

Work from home is now possible in India with leading providers

The outbreak of Coronavirus (COVID-19) a global pandemic has disrupted day to day business and its associated processes. This is putting businesses not only to focus on the wellbeing of their employees but asking them to work from home, rather than putting whole business on STOP. This is giving signal to growing demands for technologies that can support #remoteworking and #homeworking for their employees.

Gartner predicted that 54% of businesses in India don't have the means and technology for remote working which is the biggest barrier business continuity. Whilst many businesses have asked their employees to work from home, Paytm was among the first to ask employees after one their employees was tested positive. Following the trend many other MNC's and Large Enterprises have made work from home mandatory for all their workers. Also following the course many Universities, schools and colleges have opted for #onlineclasses.

#CloudConnect is India's first provider of Mobile first Unified Communications as a service (UCaaS) to offer remote working. They have a scalable robust infrastructure offering collaborative technology maintaining seamless business continuity and optimum employee productivity. CloudConnect offer customised solutions for all size of businesses especially enabling the small and medium enterprises (SMEs) and very small businesses (VSBs). Their goal is to digitise the SMB's.

In our recent chat with Chairman of CloudConnect Communications Pvt Ltd, Mr Gokul Tandan, please see the excerpts of our chat.

We offer businesses the most needed business continuity to maximise ROI as a part of business process, and because CloudConnect offer cloud based mobile first Hosted EPABX for seamless communication, the company offers a range of cloud services including audio/video conferencing, hosted IVR, Click2Call services, cloud first contact centre solutions, and business applications integration.

The provider help businesses effectively deploy and manage Phone system in cloud with both desktop and mobile access for their customers. This helps in controlling your business more

effectively resulting in boosting numbers of business leads, customer acquisition, engagement, and satisfaction.

The PBX on mobile service allows businesses to enhance customer experience with a single number and automated response and call routing to respective department or people. They also offer 1+5 conference calls on the fly and scheduled audio conferencing which can be across multiple devices and geographies.

The Interactive Voice Response (IVR) allows businesses to announce customised greetings with custom menu, in addition to a host of other features including missed call service. With secure PBX extensions, the company ensures that customer calls are recorded and remain safe in their data centre, at all times.

CloudConnect offers audio, video conferencing and web conferencing services to enables businesses to host HD conferencing and webinars. AI powered auto transcription, full recording, live video streaming, and more. This is definitely must for any business going forward in hard times as COVID-19.

They also offer fully cloud based omni channel contact centre solution which covers not only voice but also can also be integrated with email, chat, SMS and social media integration to boost customer engagement. As this is a purely cloud based service, it enables home working and remote working with ease.