

# CLOUD TELEPHONY

Why Is Everyone Talking  
About Cloud Telephony?



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# WHAT IS CLOUD TELEPHONY?



01

Cloud telephony is a technique in which communication devices are housed on the premises of the service provider.

02

It is made available to clients via the cloud.

03

Customers can also connect with this cloud-hosted system through a web interface.

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## HOW DOES CLOUD TELEPHONY WORK?

- Cloud telephony is installed on the customers/ business premises and is accessible over the cloud network.
- A VoIP system is used in cloud telephony. With a cloud phone system, your voice is sent over the Internet instead of through a landline.
- By converting voice signals into digital packets, VoIP technology is capable of transferring them over the Internet; they are then converted back into analog form at the destination to be heard.



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# 5 MISCONCEPTIONS/MYTHS BUSTED ABOUT CLOUD TELEPHONY'S OPERATION

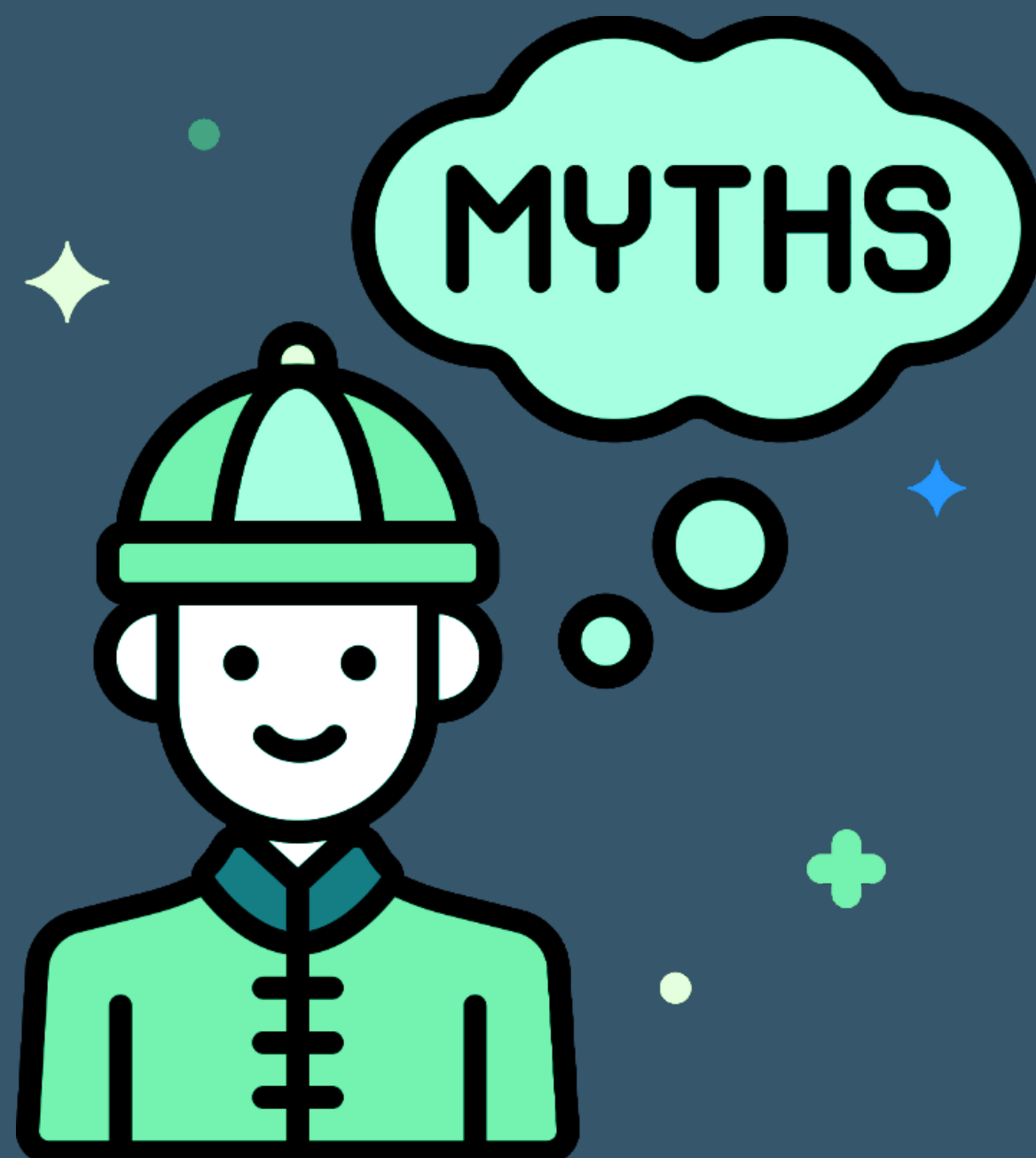
Myth 1: Cyber-attacks and a Fussy Environment  
Fact: Data Security and Encryption

Myth 2: Stubborn and Strict Regulations  
Fact: Self-regulatory compliance

Myth 3: Firm Disruption and a Large IT Team  
Fact: No necessity for any extra software/ hardware/ large IT Team

Myth 4: Updates are costly  
Fact: Economical

Myth 5: Problems are difficult to resolve  
Fact: 24\*7 Support to fix any problem



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## FEATURES OF CLOUD TELEPHONY SOLUTION



1. Cloud Contact Center
2. Virtual Number
3. Toll-free number
4. Interactive voice response/IVR Solution
5. Number Masking
6. Missed Call
7. Automated Outbound Calling
8. Dialers
9. Click-to-call
10. Call Analytics
11. Call Recording
12. Custom Dashboards
13. Cloud Telephony Integrations
14. Agent CTI
15. Call forwarding

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# HOW TO MAXIMIZE THE BENEFITS OF YOUR CLOUD TELEPHONY SYSTEM

- Determine the requirement: Inbound vs. Outbound.
- Choose the Best Vendor
- Personalization Possibilities
- Ease of use Potential
- Integrations' Scope



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# WHAT IS IT ABOUT CLOUD TELEPHONY THAT IS MAKING IT SO POPULAR IN INDIA?

01

Quicker Setup

02

Adaptability in Management

03

Agent mobility

04

AI-enabled

05

Highly Personalized



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# BEST IVR SERVICE PROVIDERS IN INDIA



**OFFICE24BY7**



**SERVETEL**



**EXOTEL**



**MYOPERATOR**

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To summarize, cloud telephony solutions are the ideal alternatives for any thriving firm that is stuck in a highly competitive industry. In this backdrop, Office24by7 is helping enterprises to contend or compete with the latest cloud technology and grow their revenue.



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**THANK  
YOU.**

Contact us today on +91 7097171717 or  
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to help your business grow!

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