

clear cloud **ENHANCEMENTS**



Maximize Business Intelligence and Collaboration for clear cloud UNISON and ACCESS Solutions!

Valued Enhancements to Assist with Separating Yourself from Your Competition!

Unified Communications

View call logs, chat, voicemail, conference calls, recorded calls, queue groups, Calls holding, agent status, and more — all within a single web-based application featuring clearly-defined buttons for navigation.

Call Detail Reporting

Effectively track your inbound and outbound calls, user and agent calls, missed/abandoned calls, and single call resolution statistics. What can be measured, can be improved.

Enhanced and Enterprise Call Recording

Record calls individually (Enhanced), or by departments/offices/regions (Enterprise) in order to improve training and productivity, while insuring compliances are adhered to by your staff.

Mobility

Increase your availability by receiving calls placed to your office phone on your mobile phone. Maintain your privacy by placing calls from your mobile phone using your office number.

Agent Scoring and Reporting

Create forms for uniformly scoring your agents based on a series of questions, answers, weighting, scoring, and reporting.

Screen Capture

When calls are recorded, you may also record actions on the agent's PC in order to streamline training while insuring adherence to business practices and conformance.



DESIGN

The **Affiliated ComNet Sales and Engineering Teams** offer Traffic Analysis, LAN/WAN Assessment, Solution Design, Project Management/Planning, ROI & TCO Analysis, and more....

DEPLOY

The **Affiliated ComNet Engineering and Deployment Teams** provide Single- and Multi-Office Design and Project Management Implementation and Installation, Logistics and Procurement Integration, Wiring/Cabling, Configuration/Customization, Training Services, and more...

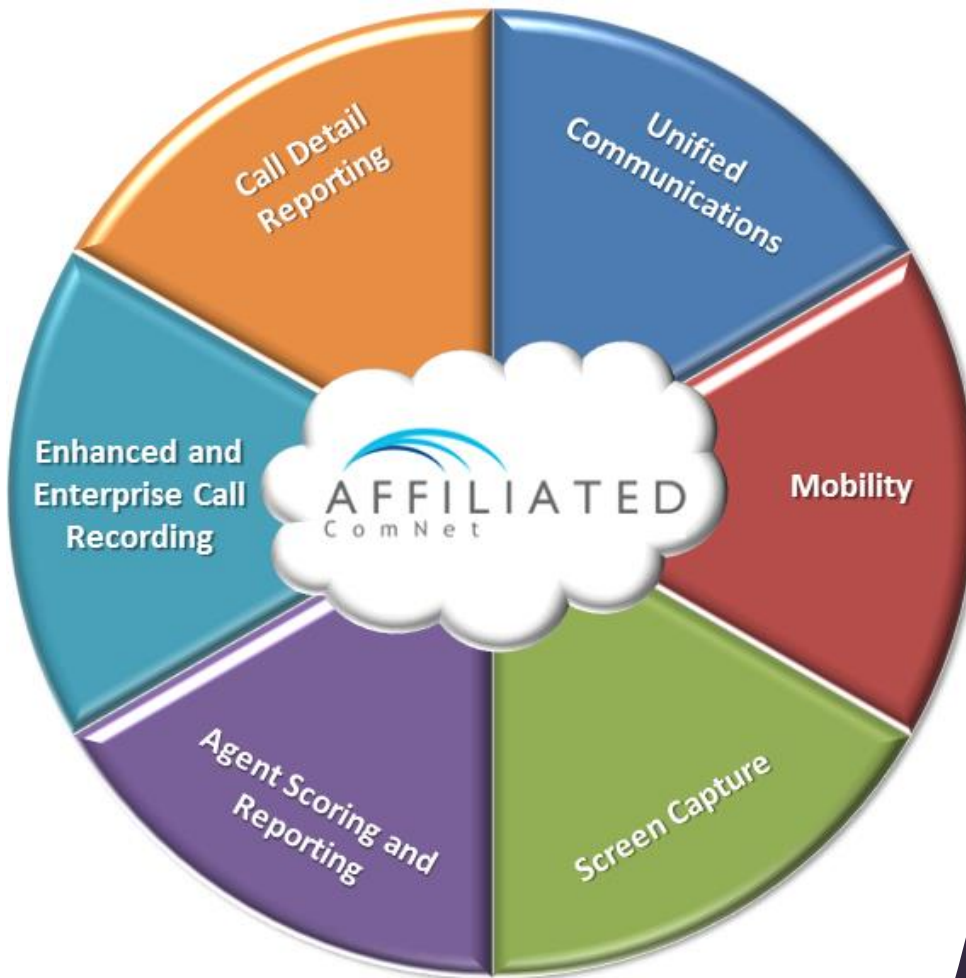
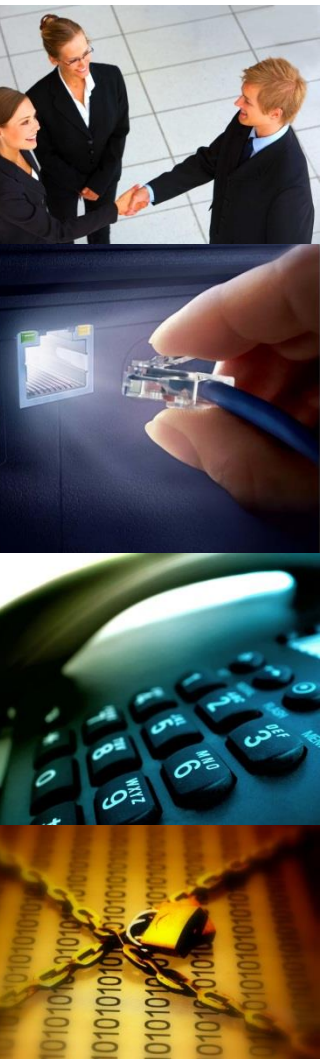
SUPPORT

The **Affiliated ComNet Deployment and Support Teams** continually Monitor, Maintain and Update the clear cloud Network, in addition to delivering Warranty, Help Desk, Converged Billing, and more...

Identify and Exploit Growth and Competitive Business Intelligence!

Survivable Business Lines During Power or Network Outages!

Optional Call Recording, Screen Capture, Agent Scoring, AND MORE!



- ACCESSIBILITY
- SURVIVABILITY
- RESILIENCY
- SIMPLICITY
- QUALITY
- AVAILABILITY
- FLEXIBILITY
- SCALABILITY
- AFFORDABILITY

Since 1984, Affiliated Communications has been providing high quality telephony services for enterprise customers with thousands of phones and multiple locations, small customers with only a few phones at one location, and customers with a wide variety of requirements in between. Affiliated Communications solutions and personnel are dedicated to helping customers shorten time-to-market while achieving a competitive advantage in their unique market segment. Affiliated Communications brings together experienced professionals, partners, programmers and technicians to assist our customers so that they can improve their business performance. Our combination of the latest technology solutions, technical expertise, and professional project management is second to none.

