



Harness the Power of Intelligent Unified Communications

MyCloud Ascend

**ONE INTELLIGENT PLATFORM.
SMARTER INTERACTIONS. BETTER OUTCOMES**

Our intelligent unified communications (UC) solution combines a feature-rich business phone system AI capabilities, texting, chat, video meetings, contact center, file sharing and more, with integrated mobile and desktop apps that allow for wherever, whenever communication. And with our UC, they are all available on one integrated, secure, reliable and easy-to-use platform.

INTELLIGENT SEAMLESS CONNECTION

Our UC platform brings communication, collaboration and intelligence together in one powerful platform, empowering every employee to work smarter and every customer to feel valued. By combining all-in-one communications with AI-driven automation, real-time intelligence and actionable insights, our UC transforms how people connect, solve problems and get work done.

FLEXIBILITY AND EFFICIENCY

With our integrated voice and data network and ability to mix and match plans per user, your business will run more efficiently.

HIGHLY SECURE

Triple Guard Security™ protects users and their data from any potential cyberthreats with secure datacenters, a certified security team, encryption, password management and 2FA.



UC CAPABILITIES

- ✓ **Phone System**
Cloud-based phone service offering 100+ enterprise-grade calling features and excellent network call quality and uptime. System configuration and call reporting managed from a single web-based portal with built-in Spam Call Protection.
- ✓ **MS Teams Embedded Communications Solution**
For Teams users, enhance your communication with our UC For Teams integration, seamlessly combining UC's advanced cloud-based phone system and SMS capabilities with Teams' collaboration features for a unified, single-app experience.
- ✓ **AI Call Recap**
Automatically generates post-call summaries with transcripts, sentiment analysis and topic highlights to improve performance and customer service
- ✓ **AI Assistant**
Increase productivity using Generative AI to access information more easily and help with daily tasks right within the mobile and desktop app.
- ✓ **File Management**
Seamless file access across devices with user control, real-time backup, quick recovery and up to 200 GB¹ per user of file storage.
- ✓ **Meetings with AI Meeting Recap**
Meet in HD video and share your screen for more interactive and productive virtual meetings. Includes automatic meeting lock, virtual backgrounds, annotation, AI Meeting Recap (summary, transcription and next steps), and more.
- ✓ **Messaging and Texting**
Real-time communication with direct, private and public channels for unlimited internal conversations, file sharing and more. Plus, communicate with customers in real-time via SMS and MMS.
- ✓ **Advanced Hunt Groups (Call Center)**
Extended capability with supervisor monitoring, scheduled reports, extended storage, real-time dashboard, smart greetings, customizable call distribution and agent wrap time.

UC ENHANCED CAPABILITIES



Archiving

Automatically capture and retain calls, chats, meetings and SMS to ensure communications are preserved in one place. Have historical access to your last 30 days of UC calls, meetings, chats and SMS on free archiving. For longer retention periods, upgrade to one of our 1-year to 10-year plans.



Contact Center

Voice, chat and email queues combine into a single omni-channel experience. Customizable call flows provide exceptional customer interactions.



Company Messaging

Enable SMS (text) communication on your main or toll-free business number, giving your customers another way to engage with your business.

1. 200GB is only available for Unite Enterprise licenses. 50GB available on Pro and 5GB available on Essential.

FOR MORE INFORMATION