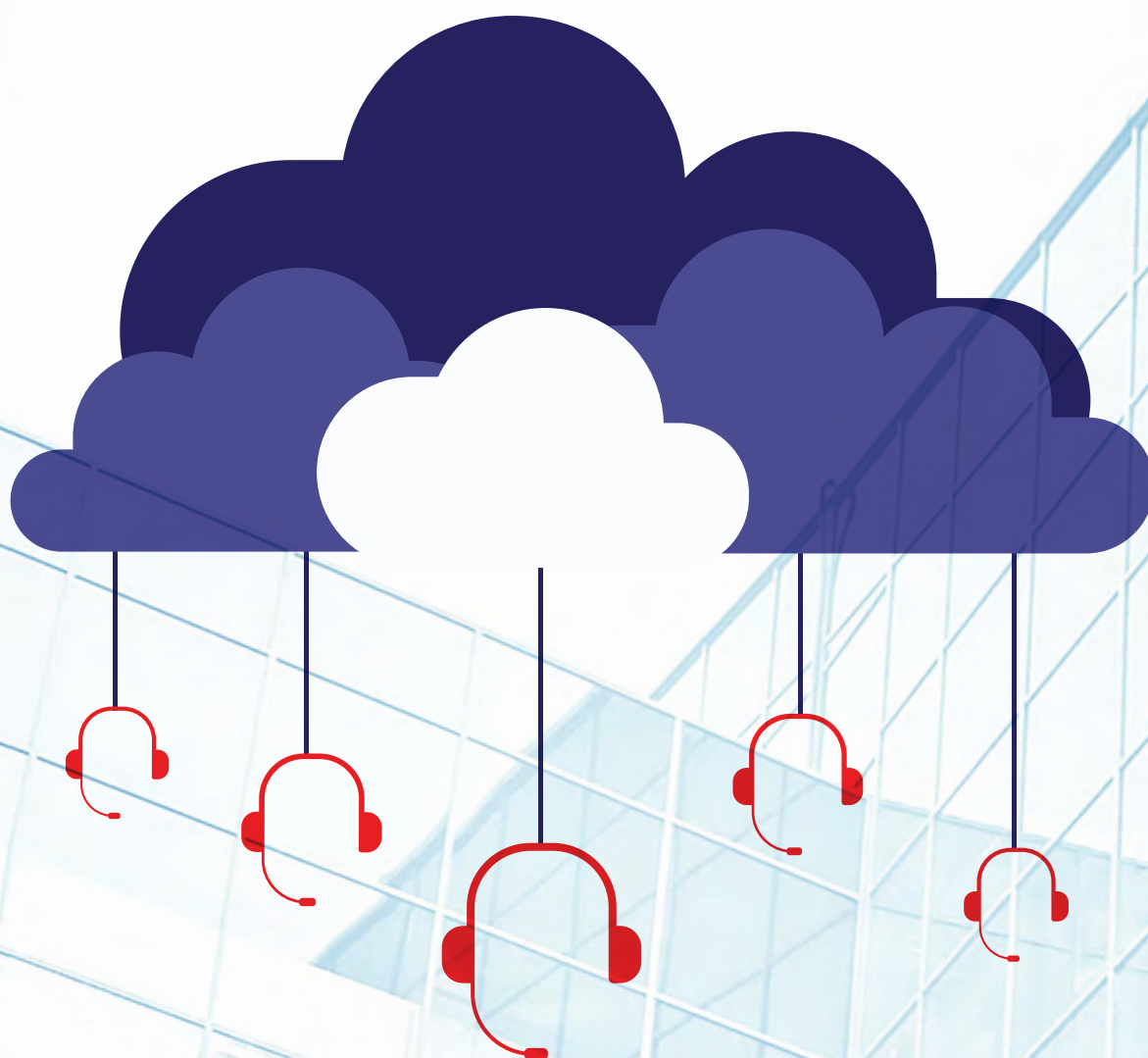


# Add Cloud to your on-prem PBX



**Modernize with cloud capabilities while keeping  
your existing on-prem hardware in place**

The Solution

## Same system, New capabilities

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Protect your PBX investment



Deploy in hours



Transform capabilities



The Solution

## What is “Add Cloud” ?

Add cloud capabilities to your on-prem solution

Adding cloud to on-prem PBX essentially means getting cloud call center capabilities while keeping your PBX hardware in place. It allows you to **utilise your PBX investment while getting modern cloud capabilities** including deep integrations with your cloud CRM solution, dialers and AI based solutions.

### Protect your initial PBX investment

It is important to respect the time and planning that went into the setting up your PBX system—hardware, licensing, installations and training. More so, if your staff is comfortable using this system, and it has many in-built customisations.

### Enable Cloud Capabilities

Yet it is important to modernize. You need an agile system that can allow working from anywhere while also ensuring business continuity. Plus, you need integrations with other cloud software in order to drive greater operational efficiency.



Work From  
Anywhere



Business Process  
Continuity



Deep CRM  
integrations



Modern Dialers



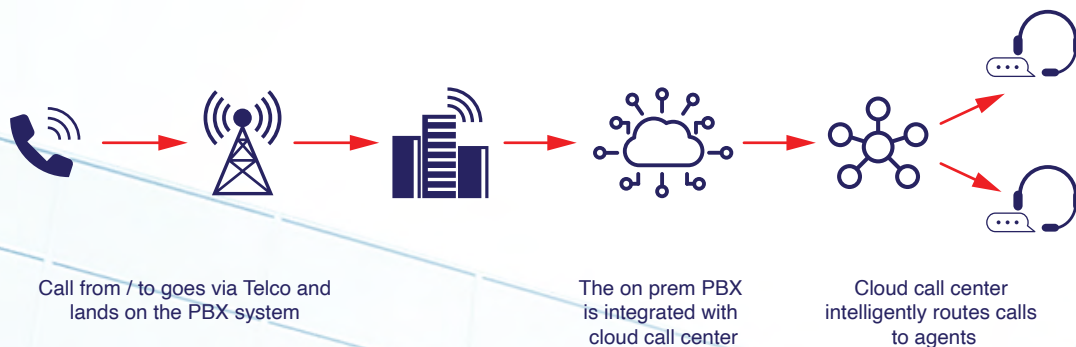
Flexible IVR

## The Solution

# How it works

## Same Telco, Same logins, New capabilities

Ozonetel's "Add to Cloud" works on a simple premise. On one end, it integrates with your on-premise PBX system, and on the other end, it connects to your CRM or other business. It continues to use the existing telco trunks connected to the PBX for your phone calls.



- Agents can login to their PBX or their Cloud Contact Center or both.
- Agents can receive calls directly on the browser using Ozonetel web rtc or take calls on the hard IP phones of Cisco/Avaya
- Once calls land on Ozonetel, ACD takes control & identifies the free agents and routes calls
- Simultaneously, Ozonetel's integrations with CRM systems triggers the CTI. This ensures that relevant customer information automatically displays on your agents' screens.
- Ozonetel ensures that calls seamlessly transfer between agents.

Get The Benefits

## Why Add Cloud?

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Superior Customer Experience



Agility and Business Continuity



Higher Operational Efficiency



Get The Benefits

## Superior Customer Experience

Transform your customer journey



**Why should a customer who has complained to you, need to remind you about a complaint they made?**

- A **flexible IVR** solution enables you to frequently change your IVR until you perfect your customers IVR experience.
- **CRM integrations** let your agents know which customer is calling them. Because they get complete customer context, they can greet customers by name and resolve their issues faster.
- With cloud, its **easy and economical to add new channels**. This means you can interact with customers on the channel they prefer while seamlessly sharing customer information across these channels This includes adding newer channels like WhatsApp.

Get The Benefits

## Agility and Business Continuity

Stay agile and ensure business continuity



**During the lockdown, we were able to  
switch all our agents to  
work-from-home in minutes**

- Ozonetel's cloud solution makes it easy to **switch your agents to remote working** in minutes, during any emergency.
- With Cloud Capabilities, its easy to **change your IVR message, fallbacks, or routing** at short notice.

Get The Benefits

## Higher Operational Efficiency

Automate and improve efficiency



**At one time, our average handle time was 4.5 to 5 minutes. Now, thanks to Ozonetel's CRM integrations, we are running at less than 3 minutes**

- CRM integrations **improve agent efficiency by 25% to 40%**. Agents automatically get all the information they need without toggling between windows.
- Automatic call logging reduces their after-call work **by nearly 30+ minutes per agent per day**.
- By automating callbacks, lead conversion cycles can be accelerated. **Auto callback leads in 5 minutes or less**.
- **With Cloud Capabilities**, it's much easier to divert simple transactions such as booking, cancellations, and FAQs to self-service IVR or chatbots.



Features

## Why Add Cloud?

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Flexible Drag & Drop



CRM Integrations

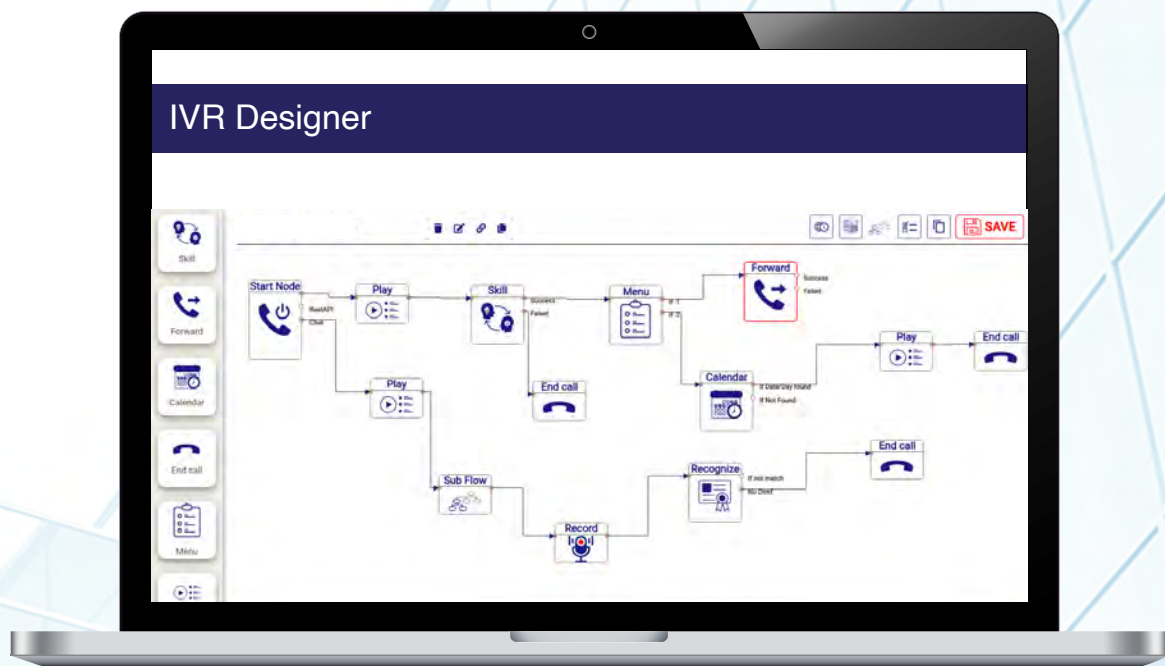


Go Omnichannel

## Features

# Flexible Drag & Drop

Create complex IVRs with ease



- Create complex, multi-level IVRs without **writing a single line of code**.
- Change your greeting, routing or after hour timings **in minutes**.
- Create self-service options **with ease**.
- **Quickly change** your redirects and fallbacks when needed.



## Features

# CRM Integrations

Deep integrations with almost any CRM



### Screenpops

Automatic access to real-time customer profile information on all calls.

### Automatic Call Logging

Each call is treated as a ticket and is automatically logged against customer number.

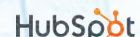
### Unified View

Agents can make and receive calls within their CRM window. No toggling required between screens.

### Easy Dialling

Agents can click to call from their CRM or managers can automate callbacks or bulk calling using dialers.

Ozonetel offers free, readymade integrations with all leading CRM and Ticketing solutions. It can readily integrate with homegrown solutions as well.





## Features

# Go Omnichannel

Seamlessly add new digital channels



- **Automate L1 interactions with bots**  
It's not enough to setup a new digital channel. With Ozonetel's AI enabled bots to ensure faster responses and a 24 x 7 support window. If a conversation gets complex, your bot routes to a live agent.
- **Blended Agents handle digital and voice**  
Ozonetel gives your agents a simple intuitive interface to handle incoming both calls and chats.
- **Unify the customer journey**  
Integrations ensure that customer interaction history is shared across all channels.

# The Ozonetel Advantage

## Overcome transfer challenges with Ozonetel

To smoothly deploy a cloud solution, Ozonetel ensures that it's easy to transfer calls between all your agents, whether they login with their ippbx number (their current logins) or their webRTC numbers (cloud login).



## We're the best bet for growing businesses



### Scale with ease

Our per agent pricing, and flexible monthly plans, allow you to scale up or scale down your call center with ease.



### Choose any carrier

Ozonetel is one of the few cloud telephony solutions that can work with your existing telecom trunk.



### Fastest & best deployment

With Ozonetel it takes days, not weeks to setup. Experts with deep product knowledge handhold you right from sales to onboarding and training.



# About us

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Ozonetel has been providing stellar contact center solutions for sales and support call centers across the globe for 10+ years.

We service more than 1500 businesses across ecommerce, finance, banking, and education vertical. Our ISO certified solution has won accolades across multiple third-party sites thanks to excellent reviews by actual users.

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## Loved by users





# Get Started Today

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## Contact us to get started today

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