



 **orca**

simply | **smarter** | communications



WELCOME TO THE **CLOUD!**

Our system defines
the new revolution in
communications:
**high-quality cloud-based
phone systems** that
simply work.

Move your team to a whole
new level of functionality;
with off-site simplicity to
remove support headaches.

Obtain all the features you
need, and more, achieving a
reliable, cost-effective system
that grows as you grow.

BORN, RAISED AND MATURED IN THE **CLOUD.**



KEY BENEFITS

-  **CUSTOMISABLE** - We know your business is distinct. Choose the exact features and integration options that your business needs and we design and deliver your system to match.
-  **SIMPLE** - From the ease of deployment, to turning on services, the system we deploy for you is unconstrained. Our online management tools are simple with the key powerful features your business needs to supercharge its communications.
-  **EFFICIENT** - We offer capabilities like geo-redundancy, your dedicated environment is significantly more cost effective than building and maintaining your own system.
-  **RELIABLE** - By nature the Orca Cloud Phone System offers 99.99% reliability of service. Your business remains connected during power and internet outages, even natural disasters keeping your business and your people connected.

Most telecommunications companies are new to the cloud phone system world. The technology used is very different to traditional phone lines and phone systems.

The help-desk of traditional companies are often manned by staff that answer calls but cannot directly address questions or issues. We have focused exclusively on cloud phone systems since 2008. From sales, installation and on-going support, you will always be dealing with a skilled **cloud phone system professional**, and when you do reach out for support, we never want you to be kept waiting.

With our technology and knowledge, we provide you all the features and technology you need and eliminate the complexity of traditional phone systems. Our system was **born, raised and lives in the cloud**, and with geographical redundancy options, we deliver call termination and internet connectivity services where customers need them in New Zealand and internationally.

OUR SYSTEM HAS
THE FEATURES TO MAKE
YOUR BUSINESS
TRULY CONNECTED.





OUR SMART CLOUD

CALL WRAP-UP CODES

Mark calls with additional data to confirm what the call was about. This information is entered online at the time of the call and immediately available for live reporting.

EMAIL REPORTS

Setup hourly/daily/weekly/monthly email reports with your customised metrics which can confirm timely key company performance data within a convenient email message.

CALL RECORDING

Automatically track and record all calls into, out and within your business. Including date and time, who called your company, which of your staff placed outgoing calls, duration of each call, and much more.

CALL EVALUATIONS

Record, evaluate and score you customer communications. Create customisable performance metrics and reporting tools for team and individuals to improve customer engagement.

ONLINE REPORTING

Automated rich Track business performance, measure marketing campaigns or track staff training requirements. All calls are tracked and tagged with meta data a report is produced and delivered to your inbox at the frequency of your choice.

LIVE MONITORING

Monitor active calls for quality assurance or training purposes.

KEY FEATURES





INBOUND CALLING

KEY FEATURES

ANYTIME ANYWHERE ACCESS

No matter where you are or what you are doing all your cloud phone features are available 24/7 where you need them.

INTEGRATION OPTIONS

Full system integration options are available allowing inbound calls to trigger existing workflow processes e.g. automatic opening of a customer record within the Customer Relationship Management CRM system on an inbound call.

LIMITLESS CALL FLOW

A comprehensive tool-set to allow both simple and complex call-flow rules to be established to best handle all calls in and out of your business. Multiple factors such as time/date/location/callerID/skill set required and many more can be used to deliver calls to precisely the right location.

AUTOMATIC GEOGRAPHIC CALL ROUTING

Inbound calls can be routed to specific locations/call-flow rules based on their geographic origin.

BUSINESS HOUR RULES

Create different phone call behaviours based on multiple combinations of date and time of day e.g. public holidays are pre-programmed allowing customised messages to be played on these specific dates like Auckland Anniversary day.

AUTO-ATTENDANT

≠ "menus" that can be used to direct callers to different departments or employees with no limits on size or complexity.





ON THE PHONE

MOBILITY

Calls can be made from any location, including international locations avoiding unnecessary global roaming charges.

FRAUD PROTECTION

Traditional phone systems and Cloud phone systems can be vulnerable to unlawful use by both internal staff and external hackers. OrcaCom addresses this risk by providing multiple prevention tools which both secure access and monitor usage patterns. This ensures that even if access were gained, unusual activity is automatically alerted and cut-off where required.

ACTIVE TRANSFER

Even on calls that have been diverted to your mobile, you can still transfer from your mobile to other extensions.

KEY FEATURES

CONFERENCE CALLING

The conference bridge service provides all the features you need and expect whilst eliminating the need to use a 3rd party provider with no additional call per minute charges.

LIVE STATUS PANEL

User status can be tracked at any time via our standard user portal, allowing the organisation to easily track the availability of all staff regardless of location. This ensures that customer or any important calls are connected to the best available person as quickly as possible.

OUTBOUND CALLER ID

Individual users can select an appropriate outbound caller ID number to present to callers when making a call e.g. a user may want to present either the main company phone number or their own direct dial number when making outbound calls.

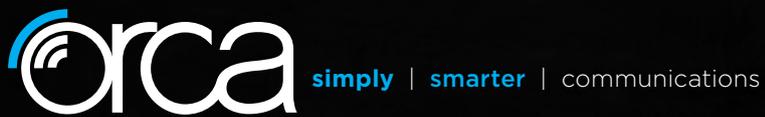




We are the **cloud phone system provider** who will connect your business to the world and keep it connected. Our system takes the hassle out of communications and allows you to focus on what you do best, running your businesses.



WHO ARE **ORCA COMMUNICATIONS**



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