

## Clearspan Cloud

Clearspan has been a leading player in the telecommunications industry for more than forty years, consistently pushing the boundaries of innovation to deliver cutting-edge communication solutions with the latest features. Clearspan Cloud is Clearspan's highly scalable cloud-based business phone and collaboration system. Operated on Clearspan's data network, Clearspan cloud elevates the productivity and effectiveness of your business by providing employees the tools they need to connect, communicate, and collaborate seamlessly with colleagues and customers at any location, any time.

**Clearspan Cloud integrates seamlessly with your industry's most popular applications with specialized partners in multiple vertical markets, including:**



## Clearspan Cloud Solution Highlights

**All the business communication features you will ever need**













### Calling Features

- Advanced Call Routing: Seamlessly route calls to the appropriate department or individual, ensuring callers reach the right person every time.
- All Traditional Business phone features such as Voice Mail, Auto-Attendant, IVR, CallerID and Name, Call Parking, Directory Dialing, DnD, Conferencing, Greetings, Call Forwarding, Call History, Paging, Re-dial and e911.

- Use of Desk Phones or Mobile Clients: Use the endpoint that fits your business need from desk phones, speaker phones or your mobile phone using your business phone number.
  - Clearspan cloud supports the Mitel 6800 and 6900 series of phones, as well as various Poly and Cisco SIP Phones.



## Call Center Features

- |   |  |
|---|--|
|  Ring Groups                |  Real-time agent and queue dashboards         |
|  Departmental Call Queues   |  Analytics                                    |
|  Skills Based Routing       |  Music on Hold                                |
|  Call Recording             |  Predefined Response Templates                |
|  Real-time Call Monitoring |  Workforce Scheduling and Schedule Adherence |
|  Call Reporting           |  Hot Desking                                |

## Collaboration Features

- Collaboration Tools: Share documents, files, and presentations with team members in real-time, enabling seamless collaboration on projects and tasks through integrations with third party products such as Microsoft Teams or Webex by Cisco or Clearspan's own integrated client PING.
- Virtual Meeting Rooms: Host virtual meetings and conferences with crystal-clear audio and high definition video, fostering collaboration among remote teams.
- Integrated Messaging: Stay connected with colleagues through real-time messaging and chat, facilitating quick decision-making and information sharing. Effortlessly elevate a messaging interaction to Voice or Video at will.
- Presence: See who is available to chat or talk. Integrate with your company's calendar.



## Scalability and Flexibility

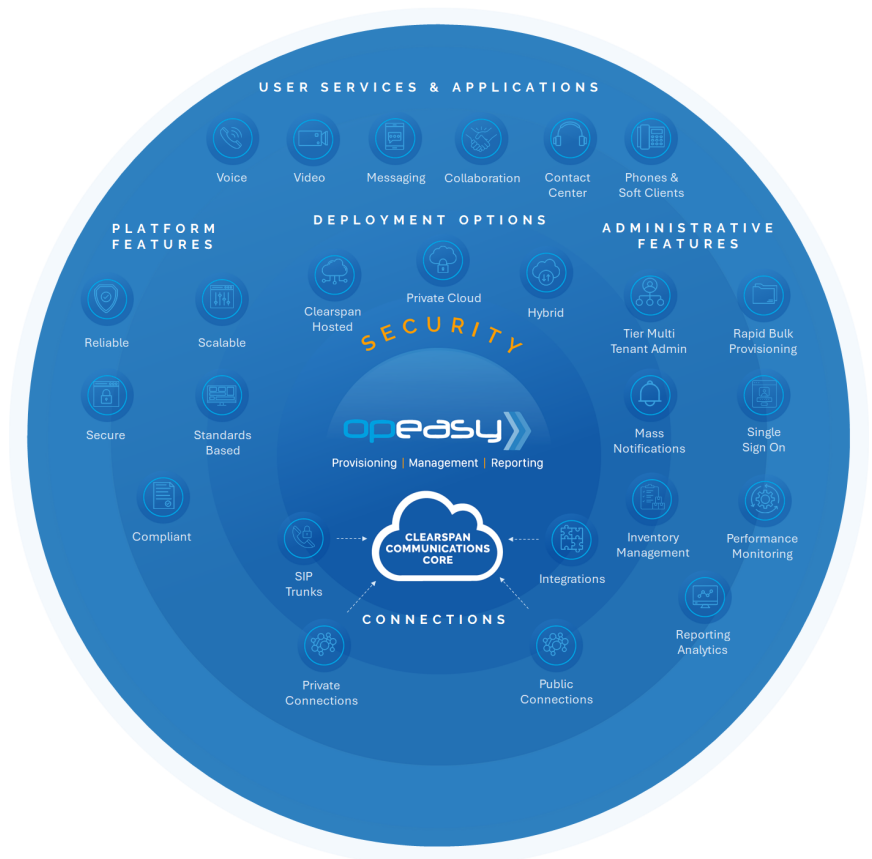
- Easily scale your communication infrastructure to accommodate growth or changes in your organization, without the need for costly hardware upgrades.
- Clearspan Cloud enables you to upgrade and downgrade your seats on a monthly basis to accommodate your busy season calling needs.
- Global Platform designed to meet the needs of businesses in a single site or a multi-site network that spans the globe.
- Scalable starting from 5 users. Clearspan has multiple organizations with over 50,000 UCaaS seats.

## Easy to Use – Simple System Administration



Clearspan's OpEasy® Administration Panel delivers unparalleled control via a single pane of glass. Its intuitive suite of powerful administration applications minimizes training requirements, making it easy to delegate administrative responsibilities downstream to individual groups and departments.

Clearspan's OpEasy® also has a tiered multi-tenant administration layer that delivers measurable operational efficiencies, complete control, and superior user experiences. OpEasy can deliver administrative control at the enterprise level, group level, departmental level, and even user level for simple moves and changes.



**OpEasy® also comes with the following administrative applications that deliver superior experience and saves time and money for you.**

- |                                      |  |                            |
|--------------------------------------|--|----------------------------|
| • Simplified Zero Touch Provisioning | • Automated Bulk Provisioning of users | • Custom Bundling          |
| • Extensive Reporting                | • Auto Attendant Management            | • Hierarchical Permissions |
| • Single Sign On                     | • Quality Monitoring                   | • Inventory Management     |
| • Billing Services                   | • Auto Install                         |                            |

## Simplifying the Complex thru Automation

### Onboarding

- You can port existing numbers (or choose new ones)
- Make a business phone number and extension available to each user easily
- Simple zero touch provisioning
- Import large quantities of users through easy and intuitive templates

## Clearspan Desktop and Mobile Collaboration Client

Each Clearspan Cloud user is automatically entitled to PING, Clearspan's modern collaboration solution for anywhere, anytime, any device communication, at no extra charge. PING quickly installs and integrates into the Clearspan Cloud UCaaS system for communication across all end user devices. Desktop and mobile application clients for Windows, Mac OS, Chrome browser, iOS, and Android are available so that end users are never without immediate access to their work environment communications portal through a highly secure, end-to-end encrypted service.

- **Chat** - A secure one-to-one communication that retains the history of all activity. End users can message, call and share images or files and even see voice and video history.
- **Video Conferencing** – A secure video conferencing application to run your internal or external meetings.

- **File Sharing** – Share documents such as schedules, PowerPoint slides, etc. in a video conference meeting or a chat.
- **Teams** - A secure multi-party communication between groups of internal users that retains the history of all activity.
- **Personal Conference Room (PCR)** - A secure on-demand meeting space for internal and external participants. Meetings can be scheduled with Outlook Calendar or Google Calendar Add-Ins or sharing a PCR link displayed in an end user's personal conference room.
- **Calls** - A virtual instance of your office phone enabling calls to be made or receive calls from a PC, or smartphone PING application.

PING gives end users the ultimate flexibility to leverage full workspace communications on any device from any location, giving users the ability to stay on top of their work from any location, thereby providing support for remote, hybrid, and spontaneous workspace connectivity.

With PING, Service Providers or large enterprises can create their own fully branded PING application to connect your brand with your customer's users with the marketing flexibility of ZERO co-branding requirements and eliminating the higher licensing costs of comparable third-party collaboration tools.





## Add-on Highlights

Clearspan offers a variety of optional add-ons so that you can customize your UCaaS system for your needs and business. We want you to easily be able to buy whatever you need. Not more than you need like you'll see with bundles from other UCaaS providers.

Please see your Clearspan sales representative for pricing information.



**Call Center  
Agent**



**Call Center  
Supervisor**



**Call  
Recording**



**Virtual  
Receptionist**



**Text**



**VM  
Transcription**



**Fax**



**MS Teams  
Integration**



**Telephone,  
Headsets etc.**

## Why Choose Us?



### **40+ Years Experience**

We are committed to providing innovative solutions.



### **Advanced Customization**

We offer tailored solutions to the unique needs of large enterprises.



### **Dedicated Support**

24/7 US-based support ensures that your service is our top priority.



### **Ease of Use**

User-friendly interfaces and intuitive features for seamless operation.



## Contact Us

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