

ACCloud PBX & VoIP



Businesses today need technology solutions that help improve communications while driving productivity across the enterprise. They also want a reliable, high quality phone system that simply works. And with your business in a constant state of change, you need a solution that's both easy to learn, and easy to use.

Today, transforming your phone system is simple and cost effective, regardless of your business—whether you have five employees or fifty. Our platform adapts and adjusts to your needs, seamlessly working the way you need it to. That way, you can focus on your business, not your communications system.



With ACC, you'll get a platform that:

- Provides high quality, geo-redundant cloud based solutions
- Utilizes modern features with enterprise capabilities
- Costs less up front and over time vs. traditional premise-based phone systems
- Future proofs your communications system



You'll be able to leverage powerful features and benefits including:

- The flexibility to scale up or down as your needs change
- An effective, intuitive user interface
- Video and web collaboration and conferencing
- Total control, right from your fingertips (through desktop browsers and mobile devices)
- Limitless call routing features for optimal productivity

What is Cloud PBX & VoIP?

Cloud PBX (Private Branch Exchange) is the modern version of the traditional telephone closet. The new cloud model puts the brains of your phone closet into professionally maintained and secure data centers, helping businesses transform their communications and improve productivity—without the need to purchase expensive, complex, depreciating phone system software and hardware. Additionally, ACC Telecom will manage and monitor your system 24x7, allowing you to focus on your business.

VoIP refers to phone services that are accessible through a high quality broadband connection and is typically more cost effective and scalable than traditional alternatives. With both Cloud PBX and VoIP, you and your team can work from the office, home, on the road, or through your smartphone, all while utilizing your company's communications solution to help maintain and uplift your image and brand.



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ACCloud PBX Features



With ACC Telecom, we give you the tools and features you need to enhance your business for improved growth, productivity, and success. Utilize countless options to take your business to the next level with a wide variety of services from our Cloud Phone System to Enhanced SIP Trunking.

Unified Communications (UC), which is the cornerstone of our Cloud Phone System & VoIP solution, is the seamless integration of voice, data, applications, mobile devices, and other technologies that help dramatically improve your communication processes and business productivity.

Call Management

- Advanced Call Forwarding Options
- Auto Attendant
- Attended & Unattended Transfer
- Automatic Call Distribution (ACD)
- Barge
- Burstable Virtual Call Paths
- Busy Call Forwarding
- Call Forwarding
- Call Hold
- Call Park/Unpark
- Call Queue
- Call Recording
- Call Routing Time Frames
- Call Waiting Indicator
- Caller ID, Caller ID Blocking & Routing
- Direct Inward Dialing (DID)
- Direct Inward System Access (DISA)
- Directed Call Pickup
- Disable Outbound Dialing
- Do Not Disturb
- Find-me Follow-me (Digital Assistant)
- Incoming Call Blocking
- Incoming Call Identification
- Incoming Caller ID Routing
- Incoming Privacy Screening
- Listen Live
- Live Person Answering
- Multicast Paging
- No Answer Call Forwarding
- Office Intercom
- One Button Redial
- 1-6 Digit Extension Dialing
- Outbound Dialing Rules
- Outgoing Call Blocking
- Ring Groups
- Shared Virtual Call Paths across Multiple Locations
- Speed Dial
- Video Calling (Extension to Extension)
- Voicemail
- Voicemail-to-Email
- Voicemail-to-Text Transcription

SIP Trunking

- Standard SIP Trunking
- Enhanced SIP Trunking
- Direct Inward Dial (DID)
- Disaster Recovery
- Geo-Redundancy

Call Center / ACD

- Automatic Call Distribution (ACD)
- Agents
- Barge
- Call Recording
- Pause and Un-pause
- Queues
- Reason Codes
- Tally Codes
- Zero Out

Reporting

- Accounts & Billing Reports
- Activity Reports
- Call Detail Reports
- Call Traffic by Extension
- Call Volume Graphs
- Concurrent Call Paths Graphs
- Call Center Reports

Virtual Auto Attendants (AAs)

- Multiple Top-Level AAs
- Top Level AAs (Always On or Time Based)
- Sub-Level Auto Attendants

Integrated Solutions

- API
- Cloud Fax
- Microsoft Outlook Plugin
- Salesforce.com Plugin
- Screen Pops

Customer Portal

- Account Management
- Automated Billing System
- Case Management/LNP
- Click-to-Dial
- Detailed Accounting
- Endpoint Template Management
- Fax Management
- Message Center
- Operator Console
- Presence
- Shared Line Appearance Hunt Grp
- SMS Text Messaging
- URL Agent
- User Dashboard
- Video, Web Collaboration

Mobility

- Standard Smartphone Application
 - Call History
 - Call Transfer
 - Call Recording
 - Manage Contacts
 - Inbound SMS
 - Internal Chat
 - SIP Calling
 - Voicemail Notification
- Advanced Smartphone App
 - Includes all the above +
 - Call Through & Callback
 - Desktop Apps
 - Emulate Desktopphone
 - Fax (sending only)
 - Meeting Manager
 - Outbound SMS Messaging
 - Presence
 - Programmable Buttons
 - Push Notifications
 - Secure Calls
 - Set PBX Answering Rules
 - Transcoding
 - Video Calling
 - Wideband Audio Calls
 - XMPP
- Mobile Office Extensions
- Support for Softphones

Call Conferencing

- Web, Video & Audio Conferencing and Collaboration
- Conference Bridges
- 3-way Conference Call

Music on Hold

- Commercials/Message on Hold (By Phone Number)
- Music on Hold (Custom or Default)

Origination & Termination

- Geo-Redundant
- Disaster Recovery
- Domestic Origination
- Domestic Terminations
- E911 Support
- Endpoint Templates
- International Termination
- Shared Line Appearance
- Toll Free Numbers