

Unified Communications as a Service

Medtel Unified Communications in the cloud

Unified Communications platform empowering businesses with voice, video collaboration and Instant Messaging



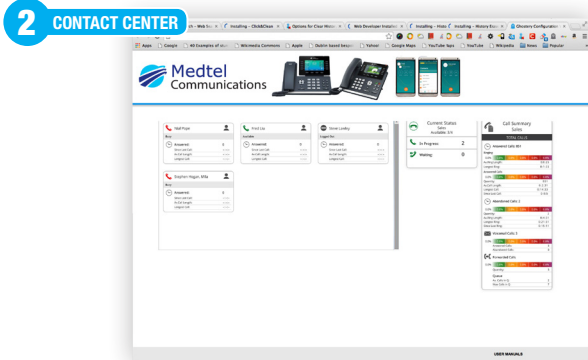
Communications as a Service

Medtel empowers tens of thousands of businesses to connect with their customers securely, on any device and on any network. Collaboration works across voice, video, conferencing, on-line meetings, and instant messaging in all sectors and in integrated contact centers. The Medtel cloud-based carrier-grade platform connects with leading CRM packages to optimize business performance.



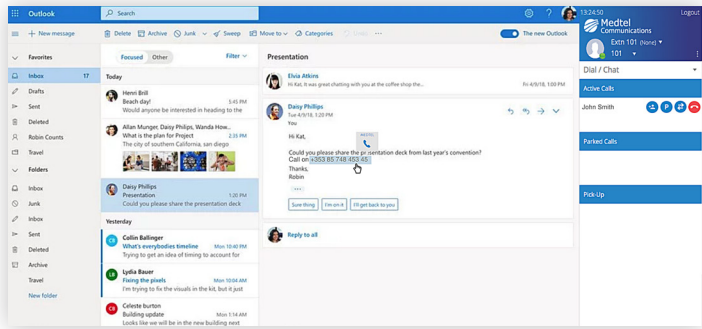
1 VIDEO CONFERENCE ON MOBILE PHONES

Video on Android phone



2 CONTACT CENTER

Skill set wall board with banner display area and real-time KPIs



Easy to use

Intuitive interface across all devices: smart phone apps, web portal, desk-top phone and Windows PC soft phone.

Flexible and Scalable

Add, remove or reallocate users at any time, day or night. Apply different functionality as the needs of the organization change. Software updates 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.

Responsive design

The applications scale for best fit on the device being used.

Collaboration with screen sharing

Video conferencing and screen sharing available to all PC and Mac participants.

Instant messaging

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

Communicate from any device, anywhere

Smart phones and tablets (iPhones/iPads and Android devices), as well as Windows PC softphones and desk-top IP phones have full UC functionality.

Highly secure

All media streams between devices and the PBX are encrypted.

Integrated Polycom and Yealink desk phones

You can avail of the rich set of Medtel Cloud Unified Communications business voice features with these market-leading business phones.

Web based operator console

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

Microsoft 365 and G-suite integration

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



Typical industry applications:

- Project collaboration for dispersed teams
- Multi-site businesses
- Home workers and road warriors
- Contact centers for reports and wall boards
- Construction companies with mobile workers
- Financial services with BYOD smart phone
- Medical practices with periodic call peaks
- Health services with virtual hospital visits

Audio and web conferencing

Meet-me audio and video conference rooms available for all users. External parties can be invited to participate; they don't need to install any apps!

Five nines reliability

Built on a core that's already deployed within three quarters of a million businesses.

Integrated Contact Center

Up to 400 agents among 50 skill sets, supervisors, wall boards and reports.

Hurricane feature

In the event of unforeseen weather, any user of the system can remotely change the Auto-Attendant announcements to reflect the changed circumstances for callers.

New look Chrome Extension

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

Trunk Traffic Bursting

Allows a site to burst past its maximum line limit to handle traffic peaks.

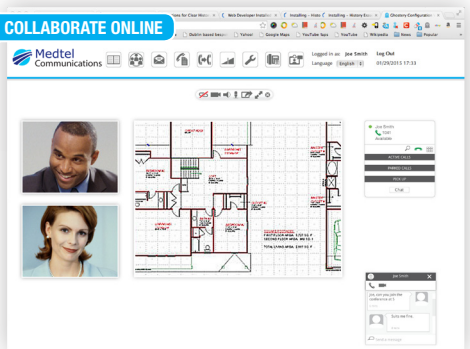
Parking Spaces for Calls

Incoming customer calls can be parked and retrieved from designated Call Parking bays.

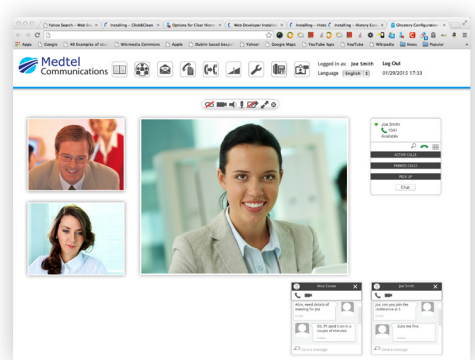
Data Center Geographical Redundancy



3 COLLABORATE ONLINE

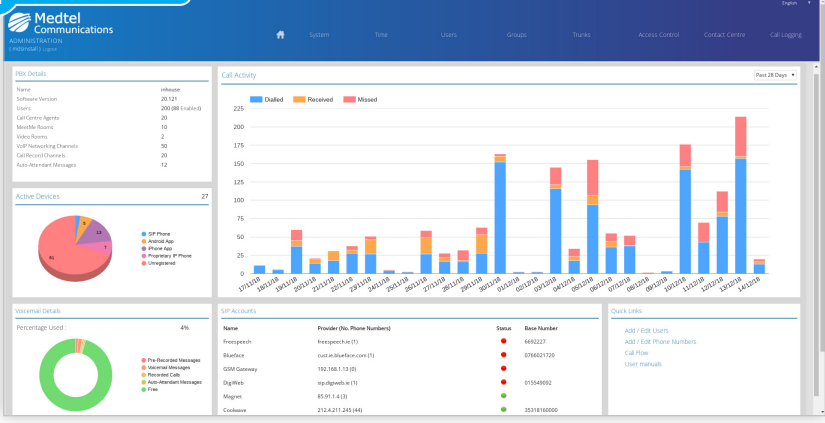


Share screen to discuss plans with customers and have an independent instant message session, on Mac or PC



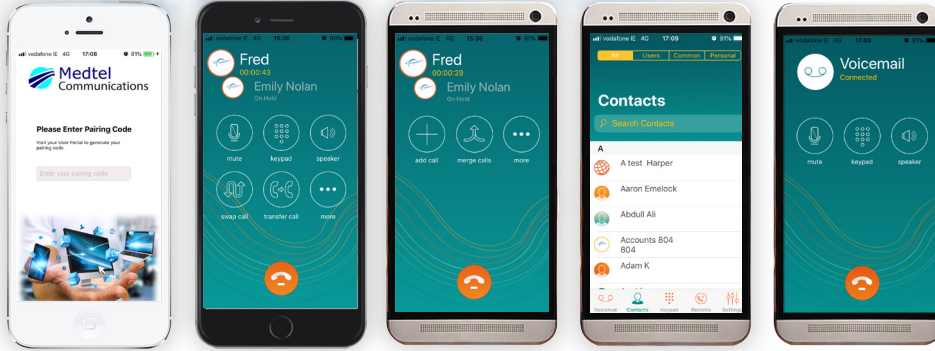
Collaboration across firewalls and continents

4 PBX DASHBOARD



Overview of all critical PBX performance parameters

5 SMART PHONE APPS iPhone & Android



Simple and secure registration of app

Easily handle multiple calls

Set up audio conferences

Call from your contacts

Voicemail

6 ENTERPRISE CLASS SECURITY



Virtual hospital visits on fully secure video connections

7 BROWSER BASED OPERATOR CONSOLE



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

8 DESK-TOP SYSTEM PHONES



Medtel T54



Medtel T46

Features

- Alarm clock calls
- Agent log-in reports
- Agent reports
- Android apps
- Audio conference dashboard
- Automated attendant/voice menus, 300
- Blacklist calls from specified numbers
- Browser based operator console
- Browser based system programming
- Browser based user programming
- Call-back
- Call Barring, up to 7 levels
- Call Forward (all, no answer, busy, external, no registration)
- Call Hold
- Call Lists (missed, dialed, received)
- Call Logging
- Call monitoring
- Call Park
- Call Pick-up/ Call Pick-off
- Call Record
 - all
 - external only
 - user selectable
- Call Transfer
- Call Waiting (internal and external)
- Caller ID, CLIP, CLIR
- Click-to-dial
- Conference Call (Internal and External)
- Conference rooms (audio and video)
- Contact center, 400 agents
- Do not disturb
- Doorphone interface
- Email forwarding of voice mails/record
- External line ringing assignment
- Google G-suite integration
- Hot desking
- Hotline
- Hunting groups
- Inquiry Call
- Intrude (listen-in/whisper/full 3-party)
- Import/Export contacts as CSV
- iPad/iPhone apps
- Least cost routing
- Listen in, coaching
- Meet-me conference rooms
- Microsoft 365 integration
- Multiple user devices (desk, soft, mobile)
- Music on hold
- Paging via system phones
- Phone Book
 - Pool of 10,000 entries
 - Import/export of directories
 - Internal extension list
- Presence
- Provisioning server for Yealink and Polycom
- Re-dial
- Reports, per agent, per skill set
- Ringing Modes, 15
- Secure RTP for SIP phone
- SIP clients
- SIP trunks, 200
- Skill sets, 50
- Skill set reports
- Soft phone
- Synchronize with Outlook
- User PIN codes
- Video collaboration
- Voicemail, 425 boxes
- Voicemail to email
- Voice recording
- Wall boards (overview and per skill set)
- Web portal
- WebRTC
- Whisper intrude, coaching



Medtel
Communications

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