



ENABLE YOUR TEAM  
ANYTIME ANYWHERE  
**OPTO4UC**



## Enabling A Future-Ready Workplace

With **OPTO4UC**, you are guaranteed to receive a comprehensive yet innovative UCaaS solution, combined with an exceptional customer service and high availability.

[www.scb-global.com](http://www.scb-global.com)



Full Microsoft Teams integration



Get a personalised solution design and exceptional customer service



High availability and resilience 99.99% uptime



Deploy in 48 countries natively. (More to be added)



Video  
Conferencing



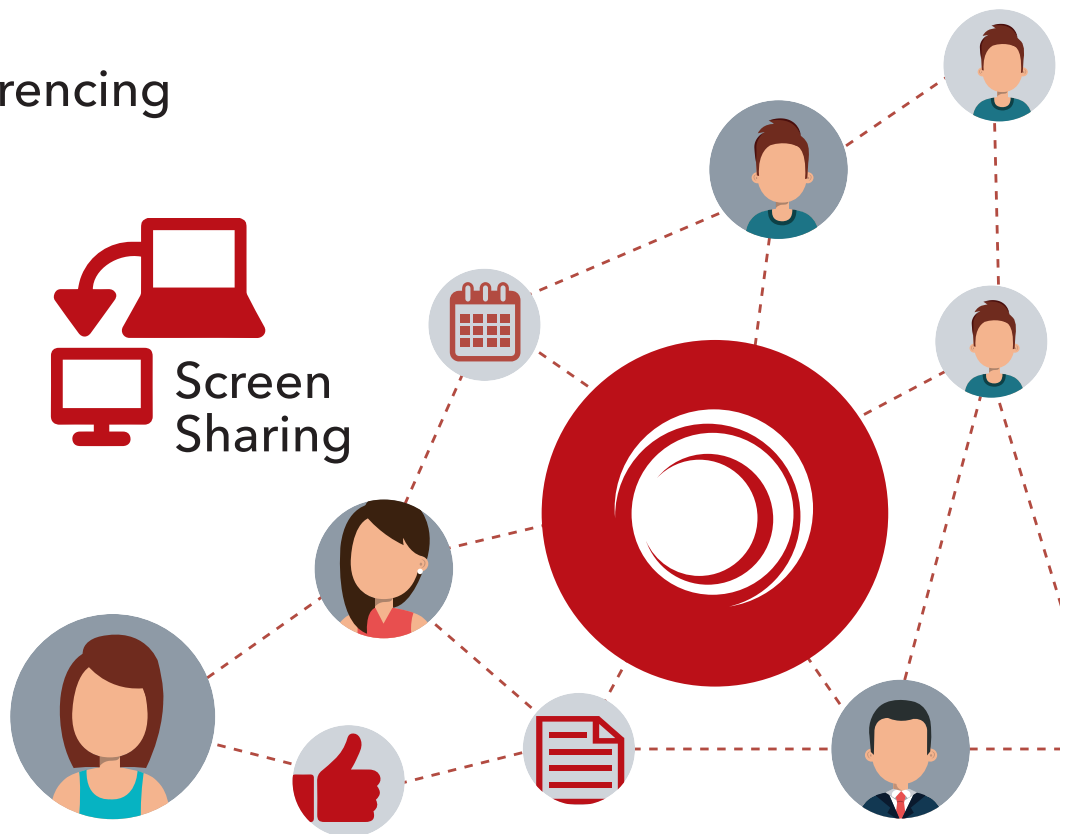
Mobile and  
Desk App



Screen  
Sharing



Contact  
Centre



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## OPTO4UC

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**OPTO4UC** is a highly reliable cloud hosted telephony solution from SCB Global that puts you firmly in control, even when your staff and business operations are spread across numerous countries and sites. **OPTO4UC** brings you an advanced cloud solution that is at the forefront of Unified Communications technology and will give you complete control at your fingertips through a straight forward and simple to use interface.

**OPTO4UC** is an absolute game changer when it comes to you enabling your business to propel itself to its full potential. The feature rich system effortlessly connects your entire workforce to one another and all customers, leaving you free to be creative and focus on important business issues.

**TOTAL FLEXIBILITY** With iOS, Android and desktop applications that leverage the power of the cloud. **OPTO4UC** will enhance your desk phone experience by extending all standard desk phone features to other devices. The mobile app has all the features of the softphone app so you can communicate at any time, from anywhere.

**NEXT LEVEL UC MESSAGING** **OPTO4UC** provides not only all the advanced business voice features you would expect from SCB Global, but also offers instant direct messaging, channel messaging and a whole lot more - all completely integrated for a truly unified communications and collaboration experience.

**VIDEO CONFERENCING** At SCB Global, we feel that video conferencing should be as standard. **OPTO4UC** allows you to meet with multiple users simultaneously, offering video conferencing in grid and speaker view. Audio conferencing can be mixed with the video on the same meeting, as well as remote control, screen sharing and group chat. High quality audio and crystal clear visual meetings can be conducted from anywhere to give the assistance that business require nowadays.

**COMPLETE CRM INTEGRATION** Leverage your existing CRM with **OPTO4UC** providing a more effective and intuitive work environment for your team and a great customer service experience for your clients.

**ENHANCED SECURITY AND SCALABILITY** When looking into cloud technology, there is often concern about security. **OPTO4UC** uses robust security features which include being part of the UK government's Cyber Essentials scheme. SCB Global also regularly upgrade their systems in order to protect your phone network from hackers. Our data centres are ISO accredited and we have multiple diverse cloud set up that give 99.99 uptime availability. Alongside this, **OPTO4UC** can be instantly scalable whether that's up or down, permanent or temporary.

## OPTO4UC Provides Enterprises a complete UCaaS Solution

### OPTO4UC Overview

With 15 years+ of experience in delivering voice solutions, SCB Global offers:



**Global Coverage:**

Full PSTN replacement covering 36 countries (and counting) and International Numbering in 145+ Countries.



**Lower Spend:**

Flexible calling plans (per minute or bundles) or shared trunk model available with competitive pricing.



**Global Compliance:**

Regulatory compliance in all countries, including emergency services.



**Cloud Infrastructure:**

No on-prem SBC equipment or expertise required - SCB' network hosts your Teams Voice in the cloud and we manage everything outside your tenant.



**Global Network:**

Our Geo-redundant, carrier grade network seamlessly supports all your Teams PSTN calling needs.



**End-to-End Managed Service:**

Proven approach in executing global cloud telephony strategy through our end-to-end managed services.



**Advanced Capabilities:**

**OPTO4UC** lights up UCaaS capabilities such as IVR, Fax-to-email, Contact Centre Capabilities such as, ACD, Call Recording, Supervisor, Smart Routing, Agent, Analytics, Wallboards and much more.

Our carefully designed bespoke solutions enable your business to select the right level of license, features, functionality and inclusive global call bundles to provide a complete unified communication and collaboration platform that is a perfect fit for your business.



## Feature list

- Group Chat
- Screen sharing
- Music on hold
- Call retrieve, Call Park
- Call forwarding, Call forking
- Video conferencing for multiple participants
- Voicemail/ Group voicemail
- Voicemail to email with audio file attached
- N-way conferencing, Multi-line
- Blind Conference
- Announced (2 steps) Conference /Transfer
- Blind transfer to voicemail
- Call screening, Call waiting CID
- Do Not Disturb (DND)
- Call forking/ Multi-Device
- Community directory
- Selective call accept/reject
- Busy lamp field
- Import Outlook contacts
- Individual and group call pick up
- Call forwarding scheduler
- Instant messaging
- Paging Group, Wake up service
- Call continuity Fixed / Mobile
- Multi-level IVR
- Automatic call back on busy and on no answer
- Hot desking
- Call recording

## Contact Centre Features

- Manager Scenario
- Barge in/out
- Wall board statistics
- Hunt groups
- Ring groups
- ACD