

# ULAP Voice

## A Global Business Voice System

A comprehensive cloud VoIP system for global business users, made for compliance anywhere in the world.

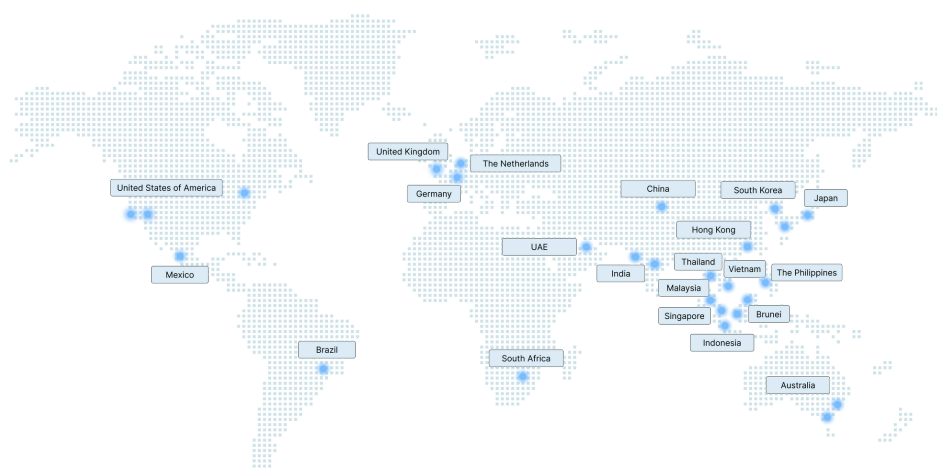
ULAP Voice is a multi-tenant PBX system that provides a platform for managing and deploying communication solutions.

For enterprise users, this evolves into a scalable, reliable and fully-fledged communication service that functions with computer, mobile, and IP phones.

### Elevate your phone system

Hosted on ULAP Smart Cloud Network's global data and voice infrastructure, you can access your voice system no matter where you are in the world, as long as you're connected to the internet.

Our global connectivity ensures that your business calls are always pristine and reliable.



**ULAP Smart Cloud Network has over 20 nodes in 6 continents.**  
Business calls transmitted over our network are secure, high-quality and reliable for international operations.

Visit [ULAP's Network & Coverage](#) for more specific information.

### Experience more flexibility and modular IT building, with our non-AI default voice system

We offer fully managed services to companies looking to maintain control over their cloud telephony

- **User-Friendly Design**

Provide employees with an intuitive interface that simplifies system navigation for users at all levels

- **Non-AI Data Handling**

Enjoy enhanced security and regulatory compliance with a non-AI based system, simplifying global compliance efforts

- **Customisable Solutions**

Tailor your telephony system to fit your business size and needs with scalable options that grow with you

- **Interoperability**

Build your global voice system AI-free, with the option to integrate with other third party apps as you need

### Advantages of calling with ULAP Voice:

**Toll-free numbers**

Utilize current or new dedicated vanity numbers for your business. Make it easier for international customers to call you

**Multiple area codes**

Bring phone numbers with your chosen area codes to your voice system. If you can't port it away or SIP is not available with your local provider, we can enable it for you

**Affordable calling plans**

Call domestically within your area code, no matter where you're physically located. Reduce international calls significantly when you make them on our global network

**Global call forwarding and routing**

Connect teams and outsourced contributors from all over the world, while retaining a local business identity. Route and forward calls the way you like.



**ULAP Voice** operates as a flexible and modular cloud PBX that works for enterprises across the globe. Calls can be globally forwarded and configured into queues, to cater to the specific requirements of a business.

Built as a default non-AI voice system, ULAP Voice is actually globally compliant and suitable for even highly regulated industries. For further agility and compliance, businesses can also bring phone numbers from local telecommunication providers and have them SIP-enabled with ULAP's other services like [ULAP SBCaaS](#).

ULAP Voice is interoperable with your preferred productivity apps, including Microsoft 365, Zoom and others.

## BUSINESS FEATURES

### Agent Provisioning

Quickly and easily set up and manage agent profiles, ensuring they have the necessary permissions and configurations for handling calls

### Call Recording

Automatically record calls for quality assurance, training, and compliance purposes, with easy access to playback and storage

### Reporting

Generate detailed reports on call metrics and agent performance to gain insights and improve your call handling efficiency

### Live Dashboards

Monitor real-time call activities and key performance indicators through interactive dashboards, for immediate action and decision-making

### Call Centre

Equip your organization with advanced call centre features, including agent management, call routing, and performance monitoring

### Music on Hold

Keep callers engaged with customizable music or messages while they are on hold, enhancing their waiting experience

### Auto Provisioning

Simplify device setup and configuration by automatically provisioning phones and other equipment with the correct settings and profiles

### Operator Panel

Provide admins with a powerful interface to manage calls, monitor call queues, and facilitate efficient call handling

### Configurable Queues

Customise call queues to meet your specific needs for efficient handling incl. Sequential, Longest Idle, Round Robin, Least Talk-Time, Lease Calls & Ring All

## CALL FEATURES

### Automated Attendant (IVR)

Automate call handling by routing callers to the appropriate department or extension without requiring a human operator

### Click to Call

Initiate calls directly from your computer by clicking on a phone number in a web browser or applications, streamlining the calling process

### Time Condition

Set specific call routing rules based on the time of day, day of the week for calls to be directed during appropriate business hours, holidays or after hours.

### Do Not Disturb (DND)

Temporarily block incoming calls and notifications to avoid interruptions during important meetings or focus periods

### Call Monitor

Enable supervisors to listen in on active calls for quality assurance and training purposes

### Ring Group

Simultaneously ring multiple extensions or devices, allowing any available member to answer the incoming call

### SIP Forking

Allow a single call to be received by multiple devices simultaneously, so you never miss a call whether you're at the desk, on your mobile or a softphone

### Video Calls

Conduct online meetings and collaborations through high-quality video calls, enhancing communication and engagement

### Call Transfer

Easily transfer calls to another extension, department, or external number to ensure the caller reaches the right person

### Call Forwarding

Automatically forward incoming calls to another number (incl. another area code) so you stay reachable even when away from your desk

### Call Parking

Temporarily place a call on hold by parking it and retrieve it from any phone within the system

### Conference

Host multi-party conference calls, allowing multiple participants to join a single call for collaborative discussions and meetings

### Web Access Voicemail

Access and manage your voicemail messages through a convenient web interface from any location with internet access

### GET IN TOUCH

Phone: 1-888-504-ULAP  
Email: [info@ulap.net](mailto:info@ulap.net)  
Website: [www.ulap.net](http://www.ulap.net)



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