CloudBusinessPhone.com

BROCHURE

Make Every Interaction Count

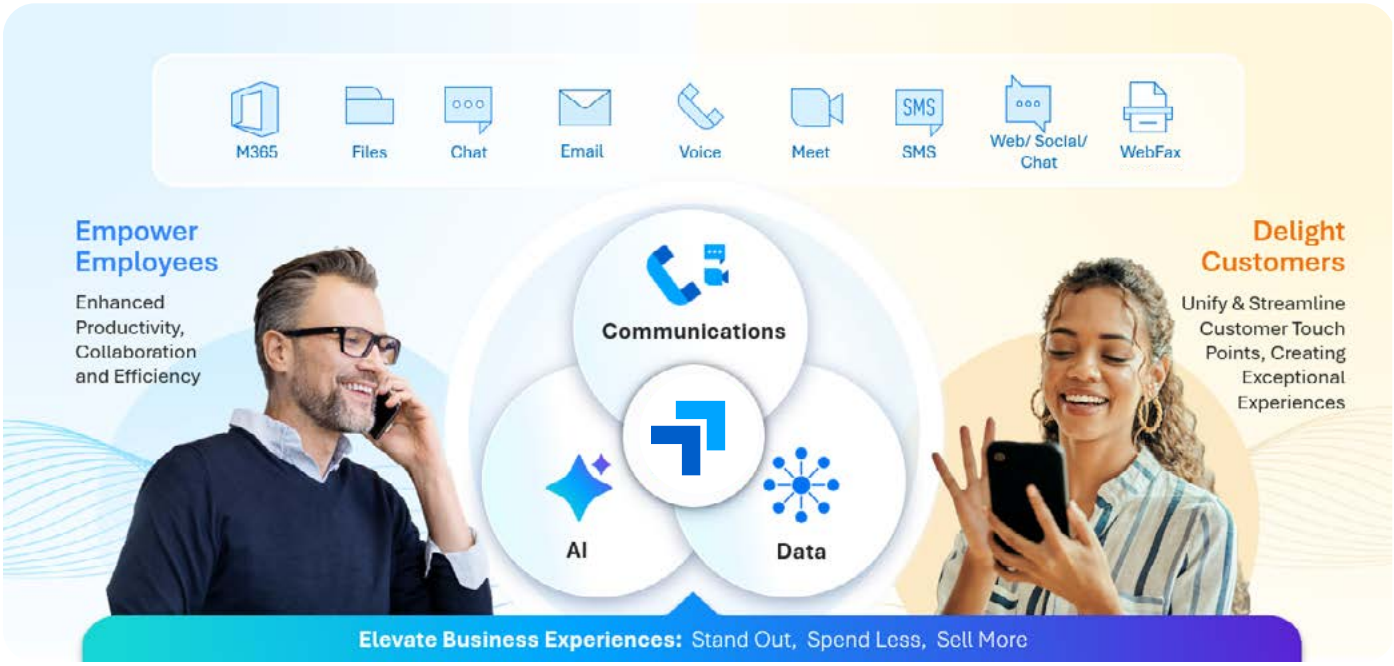
Elevate is our intelligent communications platform designed to drive smarter decisions, faster action, and better business outcomes.



One Intelligent Platform. Smarter Interactions. Better Outcomes.

In today's fast-moving world, exceptional business experiences start with intelligent, seamless connection. Elevate 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, Elevate transforms how people connect, solve problems, and get work done.

ELEVATE: OUR ALL-IN-ONE INTELLIGENT COMMUNICATIONS PLATFORM



ALL-IN-ONE UNIFIED COMMUNICATIONS

Your teams can communicate and collaborate effortlessly, whether in the office, remote, or on the go.

AI THAT ENHANCES EVERY INTERACTION

Built-in AI enhances employee productivity and customer interactions. Improving team efficiencies, focus and performance.

SMARTER INSIGHT, BETTER DECISIONS WITH DATAHUB

Actionable intelligence, offering real-time insights that empower informed decision-making, boost performance, and customer engagement.

SECURE. RELIABLE. PROVEN.

Built on the platform's 99.999% uptime SLA and protected by Triple Shield Security™, Elevate gives your business complete confidence in every call, chat, and meeting. One platform. Total peace of mind.

The Result? Deliver Better Employee and Customer Experiences with Elevate

FOR YOUR EMPLOYEES: Enhanced productivity, collaboration and efficiency

Elevate simplifies how people and teams work by connecting conversations with insight, surfacing relevant information, and improving both employee and customer experiences - wherever work happens.

KEY OUTCOMES:

- Seamless Communication: One integrated platform for voice, SMS, chat, video and more.
- AI Automation: Assistants to support employees & digital teammates to handle routine tasks.
- Faster Decisions: Real-time insights and data-driven recommendations accelerate responsiveness.



FOR YOUR CUSTOMERS: Unify customer touch points, creating exceptional experiences

Elevate solution transforms every customer interaction into an opportunity to build trust, deliver value, and create closer connections.



KEY OUTCOMES:

- Consistent, unified service: Customers connect effortlessly across methods of communication — phone, SMS, social chat, email and video.
- Faster resolutions: AI-driven insights guide to the right answers and team-members instantly.
- Personalized experiences: Intelligent data surfaces relevant information, enabling empathy and precision.

FOR ORGANIZATIONS: Stand Out, Spend Less, Sell More

Elevate helps organizations grow intelligently, scaling as business needs evolve. Actionable insights turn data into clarity, empowering leaders to make faster, more confident decisions that drive sustainable performance and innovation.

1. All-In-One Intelligent Communications and Collaboration

AI-Powered for Greater Operational Efficiency & Productivity

DESKTOP AND MOBILE APPLICATIONS

- Turn any computer or smartphone into a powerful collaboration hub to place and receive calls, chat, text, join video meetings, and more from anywhere.
- Extend your business phone number across all your devices for seamless communication on the go.
- Effortlessly sync contacts from popular third-party platforms, Microsoft 365, Teams, Google, and more.



BUSINESS VOICE

Access 100+ enterprise calling features, including HD voice, unlimited domestic calling, Hunt Groups, Auto Attendant, and AI features.

SMS & COMPANY MESSAGING

Enable SMS on your business number or a user's number for customer communication via text messaging.

CHAT

Real-time communication with direct, private, and public channels for unlimited conversations, and an AI Assistant to help streamline simple and complex tasks.

MEET

Host secure HD meetings with screen sharing, annotation, meeting recording, and AI Meeting Recap for summarization and notes.

WEBFAX & FILE SHARING

Easily send, receive, and manage faxes; access, manage, and share files securely, all within the Elevate application.

AI SOLUTIONS

Built-in AI designed to improve productivity, simplify workflows and meeting follow-ups, and enhance customer interactions.

Elevate Features

BUSINESS VOICE

ENTERPRISE-GRADE CLOUD PHONE SYSTEM
100+ calling features, crystal clear call quality, and 99.999% uptime service level agreements (SLAs). Unlimited local and long-distance calling. Free international calling to up to 33 countries.

AI CALL RECAP
Automatically generates post-call summaries with transcripts, sentiment analysis, and topic highlights to help improve performance and efficiency.

VOICEMAIL YOUR WAY
Access via desk phone, mobile app or email with automatic transcription for quick review.

PHONES AND DEVICES
Plug-and-play, pre-configured to work instantly without special setup or technicians. Choose from a range of models from leading manufacturers.

HUNT GROUPS
Route incoming calls to designated teams, distributing them efficiently to reduce wait times and boost productivity.

ADVANCED HUNT GROUPS
Enhanced call handling, routing, queuing, and supervisor features (monitor, whisper, barge) deliver better customer experiences. Included in certain plans.

TOLL-FREE CALLING[1] (ADD-ON)
Multiple toll-free numbers can share one pool of minutes for U.S. and Canada calls, with consistent rates for bucket and overage minutes. After the first 18 seconds, billing occurs in 6-second increments to maximize usage and reduce costs.

SMS AND COMPANY MESSAGING

SEND AND RECEIVE TEXT MESSAGES
On the user's business phone number directly from the Elevate apps across U.S., Canada, and Puerto Rico[2].

ALL MESSAGES AUTOMATICALLY SYNC
Across mobile and desktop apps and are securely encrypted in transit and at rest for secure, reliable communication.

COMPANY MESSAGING (ADD-ON)
Send and receive SMS/text messages on your main number, enabling quick, personalized replies from groups of employees. Assign labels like Sales or Support for clarity and respond from anywhere via the mobile or desktop app.

1.The first 17 seconds of a call will round up to 18 seconds
2. Only available in North America for Elevate and Elevate for Teams Essentials, Pro, and Enterprise licenses

CHAT

COMMUNICATE AND COLLABORATE INTERNALLY

Beyond voice and email through direct chat with private and public channels to share ideas, files, and more in real-time.

ENHANCE TEAMWORK

Advanced features like @mentions, threaded replies, search, and rich text editing for clearer, focused conversations.

REAL-TIME PRESENCE SYNC

Across devices and apps shows availability status from desk phones, mobile, and desktop for seamless visibility and collaboration.

AI ASSISTANT

Uses Generative AI to help simplify information access and automate tasks, enhancing communication and collaboration within Elevate's desktop and mobile apps.

MEETINGS

MEET FACE-TO-FACE HD VIDEO MEETINGS

Share your screen, and collaborate with tools like auto-lock, virtual backgrounds, and annotations for more engaging, productivity meetings.

AI MEETING RECAP

Automatically transcribes and summarizes meetings, delivering action items, key topics, and full transcripts to save time, ensure focus during meetings, provide clear next steps for each meeting participant.

ROOMS (ADD ON)

Enhance collaboration between in-office and remote teams with a room-based video solution that works with your existing A/V equipment and requires only a small PC and Android tablet for setup.

WEBFAX & FILE SHARING

WEBFAX

"Virtual" fax service that lets users send, receive, and manage faxes online or by email. It also allows fax transmission directly from a Windows® PC.

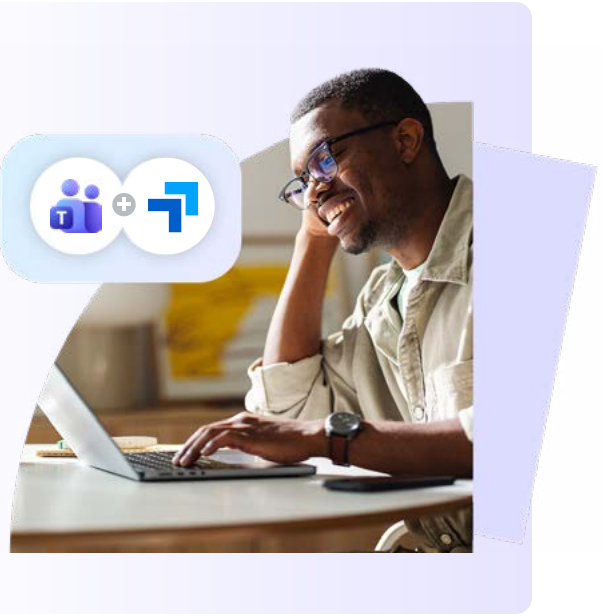
FILE SHARING

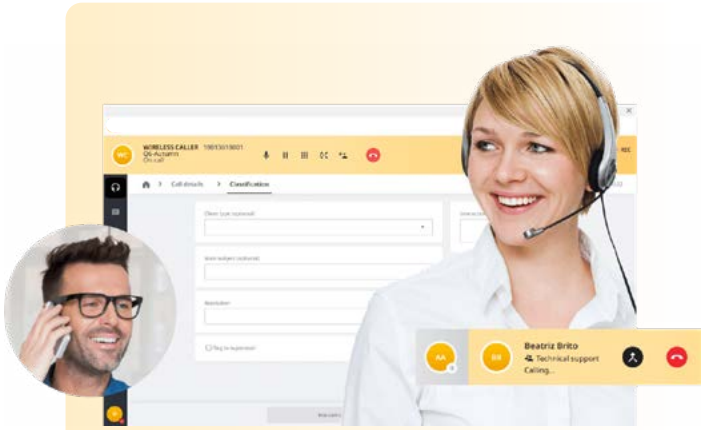
Enables secure access and file management across all devices with full user and sharing control. It includes automatic backups, point-in-time restoration, and up to 200 GB[3] of file storage per user.

3. 200GB is only available for Elevate Enterprise licenses. 50GB available on Pro and 5GB available on Essentials.

ELEVATE FOR MICROSOFT TEAMS EMBEDDED INTEGRATION

- Add enterprise-grade voice and SMS directly into Microsoft Teams, creating a unified, single-app experience without switching apps.
- Access advanced and intelligent calling capabilities, like call queues, AI Call Recap, Contact Center tools, and secure archiving, right inside the Teams interface.
- Keep using Teams for meetings, chat, and file sharing while Elevate enhances it with fully integrated business telephony and SMS texting.



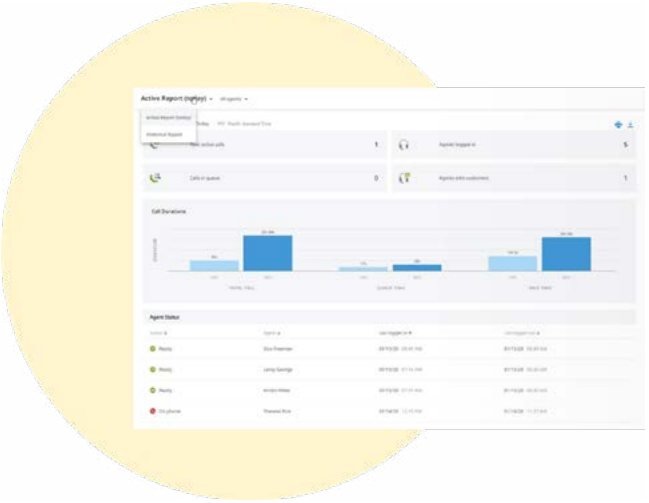


CONTACT CENTER[4] (ADD ON)

- For advanced customer engagement, intelligent call handling, personalized communication, and expanded AI-supported capabilities, Contact Center delivers a seamless omni-channel experience in one app, across voice, SMS, chat, email, and WhatsApp.

AI Agent Assist helps handle initial customer chats, understands intent, and routes inquiries to the appropriate teams for complex issues and improved response times.

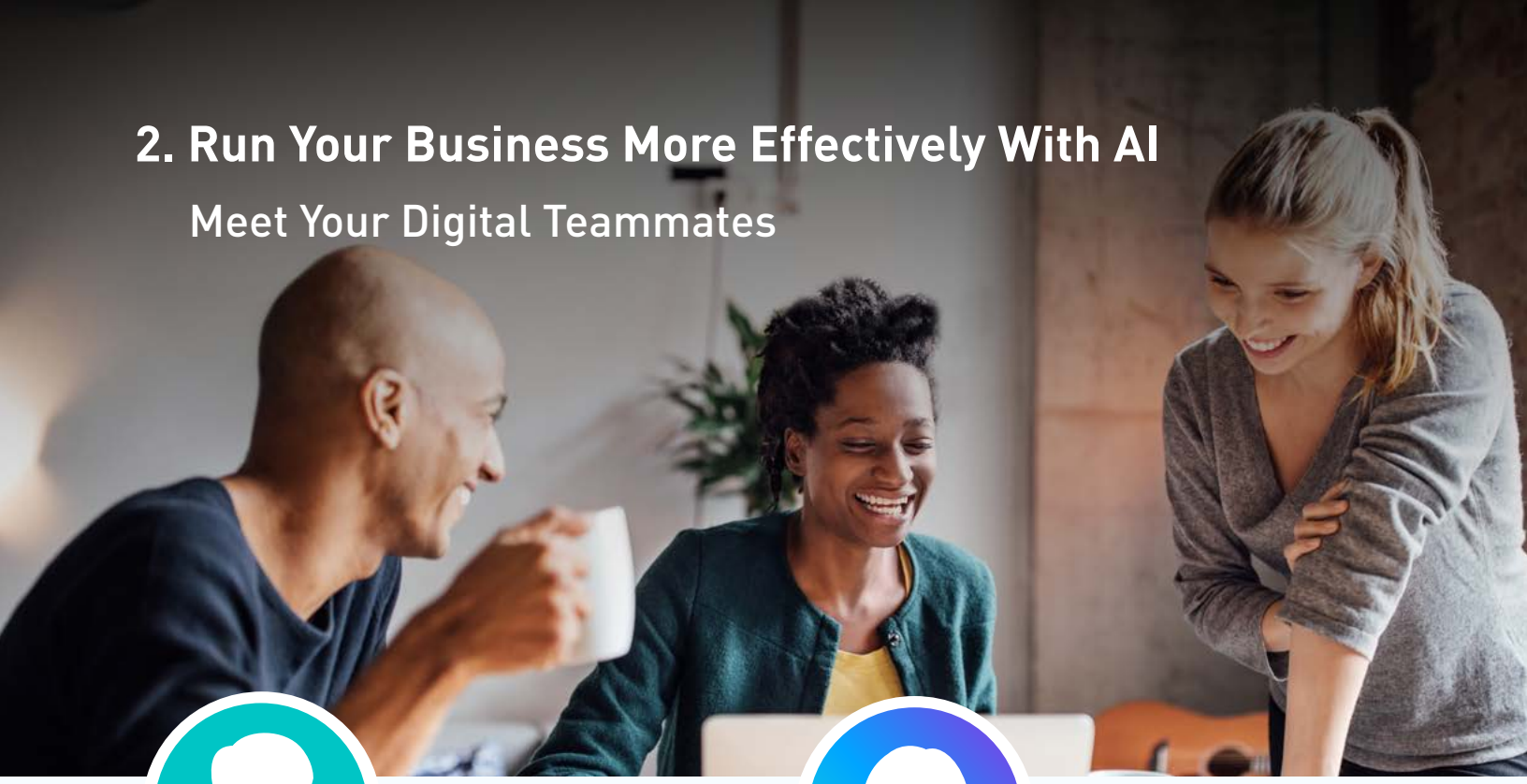
AI Supervisor Assist provides automated call summaries, sentiment analysis, and keyword-flagged interactions for easy reviews, helping supervisors coach teams effectively and spot trends in real-time.



4. Contact Center may be purchased with Elevate and Elevate for Teams licenses for a fully integrated and advanced communications and customer engagement experience, or it can be purchased separately as a stand-alone solution.

2. Run Your Business More Effectively With AI

Meet Your Digital Teammates



AI ASSISTANTS
Works FOR humans
(personal assistant)

AI AGENTS
Works ALONGSIDE humans
(virtual worker)

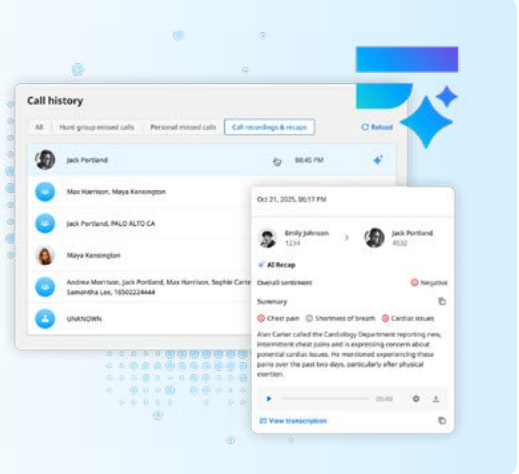
Imagine how much more productive your team could be with a fleet of AI digital teammates and assistants—AI Assistants that support the needs of people, and AI Agents that automate the handling of repetitive tasks.

AI ASSISTANTS: Digital Personal Assistants

AI Assistants support employees by helping interpret information, draft responses, summarize conversations, and reduce manual work - so people can focus on higher-value tasks.

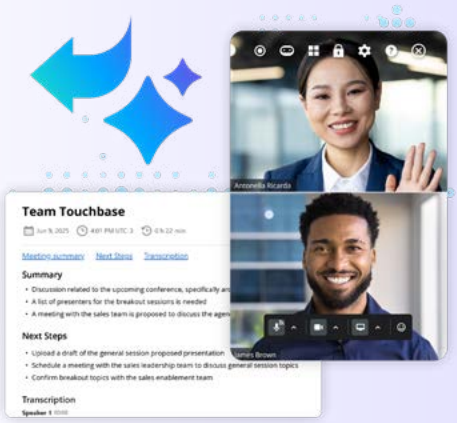
AI CALL RECAP

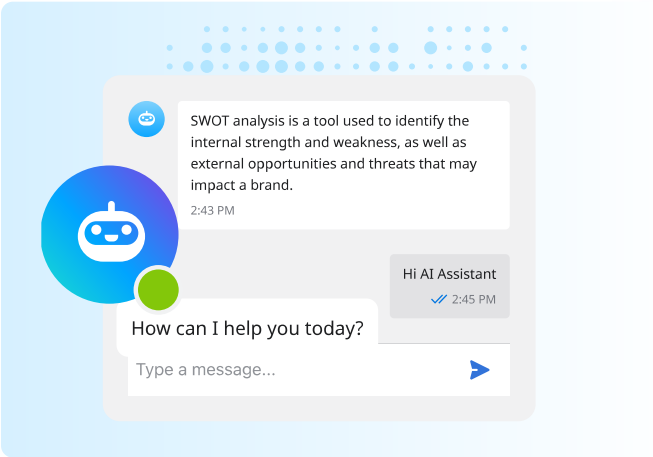
AI Call Recap generates post-call summaries with transcripts, sentiment analysis, and topic highlights. It saves employees time by handling call notes and wrap-up automatically, allowing them to stay focused during customer conversations. It ensures accurate follow-ups, supports dispute resolution, and reduces risk with documented, easily searchable call insights.



AI MEETING RECAP

AI Meeting Recap records and captures meeting insights and streamlines follow-ups by clearly highlighting decisions, next steps, and main discussion topics of each meeting, helping teams stay, focused, aligned, and productive.





AI ASSISTANT

AI Assistant uses Generative AI to simplify information access and automate tasks. Work faster with an AI Assistant that creates content, summarizes emails, translates text, solves problems, writes code, and more—all within the Elevate app.

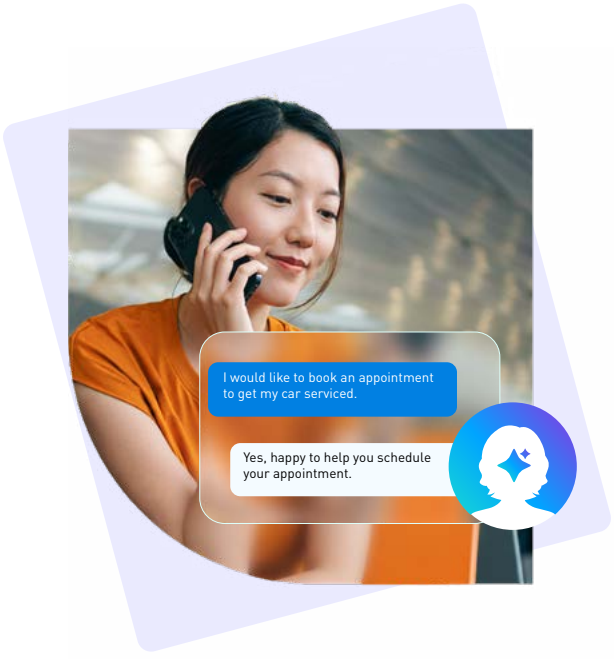
AI AGENT: Digital Co-Worker

AI Agents help handle defined, repeatable tasks - such as answering common questions or routing inquiries - working alongside teams to improve speed and consistency.

AI AGENT | RECEPTIONIST (COMING SOON)

AI Agent Receptionist professionally and intelligently answers and manages incoming calls using natural language understanding to greet callers, capture information, answer questions, schedule appointments and route inquiries to the right person or department, ensuring every call is handled promptly and professionally.

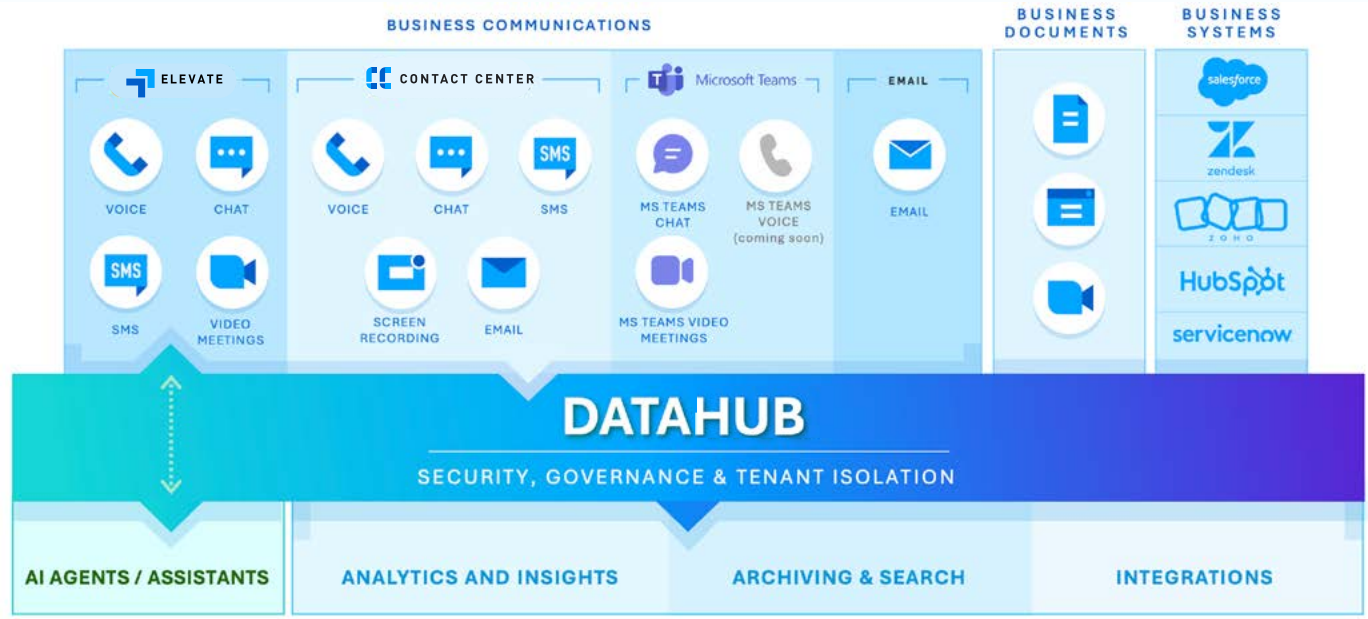
AI Receptionist enhances customer experience by providing 24/7 availability, reducing missed calls, and freeing up staff time, helping businesses deliver faster responses and improved service efficiency.



3. Smarter Insights. Better Decisions.

Your Interactions Hold Value. DataHub Makes It Work for You. Turn insight into action.

Your business communications data is important and valuable. DataHub securely brings communications data into one place - making it easier to analyze, govern, and utilize for AI-driven insight and opportunities.



TRAIN AI AGENTS

DataHub is the fuel that supercharges your AI—continuously feeding clean, connected, data into every AI Assistant and AI Agent. With a single source of truth powering every action and insight, your AI becomes sharper, faster, and exponentially more effective.

The result: smarter automation, more accurate predictions, deeper personalization, and and AI that drives outcomes you can measure—not just imagine.

ANALYTICS & INSIGHTS

DataHub's comprehensive analytics, reporting and insights engine—turning the everyday communication interactions flowing through your systems into powerful, actionable intelligence. By unifying and analyzing data across voice, messaging, and user activity, DataHub empowers organizations to spot trends, optimize operations, elevate customer care, and make smarter decisions with confidence. With dashboards like the Historical Voice Calls Dashboard, Call Overview, Call Summary & Details, and the User Activity Report, businesses gain deep visibility into performance, productivity, and customer experience—unlocking continuous improvement across the organization.

ARCHIVING

Elevate Archiving is a secure, cloud-based solution that preserves critical communications across various platforms, helping to ensure compliance and legal readiness. It automatically captures and stores messages between 30 days – 10 years in tamper-proof archives, offering powerful search and retrieval tools. With customizable retention policies, built-in security, unlimited storage, and seamless integration, it helps organizations remain protected, compliant, and audit ready.

ELEVATE EXTEND PLATFORM

DataHub's integrations platform for Elevate connects powerful voice, SMS, chat, video meetings, and Contact Center functionalities into everyday business applications like Google®, Microsoft®, Salesforce® and more – helping to improve productivity and customer retention without added complexity.



The Elevate Extend API platform allows you to integrate the features of our voice, SMS, video, contact center, and analytics services into business applications (CRMs, ERPs, Ticketing Systems, etc.). Developers can leverage Elevate APIs to build custom solutions to meet your specific needs and deliver key benefits for your business.

QUESTIONS? CONTACT US TODAY!

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