NUSO

Unified Communications

NUSO UC is an enterprise-grade, all-in-one business solution that combines Voice, Mobility, Messaging, Presence, Conferencing, and Collaboration. This empowers workforces with the convenience of working anywhere with internet access: at the office, home, or on the road.

NUSO UC gives you a reliable, flexible and easy-to-use service at a lower cost.

Voice + Mobility + Messaging + Presence + Conferencing + Collaboration

RELIABLE
Our commercially supported service platforms are geographically redundant - designed for 99.999% uptime and reliability.

ADAPTABLE
Multiple users and locations are managed in an easy-to-use interface.

ROBUST WORKFORCE
Streamlined work-flow with an all-inclusive phone system: Voice, Presence, Instant Messaging, Video/Web Conferencing, and Collaboration.

MOBILE & ON-THE-GO
Stay connected to your phone system anytime, anywhere by using a desk phone, smartphone, or tablet.

SIMPLE & SCALABLE
As your business grows, so does your phone system.

LOWER COST
One low monthly payment. Experience high-end features without added costs.

Your Phone Access Anywhere

1. OFFICE
Business is still done in the office. NUSO's Unified Communications connects the office to other users regardless of where they are or what device they use. NUSO, keeping it simple and flexible.

2. DESKTOP APP
Access all of our Unified Communications features in one place. Our desktop application allows you to view contacts, make and receive calls, monitor presence by seeing who's on a call, busy, available or off-line, and chat with other users on the system.

3. MOBILE APP
Our mobile app is designed to keep you connected wherever you are. Users can make and receive calls as if they were in the office. Their company's caller ID displays whenever they make and receive calls or when they chat.

4. COLLABORATION
Stay connected to your team wherever you go. Users can start or join a 50-person meeting with crystal-clear, face-to-face video, high quality screen sharing and instant messaging. Operates on desktop, tablet or mobile devices.

Features
- Auto-Attendants
- Call Analytics
- Call Queues
- Call Recording
- Desktop Integration
- Mobile App
- Custom Greetings
- Find Me / Follow Me
- Music on Hold
- Online PBX Controls
- Ring Groups / Departments
- Soft Phone
- Time-Based Routing
- Chat
- Presence Status
- Collaboration
- Voicemail Transcription
- Many more

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- No on-site phone system
- No Maintenance
- Smartphone Integration
- Online portal to move/add employees
- Easy and inexpensive to upgrade
- Remote worker and teleworker support
- Future-proof system

LIFE CYCLE
An industry leading customer **life cycle of 75 plus months**, compared to the less than 36 months in the industry.

RELIABILITY
The NUSO network is geo-redundant with 5 data centers across the US built for 99.999% up time.

BENEFITS
Save Money: The cost of using NUSO for your telephony needs is much more economical than conventional phone systems.

Mobility: Make & receive calls from ANYWHERE, while still having an in office feel.

Included Advanced Features:
Voicemail, Auto-attendant, Hunt Groups, Long Distance, and more.

RETENTION
An annualized customer **churn below 1.5%** means NUSO will lose less than 1 customer out of every 200 customers under contract. Happy customers generate a reliable revenue stream.

NEW FEATURES
Microsoft Teams Integration and Direct Routing.

Yealink T53W T54W T57W Built-in Bluetooth	OFFICE $9.95 from per user/mo	PROFESSIONAL $14.95 from per user/mo	EXECUTIVE $19.95 from per user/mo
PRICING W/ **TIER 1** PHONE	$16.90	$21.90	$26.90
PRICING W/ **TIER 2** PHONE	$19.90	$24.90	$29.90
PRICING W/ **TIER 3** PHONE	$21.90	$26.90	$31.90
Caller ID Name & Number	✓	✓	✓
Call Hold	✓	✓	✓
Call Transfer	✓	✓	✓
Call Forwarding	✓	✓	✓
Call Waiting	✓	✓	✓
Ad hoc Conferencing	✓	✓	✓
Do Not Disturb	✓	✓	✓
Speed Dial	✓	✓	✓
Phone # Included	✓	✓	✓
Hunt Groups	✓	✓	✓
Fax Capable	✓	✓	✓
Voicemail		✓	✓
Voicemail Email Notifications		✓	✓
Web User Portal		✓	✓
Find Me Follow Me			✓
Outlook Integration			✓
NUSO Voice App			✓

YEALINK T54W

YEALINK T57W

TWIFORD TELEPHONE
(972) 294-6005

Cloud UC Add-on Pricing

More Options	Monthly Price
Toll Free Number	$3 (+usage)
Additional Telephone #	(DID) $1
Additional 911 Instance*	$1.95 (1 Included)
Music on Hold	$0.99
Business Voice Softphone	$0.99
Desktop App	$0.99
Mobile App	$0.99
Inbound only fax to email**	$5.95
Conference Bridge (10 Participants)	$6.95
Inbound & outbound fax to email (300 pages)	$15.95

Unlimited Usage is governed by our Acceptable Use Policy, which can be found at https://nuso.cloud/policies. Maximum of 2000 minutes per each line and is pooled across all lines. Example 6 Hosted lines would be 6 x 2000 minutes equals 12,000 total minutes per month.

**Requires a 1-year term or longer. All pricing subject to change.

Cloud UC Add-on Descriptions

Package	Description	Pricing
Collaboration	Stay connected wherever you go. Start or join a meeting with up to 100 people with crystal-clear, face-to-face video, high quality screen sharing and instant messaging.	From $8.95 *per user*

Premium ACD	This offers the powerful, basic features you'd expect, along with the following additional capabilities for monitoring Agents. Requires minimum of Professional seat.
	
	• Configurable Agent States to allow Multi-Line Hunt Group (MLHG) members to indicate their current availability. These include a Wrap-up state which can be used by MLHG members when completing any clerical duties after finishing a customer call.
	
	• Configurable disposition codes that MLHG members can assign to completed calls to indicate how they were resolved.
	
	• Monitor, Whisper and Barge-In actions, allowing Business Group Administrators to:
	   – Listen in on the existing call between an MLHG member and a customer
	   – Speak to or advise a MLHG member during a call, without the customer hearing
	   – Fully join the call, speaking to both the MLHG member and the customer
		$14.95 *per user*

ACD Supervisor	The ACD Supervisor feature includes full multimedia queues for voice, email and IM, as well as further supervisory features for Agent monitoring such as call recording and screen capture, and a complete workforce management solution that includes agents scheduling and shift marketplace. Requires Premium License.	$19.95 *per user*
Easy Auto Attendant	An Auto Attendant line can be assigned to a particular department, so that the user of an administrator line for this department (or for a higher-level department of which this is a sub-department) can manage it. Alternatively, it can be assigned to the top-level Business Group, so that it can be managed only by the user of an administrator line for the whole group. Easy Auto Attendant has 2 time frames (Day, Night) and single level. One included with each Package.	$7.95
Premium Auto Attendant	A Premium Auto Attendant line can be assigned to a particular department, so that the user of this line can manage the resources associated with this department and any sub-departments below it. Alternatively, it can be assigned to the top-level Business Group, so that it can manage the whole group, as many times as needed and multi-level.	$19.95
Call Recording	The Call Recording option allows for recording all calls. The Call Recording Administrator Screen shows call details such as time, duration, inbound/outbound, etc. It can be viewed by group or individual and filtered by date and time if needed. • Selecting an individual call recording will give you detailed information as well as a .wav file that can be played, downloaded, saved or shared. • Overall summary and detailed reporting functions can generate HTML, Excel or CSV file for reporting needs.	$7.95 *per user*

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Cloud UC Features

ACCOUNT CODES:
Allows administrators to configure specific lines to enter an account code prior to calling specific destination types, such as international or long distance. These account codes can be either validated or invalidated.

AD-HOC CONFERENCING:
Initiate a conference call using the feature buttons on the phone. This can be done at any time during an active call.

ANONYMOUS CALL REJECTION:
Users receiving an incoming call can reject the call, by pressing a "Deny", "Ignore", or "Reject" key on their phone.

CALL FORWARDING:
Users can set up a rule to forward calls to a new number when they are already on a call, their line is busy, or unconditionally.

CALL GROUP LOGS:
Gives users the ability to view the Call Groups they are a part of.

CALL HOLD:
Place a call that is in progress on hold.

CALL STATISTICS:
Access call record information for individual lines. The call information is divided into categories: Dialed, Received, Missed, and Rejected.

CALL TRANSFER:
Transfer a call to a new party with or without announcing the caller to the new party.

CALLER ID NAME & NUMBER:
Presents the calling party's name and/or number to the user via a phone screen prompt.

CALL WAITING:
Alerts users when they are on a call and receive another call at the same time. They can choose to put the current call on hold and switch to answer the new call.

COMMPORTAL ASSISTANT:
Instant access to the most frequently used features and settings on your desktop. Users can search and dial contacts from their desktop, just like they would from their mobile phone. Pop-up notifications tell users when they have an incoming call or a new message.

DO NOT DISTURB:
Lock all incoming calls to a particular line or phone. In the world of legacy phones, this feature is often called "Make Set Busy"

HUNT GROUPS:
Allows for sequential or simultaneous ringing of available phones within a specified group. This feature is commonly used in Call Centers.

MESSAGE WAITING INDICATOR:
Informs users when there is an "unread" voice mail message in their inbox.

NEW MESSAGE ALERTS:
Notifies users when they have received a voice or fax message. The available notification methods are email, SMS, or phone call.

SELECTIVE CALL REJECTION:
Users can select numbers from which they do not wish to receive calls. Incoming calls from these numbers will be provided an announcement telling them their call has been rejected.

SIMULTANEOUS RING:
Users can set multiple devices (or numbers to ring simultaneously when their Direct Dial number is called.

SPEED DIAL:
A shorthand option for dialing commonly used phone numbers. To perform this function, a user would typically dial a one or two-digit number that is already associated with a per-specified 10-digit phone number.

VOICE MAIL TO EMAIL:
Set an email address as a destination for voice mails to be delivered. This is a valuable feature for users on the go.

BUSINESS VOICE MOBILE APP:
Provides full phone access to users on their mobile phone through a smart phone application. Download this app from the iTunes or the Google Play store.

The Benefits of
Cloud UC

- No on-site phone system
- No maintenance
- Smartphone Integration
- Online portal to move/ add employees
- Easy and inexpensive to upgrade
- Remote worker and teleworker support
- Future-proof system
- Scalable

App Store   Google play

Phones Models Available

TIER 1	TIER 2	TIER 3
Yealink T53	Yealink T54	Yealink T57
Yealink T42	Yealink T46	Yealink T48
Polycom VVX 250	Polycom VVX 350	Polycom VVX 450