



CONNECT | COMMUNICATE | COLLABORATE

“The problem for most organizations, is that there’s more to communication in the current landscape than just voice calls ... Combine the need for an ever-evolving communication stack with the demand to **manage** conversations through call-queuing, routing, and hold features, and it’s easy to see why UC is so essential.”

– UC Today

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Cloud-Based Communications and Collaboration

Get unified communications solutions that keep you ahead of the competition with support from Granite Cloud Omni Response Contact Center, delivers instant connectivity through the cloud to improve communications and collaboration. The features, benefits, and performance redundancies that are inherent in UCaaS provide reliable, secure tools that enable your on-site and remote teams to work better, collaborate faster, and perform smarter.

Granite Cloud Omni Response Contact Center include:

- Voice API
- Cloud Voice/Hosted PBX
- Business SMS
- Web Conferencing and Collaboration
- Call Center
- Virtual Fax
- And much more...

Benefits of Granite Cloud Omni Response Contact Center

- Collaborate anywhere, anytime
- Reach your team in an instant
- Keep remote workers engaged
- Maintain productivity for road warriors
- Rely on flexible cloud communications
- Shift CapEx to OpEx
- Future-proof your communications
- Enable zero-touch, remote support

Solutions for Every Need



Voice API

Leverages industry-standard SIP to provide innovative and integrated telephony and UC services, allowing organizations to control every aspect of call flow, media handling, and even business logic.



Cloud Voice/Hosted PBX

Take full advantage of the SIP network architecture to deliver a comprehensive set of Class 5 and IP-Centrex calling features in a flexible, efficient, and future-proof format.



Business SMS

Streamline communications and customer engagement with quick and effective messaging supported by business SMS. This integrated internal system allows anyone to text using a business identity—even from a personal device.



Web Conferencing

Offers a seamless user experience thanks to a single sign-on system. Start and access webinars, web conferences, and remote-support sessions using the same login name and password for PBX portal access.



Call Center

Offers carrier-class call center service to businesses of all sizes and industries. The all-in-one virtual call center suite offers ACD with call queuing, recording, administrative tools, queue analytics, and extensive integration capabilities.



Virtual Fax

Virtual faxing (or cloud faxing) is an excellent way to replace analog fax machines with quick and effective fax servers. Improve success with an innovative online method for sending and receiving electronic transmissions. Features include a mobile app

Delivering Peace of Mind

- All the features you have today, plus advanced cloud-based calling features
- Flexible, efficient, and future-friendly format
- Service-level guarantees for all mission-critical functions
- Lower operating costs and remote-work-ready
- Disaster-proof and geographically redundant infrastructure

THE GRANITE CLOUD OMNI RESPONSE CONTACT CENTER DIFFERENCE

Finding a Contact Center provider that truly understands the unique needs of your business is the key to your long-term productivity and growth. Our mission is centered around being that personalized partner for your communications needs. Our expert service provides the best-of-breed telecommunications services and tools to provide superior reliability, advanced functionality, and complete security for your communications.

Work smarter with next-generation collaboration when you trust your communications to us. Our scalable, cloud-based solutions give you a better user experience, advanced connectivity, and the agility to shift as business needs and technology requirements change around you.

Get the Granite Cloud Omni Response Contact Center Today!