

## INSTANT CALL RECORDING SERVICE

Cloud+ is a cloud-based call recording service designed to meet the needs of individuals and small enterprises. It's a cost effective and very easy to setup solution to the problem of maintaining a call archive for quality, verification and dispute resolution.

Users of the Cloud+ service benefit from a highly scalable and resilient architecture, with recordings stored in a highly secure environment. The service is easy to configure on your PBX, and you can use your existing IVR service, or use one bundled with Cloud+. There is no additional hardware or software to install.

Uniquely, Cloud+ can be configured to offer both you *and* your callers access to the call recording, showing the ultimate in business transparency.

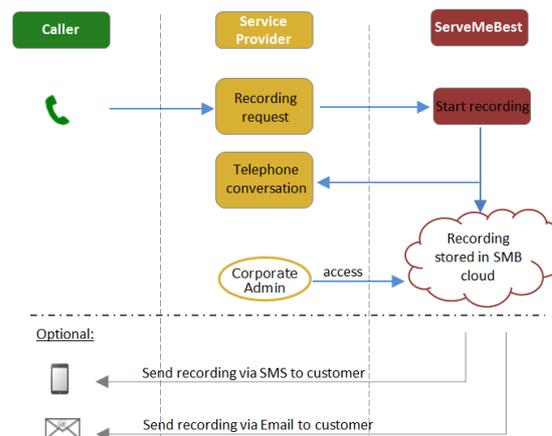
## AN ESSENTIAL BUSINESS TOOL

Call recording is a valuable tool in business. It provides a verifiable record for dispute resolution and in-house training.

In addition, call recording saves valuable time. Providing a record of conversations is more accurate than note taking and avoids mistakes as well as the need to make repeat clarification calls which is costly and may damage your brand.

## HOW IT WORKS

Cloud+ can be configured to work with any PBX that supports the SIP or IAX2 protocols. Once configured, inbound calls are routed over a secure VPN to the ServeMeBest data centre. An automated recording notification message can be configured either in-house or on the Cloud+ service.



## SHARING THE RECORDING

A unique feature of Cloud+ is the capability to share the call recording with the caller. This demonstrates a high level of transparency, and also provides a convenient record of the conversation to the other party. This saves you time and money, through avoiding the need to repeat a conversation.

To share a call recording, you simply sign into the Cloud+ secure web-based interface, and send the recording link by email or SMS to the other party.

### KEY BENEFITS

- Record any call with ease
- Enable recording sharing with the caller
- Secure online access to call recordings
- High availability, 24/7 cloud based service
- Fee structure to suit individuals and small businesses

### CERTIFIED TRANSPARENCY

Customers of Cloud+ are eligible to join the ServeMeBest Transparency Certification programme.

This programme enables organisations to demonstrate their



commitment to openness and quality by displaying a Transparency Certificate. This unique certification is a compelling sales tool. Customers can see that their recordings are securely stored at a quality-assured, independent data centre. It indicates your commitment to the highest standards of quality and confidence in your services.

### ADMINISTRATION FEATURES

A secure web based interface provides access to your Cloud+ recordings.

Search tools enable quick retrieval of particular recordings, which can be played back or downloaded. You can also choose to send the recording to the caller, by sending an SMS or email with the recording link embedded.

### ADD CLOUD+ TO YOUR SME SUITE

If you are a business marketing work force optimization or telecom services to Small and Medium Enterprises, Cloud+ offers an innovative addition to your suite. Contact ServeMeBest to discuss how Cloud+ can give you a competitive edge.

### TRY CLOUD+ FREE

To inquire about the opportunity to resell Cloud+, and to arrange a free trial, contact ServeMeBest.

### ABOUT SERVEBEST

ServeMeBest is a service of OnAir Commerce and we specialize in technology innovations in telecom. Headquartered in Bahrain, our systems are developed in Germany, and hosted in secure data centres. ServeMeBest technology is patented in the USA.

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