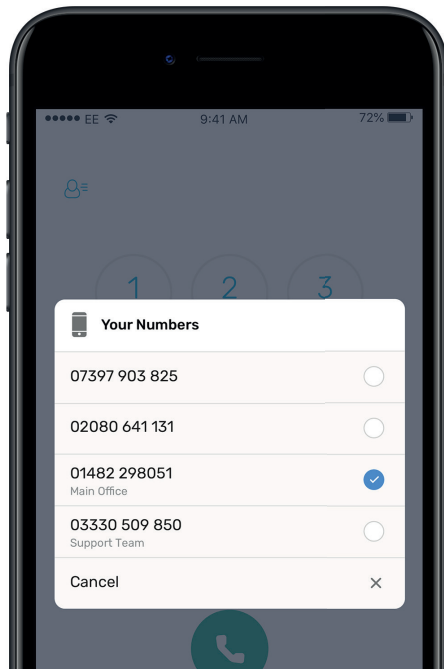




***CYBER FREAKZ***

# A POWERFUL CLOUD-BASED REPLACEMENT FOR YOUR BUSINESS PHONES.

CloudTalk is an all-in-one, cloud-based phone system for business. It brings your entire phone system together in simple, powerful desktop & mobile apps which allow you to work anywhere you like, without the downsides or complexity of traditional telephony. With a huge range of numbers available you can create a local presence from any area of the UK, or port in your existing numbers free of charge.



## A MODERN OFFICE ON THE MOVE

The freedom and flexibility that CloudTalk offers makes it easier for you to be more productive wherever and whenever you like. Users can seamlessly switch between desktop and mobile apps, as well as their UK 01, 02, 03 and 07 numbers, so they remain available, regardless of where they're working.

Plus, if you need to manage your calls and call settings, you can do so from within the apps. With high audio quality and an intuitive interface, CloudTalk makes business on the move easier than ever before.

# WHY CLOUDTALK?

## **POWERFUL & RELIABLE CLOUD-BASED SYSTEM**

CloudTalk is cloud-based, built and hosted right here in the UK. The use of modern technologies mean high call quality via the desktop and mobile apps, whilst great attention to design ensures that CloudTalk is easy to use no matter how technically literate you are.

## **A TRULY ANYWHERE SOLUTION**

CloudTalk uses powerful desktop & mobile apps along with your internet/ data connection to run your phone system from anywhere. Whether making & receiving calls, responding to changing business priorities or listening back to recordings, you can do it instantly, wherever you are.

## **DRIVE PRODUCTIVITY & GET MORE DONE**

Nobody needs a phone system that takes ages to set up and manage. The chances are you're already using other SaaS-based tools for email, accounting, CRM and recognise the productivity and simplicity benefits that they give you. So why not with your phone system too?

## **ENCOURAGE COLLABORATION & DELIGHT YOUR CUSTOMERS**

Modern businesses tend to work flexibly and on the move. Traditional phone systems are just not designed to cope effectively with this, but CloudTalk is different. Maintain communication with your colleagues and customers at all times and integrate CloudTalk with your CRM application to save your colleagues' time and get more done.

## **COST EFFECTIVE**

With no legacy or line-based hardware required, you'll find that your productivity is boosted and cost-base reduced by allowing your co-workers to access CloudTalk using their own devices.

# WHAT MAKES CLOUDTALK DIFFERENT?

## 1. IT REQUIRES NO LEGACY DESK-BASED HARDWARE

Say goodbye to traditional desk phones, switches and lines. CloudTalk works on your existing computer system and mobile. We have also partnered with Jabra to offer customers a supported range of flexible headsets and speakers if required.

## 2. PROVISIONING IS INSTANT, WITH NO COMPLEX INSTALLATION

CloudTalk's technology allows instant set-up of users & phone numbers. With a huge range of UK 01, 02, 03 numbers and 07 mobile numbers, any additions or amendments you make are instantly live. Set up takes a matter of minutes, with no hardware to install on site.

## 3. IT'S COMPLETELY SELF-SERVICE

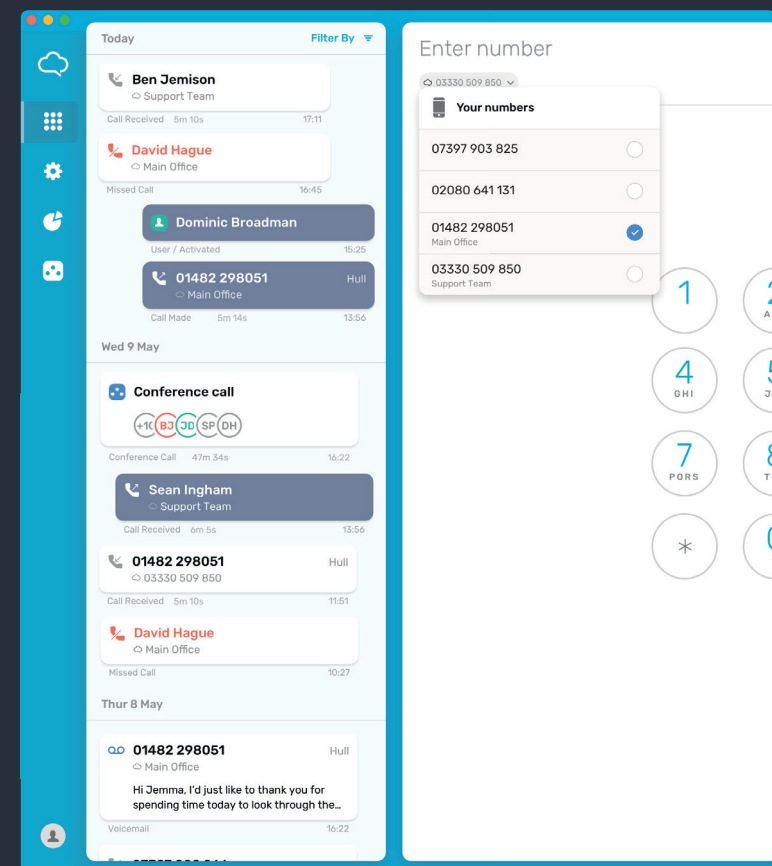
Powerful desktop and mobile applications allow real-time management of your phone system settings such as operating hours, voicemail, notifications, IVR, call routing and operating hours. Any changes you make are instantly live.

## 4. IT'S BEEN BUILT FROM THE GROUND-UP HERE IN THE UK

We had a long hard look at business telephony and realised that by applying some new thinking and modern technologies we could better support businesses, the way they want to work. We architected the platform from scratch, here in the UK.

## 5. IT'S A TRULY ANYWHERE SOLUTION WITH NO COMPROMISES

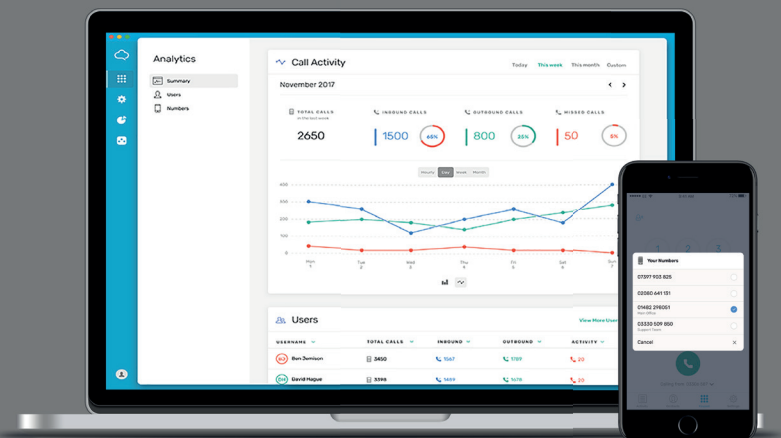
Other phone systems may claim to provide an "anywhere" solution, but there's usually a trade-off somewhere along the line. Not with CloudTalk. Calls, call management, settings, features and admin can all be managed in any app, from any location.



# HOW DOES CLOUDTALK WORK?

## SIMPLE, INTUITIVE APPS

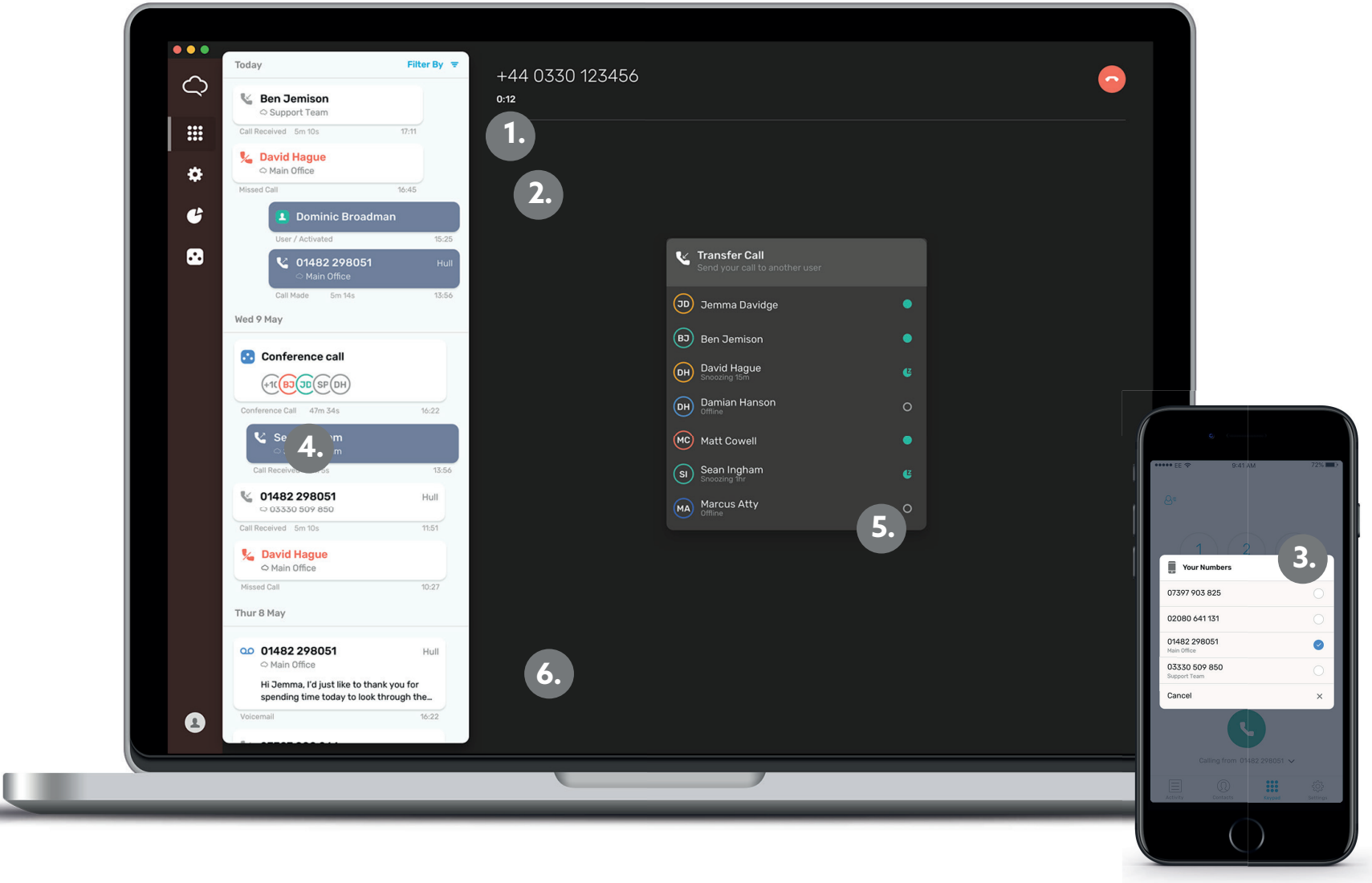
CloudTalk runs in simple apps for Windows, Mac, iOS and Android devices. You can simply download and your system is ready to use. No installation is required and setup takes a matter of minutes. CloudTalk gives you everything you need in an easy to use interface, which you don't need a degree in astrophysics to operate.



## MAKE & RECEIVE CALLS ANYWHERE

CloudTalk uses data and WiFi networks to make and receive calls via the apps. Integrating with your mobile device seamlessly, the experience is the same as that for an old school SIM-based call. We also provide automated call forwarding for those rare times that there's no internet connection available.

# SMART FEATURES, SMARTER BUSINESS



## 1. ACTIVITY

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A fully searchable list of call and messaging activities for your account, including calls made/received, missed, voicemail, transcriptions, account alerts and news.

## 2. CALLS

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Calls are made and received using VoIP with the most advanced techniques and HD voice. Smart call monitoring maintains the best possible service reducing the risk of jitter and dropped calls.

## 3. SELF SERVICE

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All apps provide complete settings management, so you can instantly manage voicemail preferences, working hours, notification settings and third party integrations.

## 4. MENUS IVR

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Create inbound caller greetings and IVR menus (e.g. press 1 for sales, 2 for support) and route calls through the appropriate team or user.

## 5. TEAM TRANSFER

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Active calls can be easily transferred to your colleagues. Warm and cold call transfers are supported.

## 6. TRANSCRIPTION

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Received voicemails are converted to text and sent to you as notifications.

## NOTIFICATIONS

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Get call and message notifications in the desktop app, mobile apps and via email.

## INTEGRATIONS

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Send notifications and call events to your communication tools, including Nimble CRM.

## CALL FORWARDING

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Forward calls to existing landline or mobile numbers when you're unavailable.

## TEAM NUMBERS

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Multiple users can share a number, for example, main office, sales team, support etc.

## CALL ANALYTICS

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View instant stats and graphs on call activity and volumes by user, number and team.

## CALL RECORDING

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Optional Add-On

Either all users can be recorded or the feature can be used on demand.

# FOR A TRULY ANYWHERE SOLUTION WITH NO COMPROMISES, CHOOSE CLOUDTALK.

Tel: sales - 07813 222888 or support - 07812 222888

Email: [info@cyberfreakz.com](mailto:info@cyberfreakz.com)

Web: [cyberfreakz.com](http://cyberfreakz.com)

The powerful, flexible phone system  
for forward-thinking business.

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