

Make a good call with CloudCall

Westcon  Comstor | CloudCall



Introducing CloudCall from Westcon-Comstor

Communications at your service, Communications as a Service. A cloud-calling first from Westcon-Comstor.

CloudCall leverages Microsoft Teams in Office 365 and provides a complete online solution to service all your communication needs to drive unparalleled collaboration.

Microsoft Teams provides calling for people and businesses on a global scale.

Bringing together the power of Microsoft Teams and AudioCodes on a cloud platform delivered by Westcon-Comstor, our CloudCall solution brings together the best in communications and collaboration features from industry specialists and provides you with a cloud service that you can monetise and sell today.

- No more expensive hardware installations
- No more wasted PBX infrastructure gathering dust on desks in your office
- No more expensive hardware rental bills each month

CloudCall can integrate into an existing PBX environment, be run in unison with a standing telecommunications provider service, or catapult your customers into the world of IP voice solutions and cloud calling. Perfect for the new business, the small business and the digitally connected business, CloudCall will scale to meet your express number and types of users.

With CloudCall your customers will be able to:

- Integrate business and communications processes
- Host online meetings, audio and video conferences, and live broadcasts
- Leverage inherent security features
- Offer services as a managed service
- Provide customers with call reports including usage, users, sessions and device information
- Use any device, from any location and communicate immediately



Connected business

Unify your communications services in Office 365 and integrate calling into your business processes to increase productivity.



Online meetings

Host audio, video, and web conferences with anyone inside or outside your organisation. Get features such as scheduling assistance, note taking, desktop sharing, uploading files and chat messaging.



Elevate and protect your business

You get services, security and support that traditional phone lines can't match. Protect your business with enhanced security features from encryption and security protocols to physical and operational security.



Audio conferencing

Join meetings from a phone or use Microsoft Teams to dial anybody directly. Meetings include a dial-in number spanning 400+ cities across the globe, making it easier for people on the go or without internet.



Managed service

Save the time and money you'd otherwise spend to install and maintain an on-premises telephony infrastructure by having your calling system completely managed for you. No heavy investments needed, leverage of what you have or only pay for what you need when you need it.



Call reporting

Run usage reports to review active users, sessions, client device information and types of activities.

Cloud-based phone system

Enabling PBX capabilities including call control in Office 365 and replaces on-premises PBX.

- Get dial tone your way
- Immediate connectivity
- Make and receive calls directly in Teams with Direct Routing
- Work with your existing telecom provider to provide voice trunks, so your users can have calling and teamwork together.*
- Easily configure your existing voice lines to work with Direct Routing.*
- Interoperability with third-party system. Direct Routing allows customers with users in the Microsoft cloud to continue using third-party systems such as PBXs, call centres, and Analog Telephony Adaptors (ATA), helping preserve key investments.*
- Connect existing legacy hardware such as third-party PBXs to Teams and Direct Routing*

*May require additional hardware

CloudCall enabling

- Anywhere communication
- Access from any device
- Awesome experience
- Any place worldwide
- Always collaborating
- Anytime connection
- Always secure





Microsoft Teams is the ultimate tool for enterprise collaboration and productivity. It is ideally suited to effective home-working when combined with enterprise quality voice from AudioCodes, the expert in voice-enabling Microsoft Teams.

Enterprise quality voice and video calls with Microsoft Teams and AudioCodes, work-from-home employees present a professional image to their customers with high-quality voice and video calls.



Chat, presence and collaboration

Work-from-home employees can see their colleagues' status, chat in real time and collaborate live on documents.



Integrated with Microsoft Office Apps

Microsoft Teams is fully integrated with the apps that home-workers use every day, including Sharepoint, Word, Excel and PowerPoint.

With CloudCall, a customer can benefit from communications and collaboration, in the cloud, or can in part be hosted on premise if a customer has a requirement. You can leverage our professional services, pre- and post-sales technical support teams, as well as lean on our vendor knowledge and know how to assist with designing, deploying and managing implementations of CloudCall for your customers.



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