clear cloud
UNIFIED COMMUNICATIONS

Point, Click, Drag, and Drop Your Way to Simplified Communication and Enhanced Customer Service!

Manage Your Callers and Collaborate with You Colleagues with a simple, Intuitive, Anytime, Anywhere, Browser-Based Unified Communication Client.

Simplified Visual Call Control

Point, Click, Drag, and Drop your callers to higher answer percentages and quicker connect rates. Insure your callers are answered quickly by qualified staff.

Determine Presence and Availability

View your agents and staff to determine availability. IM/chat with colleagues and supervisors without interrupting calls in process.

Increase Call Connect Rates

View held callers and immediately Drag and Drop them to available personnel. Decrease hold times while increasing call completion rates.

Intelligent Call Answering

Integrate with your CRM or Customer Database in order to automatically have the callers database information available.

Contact Center

View calls, connect rates, hold times, callers in queue, agent statistics, and much more. Determine the best balance for you and your customers call processing requirements.

Customizable

Each user can set up and operate views and applications specific to their requirements. Multiple Dashboards unleash power and simplicity - maximizing productivity.

Anytime, Anywhere Access

While at your desktop, another desktop, remote office, home, away... you can always access your Unified Collaboration client from a web browser – PC, Smartphone, Kiosk, or virtually anywhere.

DESIGN

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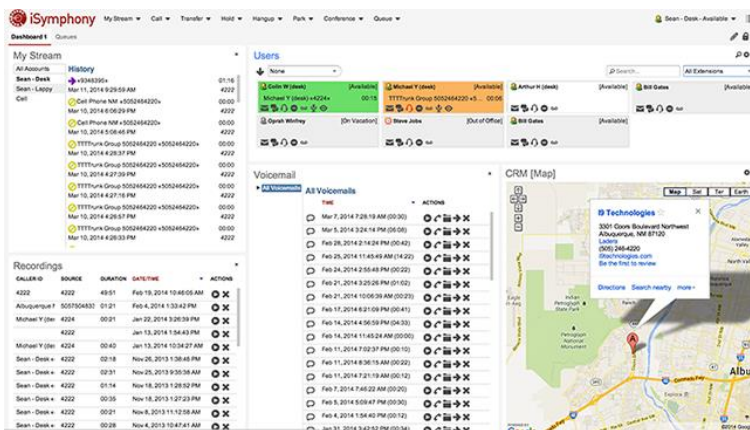
DEPLOY

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…
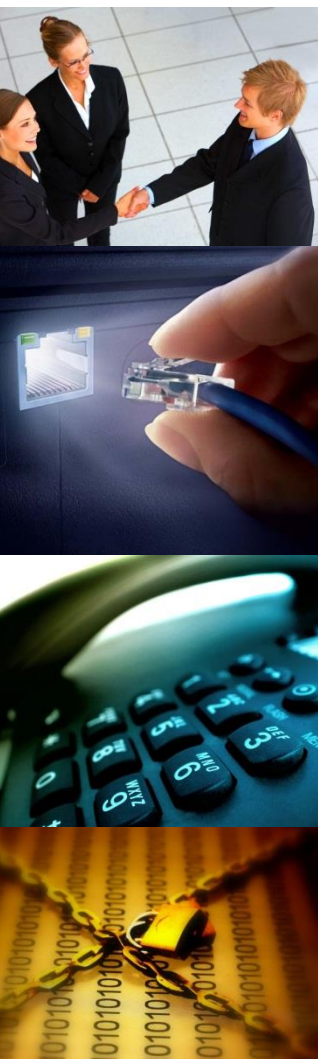
Visual User Status
Set Your User Status
Drag-and-Drop Call Control
Instant Messaging/Chat
View and Process Held Calls
Set User Status
View and Process Voicemail
Web Media Player
Download/Save Voicemails
View, Process, and Control Conference Calls
View, Process, and Control Call Recordings
Live Call Monitoring (Mute/Join All)
Agent/Training Call Monitoring (Whisper to Agent Only)
Customizable Dashboard Views and Controls
Visual Queuing and Processing
Visual Statistics/Dashboard
View and Process Call History – In/Out/Missed
Visual Agent Statistics
Set Call Recording, Status, and other Agent Parameters
Web CRM/Database Integration
  • Automatic Screen-Pop based on CLID Number lookup
  • Screen-Pop Always, On Demand, On Ring, or On Answer
…and more!

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.

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
SCALABILIITY
AFFORDABILITY

AFFILIATED
ComNet

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