



# OpenTouch Cloud for SMB

## Feature-Rich Hosted Voice for Small Business

OpenTouch Cloud for SMB is the perfect hosted voice solution for businesses with up to 50 employees.

- Choose the features and options that best suit your unique business requirements.
- Reduce cash spent on communications with a solution that costs less than a traditional premises-based PBX.
- Take advantage of hundreds of standard communications features for increased productivity.
- Bring mobility to the heart of communications using PC, mobile phone.



- Make visual communications part of everyday business with one-touch video calls.
- Improve productivity with a solution that grows as the business grows.
- Maximize communications uptime with our managed solution in a secure, carrier-class data center.

## Stay Connected In or Out of the Office

Enable advanced unified communication services to Apple® iPhone™ and Google Android® mobile devices.

- Have a single number to reach you at any of your devices.
- Access the corporate directory.
- Access telephony features.
- Manage call routing while away from the office.

## Flexible Dialing Plans

Starting with 500 minutes of local and long distance dialing per user, OpenTouch Cloud for SMB monthly plans also include discounted

international calling, 911 service and choice of area code.

## Enhance Customer Satisfaction From the Very First Contact

OpenTouch Cloud for SMB provides end-to-end call management, with a professional greeting and efficient call routing to the relevant department, call overflow capabilities and out-of-office solutions that forward calls to voice mail and allow you to check voice mail remotely while maintaining privacy.

- Voice mail access from outside the office.
- Every employee can have their own personal greeting.
- Callers to the main number are greeted by the automated attendant and hear a company-specific greeting.
- Smart call routing makes it easy for callers to be directed to the best person or department based on dialed number or menu selection.

## Features

OpenTouch Cloud for SMB offers the ultimate flexibility in hosted communications.

### Basic service includes

- Hosted voice system with 100's of telephony features.
- Automated attendant with programmable menu tree.
- 500 minutes of domestic/local/long distance dialing per user.
- Off-site mobility.
- Three-party conference.
- Voice mail with message forwarding to email.
- Number porting.
- Windows® PC application provides access to contact lists, call history, voice mail and phone system features.

### Options include

- Call recording & accounting.
- Up to 30 hours of voice mail storage capacity.
- Six-party conference.
- DID numbers.
- International dialing plans.
- One-touch video calls.
- Social media integration.
- Softphone.
- SIP video doorphone.
- Presence and status.
- Incoming call screen pop.

## Off-Site Mobility

- Make your mobile phone an office extension.
- Improve accessibility using a single business number.
- Use your smart phone to access in-conversation features, visual voice mail, contact dialing and more.



Call History

Call Details

Presence

MyIC Mobile on Android® Smart Phone

## Communicate Using Social Media



*Integrate your OpenTouch Cloud for SMB service with social media such as Facebook, Yahoo! and Skype to communicate more efficiently.*

## Devices

Choose the device that best suits your needs. Roll the cost of desk phones into your monthly plan or purchase up front.



8082 Video-Enabled Desk Phone



8068 Desk Phone with keyboard and optional Bluetooth handset



8028 / 8038 Desk Phone



8018 Desk Phone

## SERVICE PLANS STARTING AT \$18.95 PER USER / PER MONTH

With little upfront expense, your company has access to:



MESSAGING



CHAT



VOICE



VIDEO



PRESENCE



COLLABORATION

Single point of contact for maintenance and upgrades.

Scale applications and services in response to changing business conditions.

**HOSTED VOICE SERVICE FOR SMALL BUSINESS**  
**CONTACT US TODAY TO GET STARTED**



icon cloud solutions  
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