

UC & Mobile

Communicate & Collaborate From Any Device

UC removes the inefficiency & friction often experienced by remote or on-the-go workers.

ICLOUDCONNECT UC & MOBILE: FEATURES OVERVIEW

iCloudConnect UC for desktop and mobile gives modern & virtual workers all the tools they need to effectively communicate and collaborate from anywhere, any time, and on any device. With a full-featured UC client and fully-integrated mobile app, iCloudConnect UC brings together all the tools employees need to be productive.

iCloudConnect UC removes the inefficiency and friction often experienced by remote or on-the-go workers, creating a seamless, streamlined work environment and maximizing productivity across the organization.



Zero Configuration

iCloudConnect UC is set up in minutes and users can begin working instantly with just an internet connection and their preferred device. Users have one simple login for all their calling, chat, video and meeting needs, including access to all their enterprise contacts.

Calling

Make and take calls right from the iCloudConnect UC & Mobile interface, and access a comprehensive menu of calling features:

- Inbound/Outbound Calling
- Three-Way Calling
- Speed-Dial
- Attended/Unattended Transfer
- Do Not Disturb
- Call Forwarding
- Mute
- Hold
- Re-dial
- Find Me

Chat

Chat with one or multiple users across the entire organization with the click of a button through iCloudConnect UC. There's no need to jump between fragmented programs, screens, and logins.

Visual Voicemail

View and manage voicemails on a single screen, including convenient visual message transcriptions powered by Google's Cloud Speech API.

Call History

See calls over the previous 90 day period. Multiple filter options help users quickly sort and manage their activity.

Enterprise Contacts

Access enterprise contacts automatically and instantly see their presence. Start calls, meetings, or chats with the click of a button, and add, edit, or delete contacts without leaving the screen.

Meetings/Video

Start, host and conduct full video experience meetings with one or multiple participants and with guests inside or outside of the company.

Screen Sharing

Share screens for productive meetings and spontaneous collaboration. Share one screen, multiple screens, several browser windows, or just specific applications.

Scheduling

Set up meetings for a future date and time through a consistent, personalized meeting URL that can be used at any time.

Presence Management

iCloudConnect UC can automatically indicate whether a user is on a UC call, or if the user is hosting a meeting, so employees can tell at a glance when their coworkers are available. Users also have the ability to manually set their presence status to Available, Away, Do Not Disturb, or Invisible.

In-app/Browser Notifications

Receive instant notifications for missed calls, voicemails, and chat/SMS messages. A helpful counter in the browser tab displays a count of total messages (chat/SMS), missed calls, and new voicemails.

Call Recording

View, listen, search & download call recordings directly inside the UC Client.

Profile Pictures

Users can update photos for themselves and their personal contacts within iCloudConnect UC. This replaces the profile coin in chat and SMS conversations.

