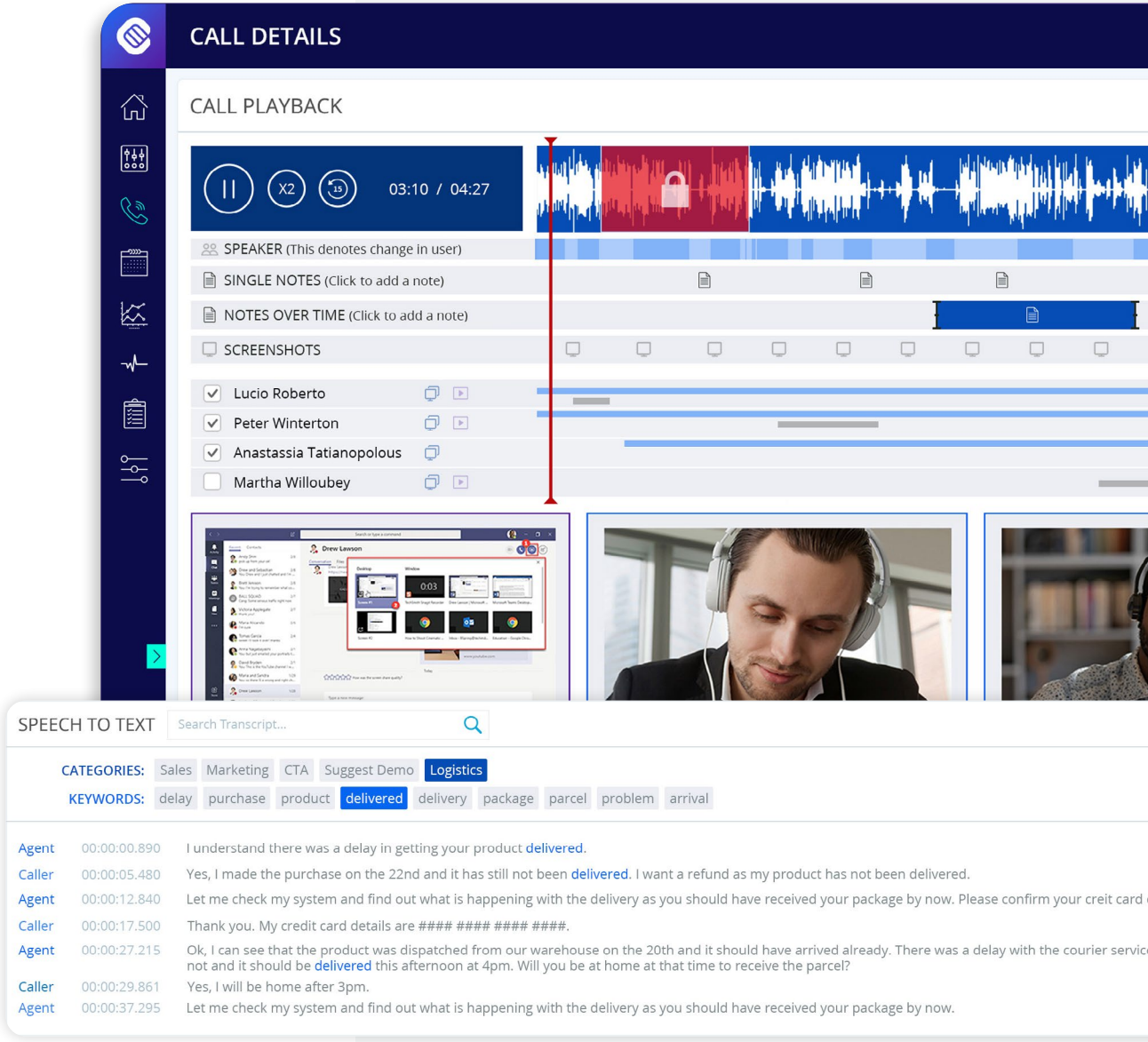
# Call recording

We offer native cloud-based call recording, offering a 90-day rolling archive of your calls, complete with secure data centre storage, as well as integration to leading cloud storage providers should you need to retain copies of your recordings.

If you're operating in a regulated industry and subject to compliance requirements, such as MiFID II or PCI, we also offer cloud-based compliance call recording and analytics platform – CallCabinet.

CallCabinet includes advanced search and retrieval, 256-bit encryption, long-term immutable storage, and payment platform integration, delivering the ultimate telephony compliance suite.

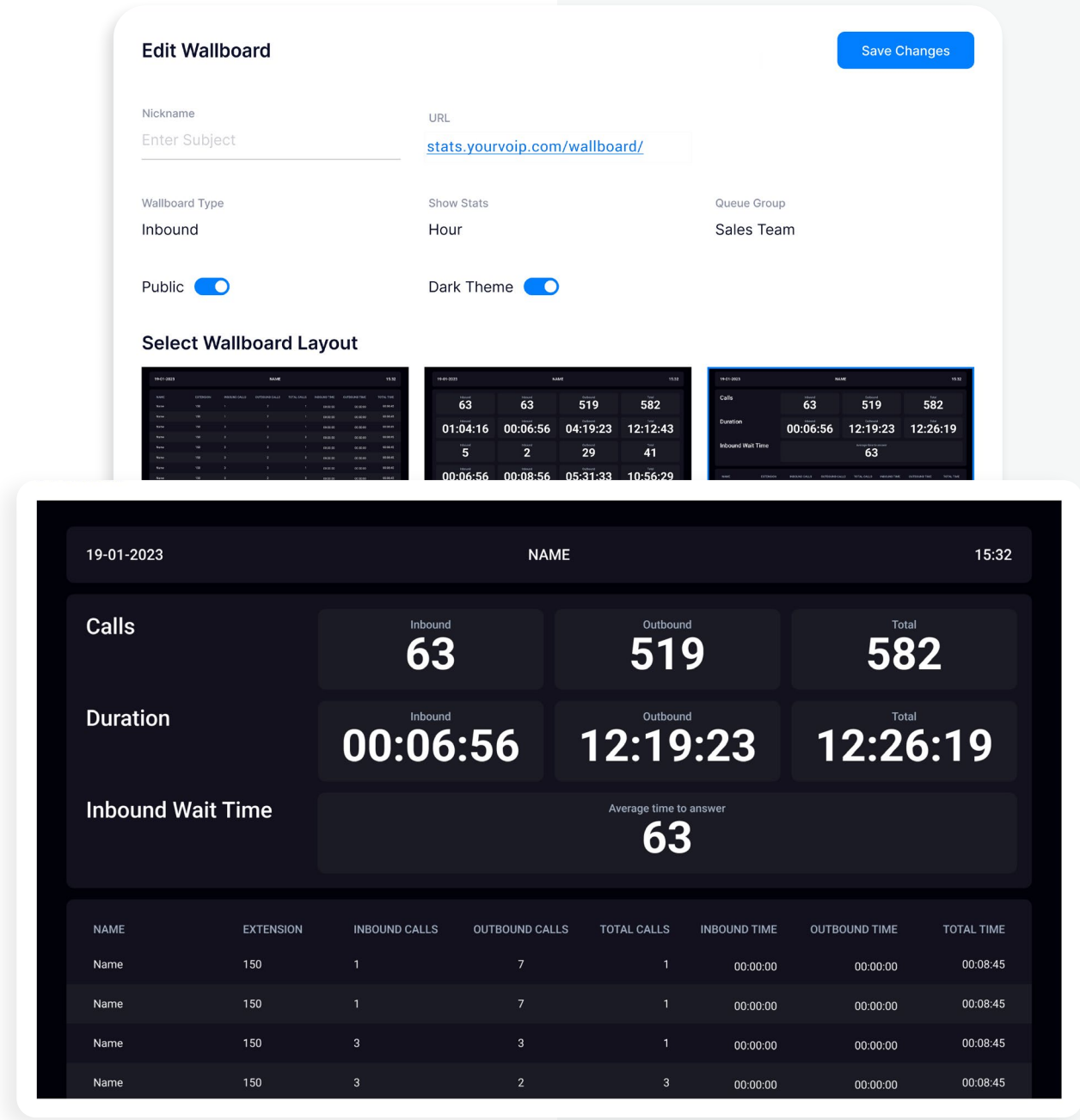
callcabinet



# Reporting and wallboards

Ensure you stay on top of your team's performance with easy to build wallboards and reporting that can be produced on-demand or scheduled to provide regular updates to management staff.

With a full range of statistics available including average wait times, number of calls answered and number of abandoned calls, keep key performance indicators at the tip of your fingers to help you produce a high quality service.

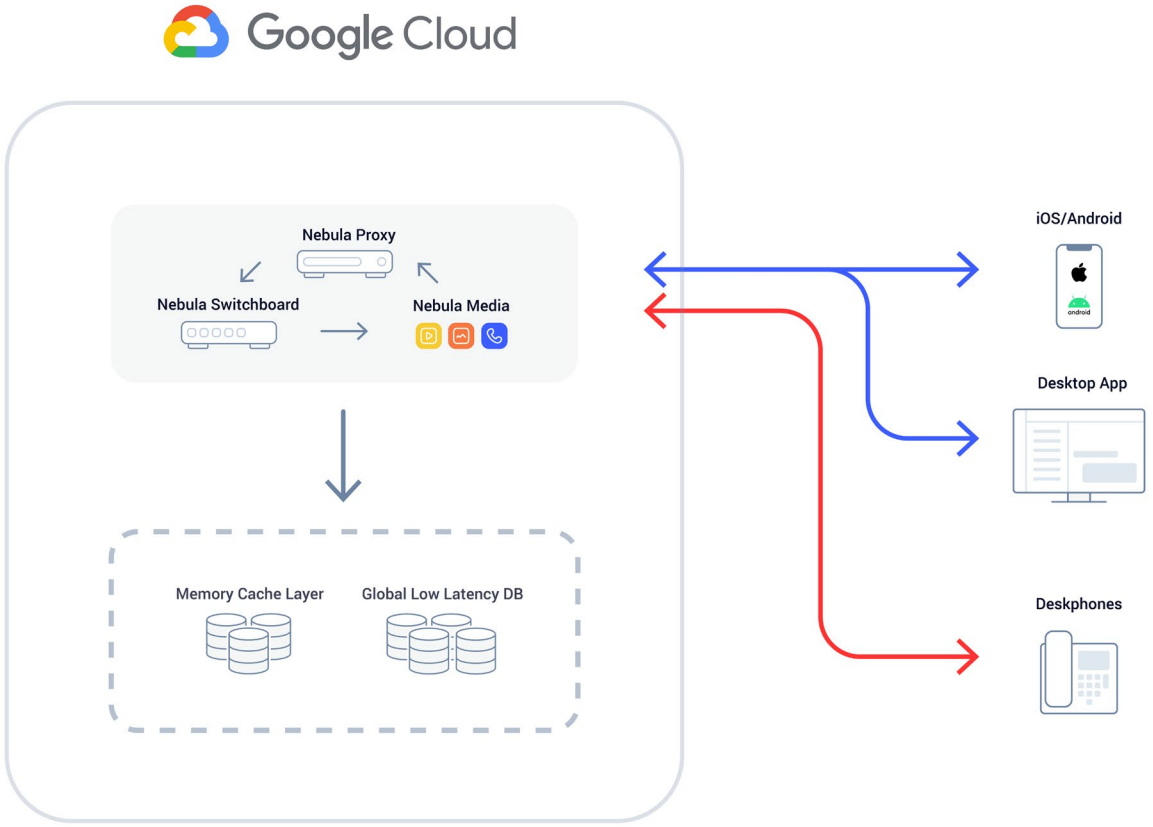


# Network infrastructure

Our entire solution is hosted in Google Cloud, benefitting from global availability, unlimited scalability, industry-leading resilience, and unrivalled DDoS prevention from a pioneering zero trust security model that serves more customers than any other cloud provider.

By deploying in Google's public cloud infrastructure, servers can be brought online and offline automatically in response to demand, maximising both performance and network environmental efficiency.

Our fully-owned proprietary code base is managed by a dedicated team of UK-based, in-house developers, supporting an agile roadmap and allowing us to ship regular updates and improvements to channel partners and their customers.



# Simplified licencing

We offers two inclusive licence tiers, with distinct feature sets depending on your requirements.

## VoIP+ Licence

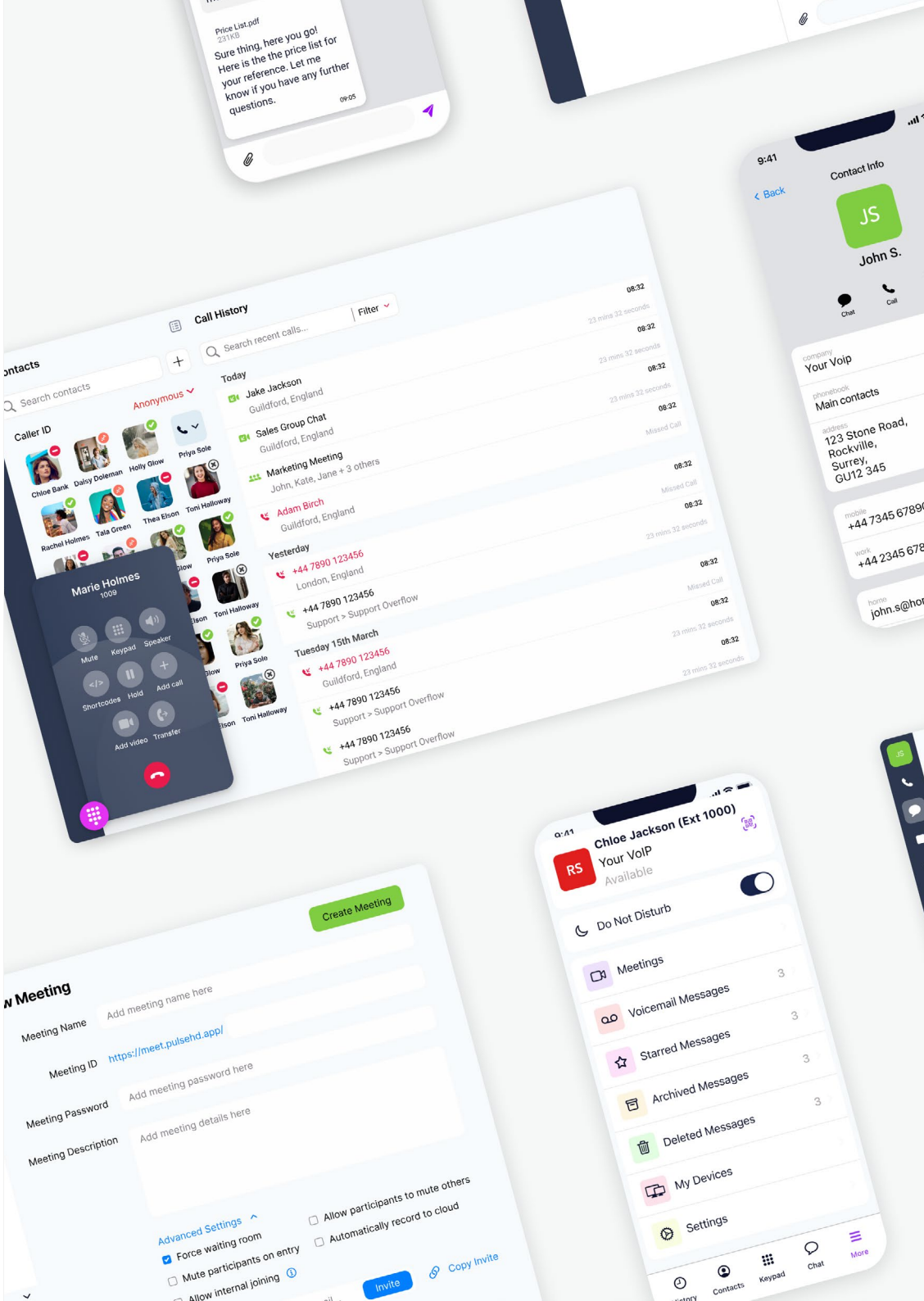
Our foundational business communications licence is ideal for smaller businesses and any organisation with more basic VoIP requirements

- 500 minutes to UK landline numbers
- 500 minutes to UK mobile numbers
- Free mobile, desktop, and web applications
- 1 inclusive number per user
- Call forwarding
- Time of day routing
- On-hold music
- Text-to-speech
- Hunt groups
- Call conferencing
- Call parking
- Presence settings
- SMS to up to 25 recipients
- Multi-factor authentication
- A range of hardware options

## Advanced UCaaS Licence

This is our fully-featured UCaaS solution suitable for businesses of all sizes, and with a range of enterprise-grade tools for maximising employee efficiency and customer experience.

- 2000 minutes to UK landline numbers
- 2000 minutes to UK mobile numbers
- Single Sign On support for Google and MS
- Microsoft Teams voice integration
- CRM Integrations
- Bulk SMS to up to 20,000 recipients
- Multi-level IVR menus for enhanced call routing
- Fully embedded video meetings
- Voicemail to email transcription
- Internal instant messaging
- File sharing
- Call recording with 90 days inclusive storage
- Cloud storage integration
- Call queues with live wallboard analytics
- Contact centre tools and reporting

# Contact Information

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