



## DATASHEET

### *Easily Provide Outsourced, Multi-Tenant & SaaS Customers a Full Range of WFO*

In today's challenging, fast-changing business environment, many companies and contact centers seek the advantages of enterprise-grade call recording and WFO without the effort and expense to build and manage the necessary infrastructure. Engage Cloud answers this need, with a solution optimized for public or private cloud deployments by contact center outsourcers, multi-tenant environments, and Software as a Service (SaaS) hosted providers.

#### **Cloud Ready, Cloud Centric**

Engage Cloud solutions are ideal for deployment over the public Internet or across a private Wide Area Network (WAN). Engage Suite's efficient architecture helps ensure cloud-based users enjoy highly responsive access, while the intuitive, Web 2.0 interface means they master operation with minimal training. Web-based centralized management streamlines server and account configuration and control.

#### **Secure, Compliant Cloud Capabilities**

Engage Cloud solutions offer the same advanced security capabilities found across TelStrat's Engage Suite Portfolio. Full support for Secure Sockets Layer (SSL/HTTPS) connections, 256-bit AES encryption, and securely partitioned resources means rock-solid client security and data integrity. Engage Cloud supports a wide variety of disaster survivability/recovery deployments. Engage Cloud solutions also form an integral part of regulatory compliance programs. From PCI DSS and HIPAA to FIPS and Sarbanes-Oxley, regulated industries can rely on TelStrat's Engage to meet their requirements.

#### **The Silver Lining for Your Cloud**

Engage Cloud lets service providers easily offer profitable business-critical call recording and WFO capabilities to the growing list of companies seeking cloud-based solutions. Engage Cloud's enterprise-grade feature set and no-compromise performance make it the key to adding a cloud-based WFO silver lining to every hosted services cloud.

## BENEFITS

- Offer your managed services customers advanced call recording and WFO solutions
- Quickly implement profitable, in-demand services to grow revenue and customer base
- Offer services across the public cloud (Internet) or private clouds (WANs) with equal ease
- Provide secure, partitioned multi-tenant resources and system access
- Control all capabilities with secure, Web-based centralized management
- Help customers satisfy regulatory and corporate standards compliance

# FEATURES

## Flexible deployment to complete your cloud

Engage Cloud readily works within your infrastructure, whether within a private cloud (WAN) environment or across the public cloud (Internet) using secure SSL/HTTPS Web connections. Engage Cloud easily scales to support thousands of cloud-centric users

## Rock-solid client security and reliability

Secure client access and partitioned resources ensure each customer's privacy and data integrity across a multi-tenant cloud. Engage Cloud also supports a wide variety of disaster survivability/recovery deployment configurations.

## Regulatory compliance ready

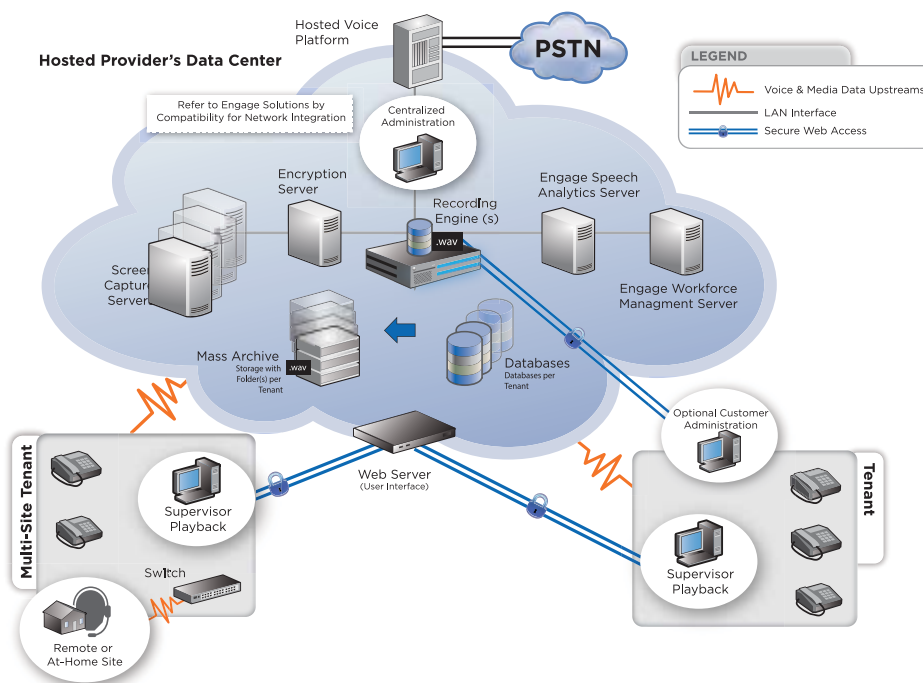
Advanced security capabilities, including end-to-end 256-bit AES encryption, secure Web connections, and recording blackout support, ensure customers can meet PCI DSS, HIPAA, FIPS, and other regulatory compliance program requirements

## Powerful cloud-based management

Web-based centralized management of all Engage Cloud capabilities and resources gives you complete control of your cloud from the cloud

## Flexible ownership options

TelStrat offers Engage Cloud solutions to hosted service providers in two ways: As one-time purchase products or through a convenient, on-premise subscription model. Both include TelStrat's industry-leading warranty and customer support



## Hosted SaaS providers and contact center outsourcers:

Contact TelStrat or your authorized Engage reseller for information on Engage Cloud purchase or subscription plans.

## End users seeking hosted call recording:

Contact TelStrat for information on an Engage Cloud provider servicing your industry.



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