

M-Cloud Business Phone Systems

Everything you need in a cloud-based business phone system for fully integrated communications.



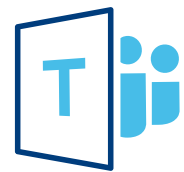
Business Phone System



Contact Center



Audio & Video Conferencing



Microsoft Teams Integration

All the Features You Need on One Platform

Medtel Communications provides all-inclusive business phone systems. Our cloud-based platform combines best-in-class VoIP Phone Service, Chat, Video Conferencing, Hosted Fax, Contact Center solutions, and more. We make it easy and convenient for you to run your business from the office or remotely. Whether you require desk phones, softphones (PC) or smartphone apps, our suite of products and services are customized to your specific business.



▲ Video Conferencing across multiple devices

Work from Anywhere on Any Device

Make and receive work calls from your desk phone, mobile device, computer or tablet.

Five Nines Reliability

Five nines of reliability (99.999%) is the highest benchmark of system availability.

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.

Highly Secure

All media streams between devices and the PBX are encrypted.

Audio and Web Conferencing

Meet-me audio and video conference rooms available for all users. External parties may be invited to participate and without the need to install any apps.

Video Conferencing

- Supports up to 70 Participants
- Active Speaker or Mosaic View
- Audio Conference Bridge
- Bandwidth Adaptation and Reporting
- Click-to-Join with Web Browser (doesn't require additional software)
- Group and Private Chat
- Host Controls (Mute/Unmute/Record)
- Screen Sharing
- Send Invites to Email, Google Calendar, Office 365, or Outlook.com
- Video Conference Recording
- YouTube Broadcasting
- YouTube Video Sharing



▲ Microsoft Teams Integration

Instant Messaging

Chat for all users with a permanent record of all chat sessions.

Microsoft Teams Integration/Teams Direct Routing

Connect your Medtel Phone System to Microsoft Teams to make and receive calls on any device using the Microsoft Teams app.

Provisioning Server for Yealink and Polycom

An integrated server for Polycom VVX and Yealink phones auto-provisions SIP credentials.

Microsoft 365 and G-suite integration

Click-to-dial contacts and calendar scheduling of audio and video conferences.

Google Chrome Extension

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

Web Phone

Make and manage calls from your Chrome, Firefox or Safari browser.

Web-Based Admin & User Portals

Shows the presence status of all users and allows single touch dialing, instant messaging and video calling.

Recorded Calls Archive Dashboard

Powerful search and retrieve tool allows an authorized administrator to easily find, play, download or delete recorded calls, with text-annotation of reasons and full audit trail, to guarantee accountability.

Data Center Geographical Redundancy

Medtel uses geographically diverse data centers to safeguard against catastrophic events and natural disasters, as well as load-balancing traffic for optimal performance.

Integrated Contact Center

Up to 400 agents among 50 skill sets, supervisors, wall boards and reports (live, pre-programmed and historical).

About Medtel

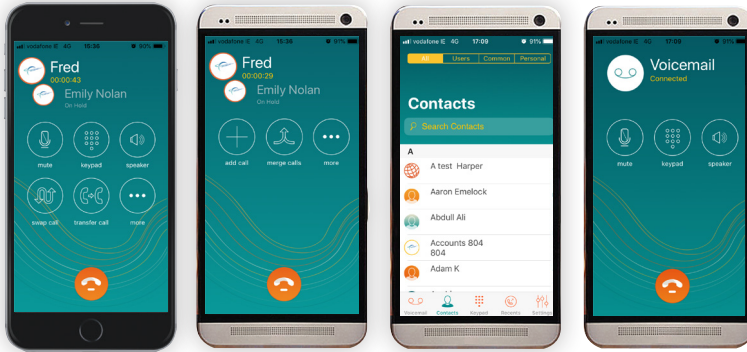
Medtel Communications is a pioneer in the telecommunications industry, providing a cloud-based unified communications platform that includes voice, IVR, contact center, and video conferencing solutions for businesses worldwide.

- All in one platform with voice, chat, audio and video conferencing
- VoIP Business Phone Service with 40+ advanced features
- Simple, all-inclusive pricing for predictable, low monthly cost
- Real-time call analytics and reporting for actionable insights
- Easy setup and configuration with web-based admin and user portals
- Geo-redundant network for secure, reliable service



Contact Center

Smart Phone Apps for iOS and Android



▲ Easily handle multiple calls

▲ Set up audio conferences

▲ Call from your contacts

▲ Voicemail

Enterprise-Class Security



▲ Virtual hospital visits on fully secure video connections

Web-Based Portal



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

Desktop Phone Systems



▲ Integrated Polycom VVX desktop phones.



▲ Integrated Yealink desktop phones

M-Cloud Business Phone Features

- API for CRM Integration
- Automated Attendant (400 Included)
- Call Management
- Anonymous Call Rejection
- Call Barring, up to 7 levels
- Call Blacklisting
- Call Distribution
- Call Flow Modes (Based on Bus Hours)
- Call Forwarding
- Call History
- Call Hold
- Call Listen, Intrude, and Whisper
- Call Logging
- Call Monitoring
- Call Park
- Call Pick-up/Call Pick-off
- Call Routing
- Call Queues
- Call Scheduling
- Call Transfer
- Call Waiting (internal and external)
- Caller ID
- Chrome Web Browser Extension
- Cloud-based PBX
- Company Directory
- Do Not Disturb
- HD Call Quality
- Hotline Button
- Hot Desking
- Hunt Groups
- Mobile App (iOS and Android)

- Multi-Device Capabilities (desk phone, mobile, or web phone)
- Music on Hold
- Paging & Intercom
- Phone Programming
- Ringing Modes
- Web Phone (via Web Portal & Chrome Extension)
- Unlimited Calling US & Canada
- Voicemail (425 Boxes)
- Voicemail to Email with Transcription
- Web Portal

Collaboration Tools

- Audio Conference Bridges (Includes 2 bridges, up to 7 participants per bridge)
- Unique bridge number and access codes
- Host controls (Mute/Unmute/End)
- Instant Messaging
- Presence
- Video Conferencing
- Up to 70 Participants
- Active Speaker or Mosaic View
- Audio Conference Bridge
- Bandwidth Adaptation and Reporting
- Click-to-Join with Web Browser Group and Private Chat
- Host Controls (Mute/Unmute/Record)
- Screen Sharing
- Send Invites to Email, Google Calendar, Office 365, or Outlook.com
- Video Conference Recording

- YouTube Broadcasting and Video Sharing

Contact Center Features

Includes All M-Cloud Business Phone Features, Plus:

- 200 Agents
- Agent Priority Routing
- Agent Skill Sets, up to 50
- Agent and Supervisor Login/Out
- Agent Wrap-up Time
- Auto Attendant (300)
- Advanced Call Distribution, Management, and Routing
- Custom Hold Messages
- Performance Indicators
- Reporting and Analytics
- Skill Set/Agent Reports
- Longest/Average Wait Times
- Longest/Average Call Times
- Maximum Call Volume
- Abandoned Calls
- Skill Set Mailboxes
- Supervisory Tools: Listen-in, Intrude, and Whisper
- Wall Boards with Real Time Performance Stats by Agent or Skill Set
- Call Queues
- Answered Calls
- Abandoned Calls
- Calls Answered by Voicemail
- Calls Forwarded
- Web Portal