UCaaS

NUSO UCaaS is an enterprise-grade, all-in-one business solution that combines Voice, Mobility, Messaging, Presence, Conferencing, and Collaboration. This empowers workforces with the convenience of working anywhere with internet access: at home, on the road, or even a hotel room.

NUSO UCaaS gives you a reliable, flexible and easy-to-use service at a lower cost.

RELIABLE
Our commercially supported service platforms are geographically redundant - designed for 99.999% uptime and reliability.

ADAPTABLE
As your business grows, so does your phone system.

ROBUST WORKFORCE
Streamlined work-flow with an all-inclusive phone system: Voice, Presence, Instant Messaging, Video/Web Conferencing, and Collaboration.

MOBILE & ON-THE-GO
Stay connected to your phone system anytime, anywhere by using a desk phone, smartphone, or tablet.

SIMPLE & SCALABLE
Multiple users and locations are managed in an easy-to-use interface.

LOWER COST
Savings on CAPEX. One low monthly payment. Experience high-end features without forklift upgrades.

Your Phone Access Anywhere

1. DESKTOP APP

Access all of our Unified Communications features in one place. Our desktop application allows you to access contacts, make and receive calls, monitor presence by seeing who's on a call, busy, available or off-line, and chat with other users on the system.

2. MOBILE APP

Our mobile app is designed to keep you connected wherever you are. Users can make and receive calls as if they were in the office. Their company's caller ID displays whenever they call out from it and chat.

3. COLLABORATION

Stay connected to your team wherever you go. Users can start or join a 50-person meeting with crystal-clear, face-to-face video, high quality screen sharing and instant messaging.
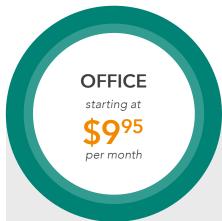
Features

- Auto-Attendants
- Call Analytics
- Call Queues
- Call Recording
- Desktop Integration
- Mobile app
- Custom greetings
- Find Me / Follow Me
- Music on Hold
- Online PBX Controls
- Ring Groups / Departments
- Soft phone
- Time-Based Routing
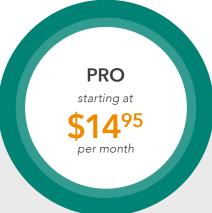- Chat
- Presence Status
- Collaboration

Flexible Plans
for businesses of all sizes

OFFICE
starting at
$9⁹⁵
per month

PRO
starting at
$14⁹⁵
per month

EXECUTIVE
starting at
$19⁹⁵
per month

OFFICE

- Unlimited* local and long distance for US48 and bordering Canadian Provinces White Pages listing
- Caller ID name & number
- Call hold
- Call transfer
- Ad-hoc conferencing
- Call waiting
- Call forwarding
- Phone number included
- Anonymous call rejection
- Hunt groups
- Do not disturb
- Account codes
- Selective call rejection
- Speed dial
- Fax capable

Office features plus:

- Voicemail
  - Voicemail to email notifications
  - Audible new message alerts
  - Video messaging allowed (with supported phones)
  - Message waiting indicator
- Comm Portal Web
  - Click to dial
  - Manage contacts
- Simultaneous ring
- Music on Hold
- Call group logs
- Call statistics
- Inbound Fax to Email

Office & Professional features plus:

- Business Voice Mobile App
- Comm Portal Assistant (PC/Mac)
  - Incoming pop up
  - Find me follow me
  - Outlook Integration
- Desktop application with softphone, chat and presence

*Assumes normal business use. No call centers or dialers allowed.

Available Add-Ons

- Business Voice Mobile App
- Automated Call Distribution
  - Premium
  - Supervisor
- Advanced auto attendant

- Softphone for PC/Mac
- Receptionist desktop
- Music on hold
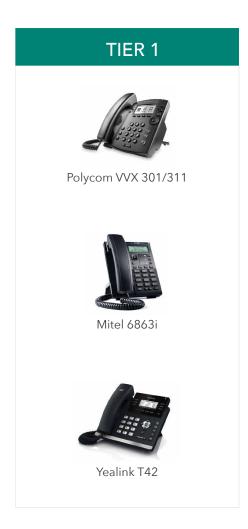- Additional E911 instances
- Collaboration

- Additional phone numbers
- Call recording
- Toll free numbers
- Gigabit phone upgrade
- Inbound & outbound fax to email

Cloud UC Price Comparison

	PRICE without Phone	PRICE with Tier 1 Phone	PRICE with Tier 2 Phone	PRICE with Tier 3 Phone
Office	$9.95	$15.95	$18.95	$20.95
Professional	$14.95	$20.95	$23.95	$25.95
Executive	$19.95	$25.95	$28.95	$30.95

Phones Models Available

TIER 1	TIER 2	TIER 3
Polycom VVX 301/311	Polycom VVX 401/410/411	Polycom VVX 501
Mitel 6863i	Mitel 6867i	Mitel 6869i
Yealink T42	Yealink T46	Yealink T48

Cloud UC Add-on Pricing

More Options	Monthly Price
Toll Free Number	$3 (+usage)
Additional Telephone #	(DID) $5.50
Additional Telephone # (Metered)	$1 (+usage)
Additional 911 Instance*	$1 (1 Included)
Music on Hold	$0.99
Business Voice Softphone	$0.99
Desktop App	$0.99
Mobile App	$0.99
Inbound only fax to email**	$5.95
Conference Bridge (10 Participants)	$6.95
Inbound & outbound fax to email (300 pages)	$9.95

Unlimited Usage is governed by our Acceptable Use Policy, which can be found at NUSO.cloud/aup. Maximum of 1000 minutes per each line and is pooled across all line. Example 6 Hosted lines would be 6 x 1000 minutes equals 6,000 total minutes per month.

**Requires a 1-year term or longer. All pricing subject to change.

Cloud UC Add-on Descriptions

Package	Description	Price
Collaboration	Stay connected wherever you go. Start or join a 50-person meeting with crystal-clear, face-to-face video, high quality screen sharing and instant messaging.	$29.95
Premium ACD	This offers the powerful, basic features you'd expect, along with the following additional capabilities for monitoring Agents. • Configurable Agent States to allow Multi-Line Hunt Group (MLHG) members to indicate their current availability. These include a Wrap-up state which can be used by MLHG members when completing any clerical duties after finishing a customer call. • Configurable disposition codes that MLHG members can assign to completed calls to indicate how they were resolved. • Monitor, Whisper and Barge-In actions, allowing Business Group Administrators to: – Listen in on the existing call between an MLHG member and a customer – Speak to or advise a MLHG member during a call, without the customer hearing – Fully join the call, speaking to both the MLHG member and the customer.	$14.95
ACD Supervisor	The ACD Supervisor feature includes full multimedia queues for voice, email and IM, as well as further supervisory features for Agent monitoring such as call recording and screen capture, and a complete workforce management solution that includes agents scheduling and shift marketplace. Requires Premium License.	$19.95
Easy Auto Attendant	An Auto Attendant line can be assigned to a particular department, so that the user of an administrator line for this department (or for a higher-level department of which this is a sub-department) can manage it. Alternatively, it can be assigned to the top-level Business Group, so that it can be managed only by the user of an administrator line for the whole group. Easy Auto Attendant has 2 time frames (Day, Night) and single level. One included with each Package.	$7.95
Premium Attendant	A Premium Attendant line can be assigned to a particular department, so that the user of this line can manage the resources associated with this department and any sub-departments below it. Alternatively, it can be assigned to the top-level Business Group, so that it can manage the whole group, as many times as needed and multi-level.	$19.95
Call Recording	The Call Recording option allows for recording all calls while user is logged into ACD. The Call Recording Administrator Screen shows call details such as time, duration, inbound/outbound, etc. It can be viewed by group or individual and filter by date and time if needed. • Selecting an individual call recording will give you detailed information as well as a .wav file that can be played, downloaded, saved or shared. • Overall summary and detailed reporting functions can generate HTML, Excel or CVS file for reporting needs.	$7.95 *per user*

Cloud UC Features

ACCOUNT CODES:
Allows administrators to configure specific lines to enter an account code prior to calling specific destination types, such as international or long distance. These account codes can be either validated or invalidated.

AD-HOC CONFERENCING:
Initiate a conference call using the feature buttons on the phone. This can be done at any time during an active call.

ANONYMOUS CALL REJECTION:
Users receiving an incoming call can reject the call, by pressing a "Deny", "Ignore", or "Reject" key on their phone.

CALL FORWARDING:
Users can set up a rule to forward calls to a new number when they are already on a call, their line is busy, or unconditionally.

CALL GROUP LOGS:
Gives users the ability to view the Call Groups they are a part of.

CALL HOLD:
Place a call that is in progress on hold.

CALL STATISTICS:
Access call record information for individual lines. The call information is divided into categories: Dialed, Received, Missed, and Rejected.

CALL TRANSFER:
Transfer a call to a new party with or without announcing the caller to the new party.

CALLER ID NAME & NUMBER:
Presents the calling party's name and/or number to the user via a phone screen prompt.

CALL WAITING:
Alerts users when they are on a call and receive another call at the same time. They can choose to put the current call on hold and switch to answer the new call.

COMMPORTAL ASSISTANT:
Instant access to the most frequently used features and settings on your desktop. Users can search and dial contacts from their desktop, just like they would from their mobile phone. Pop-up notifications tell users when they have an incoming call or a new message.

DO NOT DISTURB:
Lock all incoming calls to a particular line or phone. In the world of legacy phones, this feature is often called "Make Set Busy".

HUNT GROUPS:
Allows for sequential or simultaneous ringing of available phones within a specified group. This feature is commonly used in Call Centers.

MESSAGE WAITING INDICATOR:
Informs users when there is an "unread" voice mail message in their inbox.

NEW MESSAGE ALERTS:
Notifies users when they have received a voice or fax message. The available notification methods are email, SMS, or phone call.

SELECTIVE CALL REJECTION:
Users can select numbers from which they do not wish to receive calls. Incoming calls from these numbers will be provided an announcement telling them their call has been rejected.

The Benefits of
UCaaS

- No on-site phone system
- No maintenance
- Smartphone Integration
- Online portal to move/add employees
- Easy and inexpensive to upgrade
- Remote worker and teleworker support
- Future-proof system

SIMULTANEOUS RING:
Users can set multiple devices (or numbers) to ring simultaneously when their Direct Dial number is called.

SPEED DIAL:
A shorthand option for dialing commonly used phone numbers. To perform this function, a user would typically dial a one or two-digit number that is already associated with a per-specified 10-digit phone number.

VOICE MAIL TO EMAIL:
Set an email address as a destination for voice mails to be delivered. This is a valuable feature for users on the go.

BUSINESS VOICE MOBILE APP:
Provides full phone access to users on their mobile phone through a smart phone application. Download this app from the iTunes or the Google Play store.

Download on the App Store

ANDROID APP ON Google play