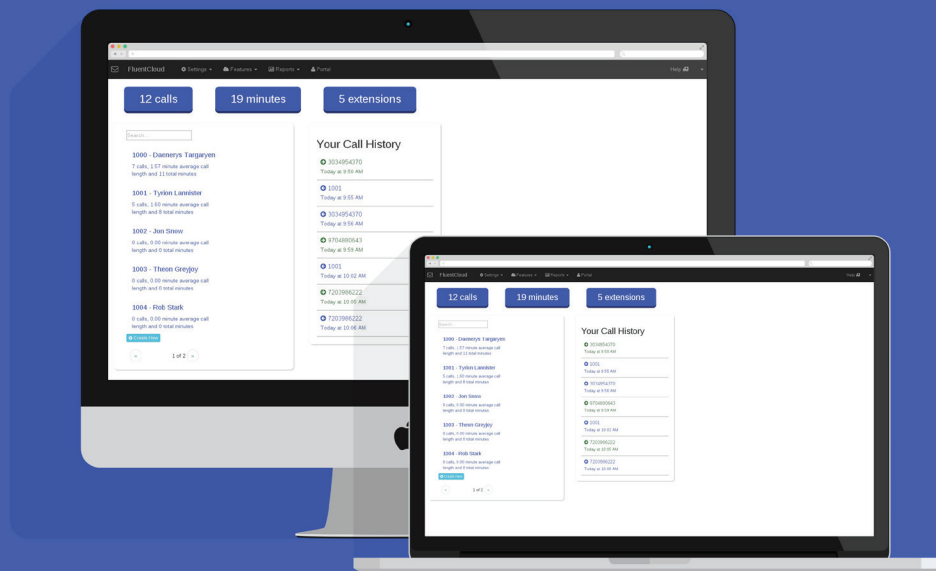# FluentStream's
My FluentCloud
Web Portal

There was a time (in the not so distant past) when making changes to your phone system was nightmare-inducing. Businesses relied on valuable employee hours spent fumbling through thick manuals to tactlessly implement even the smallest of changes to their telecommunications paths, or they spent thousands of dollars employing tech-savvy professionals who would fumble through the manuals for them. Many businesses opted to not make changes to their phone system just to avoid the hassle and cost.

FluentStream felt the need for a change in the status-quo. My FluentCloud Web Portal is a game changer. The Web Portal's intuitive interface, vast and constantly evolving controls, and accessibility from anywhere in the cloud have given businesses the control they always knew they needed but didn't know how to achieve.
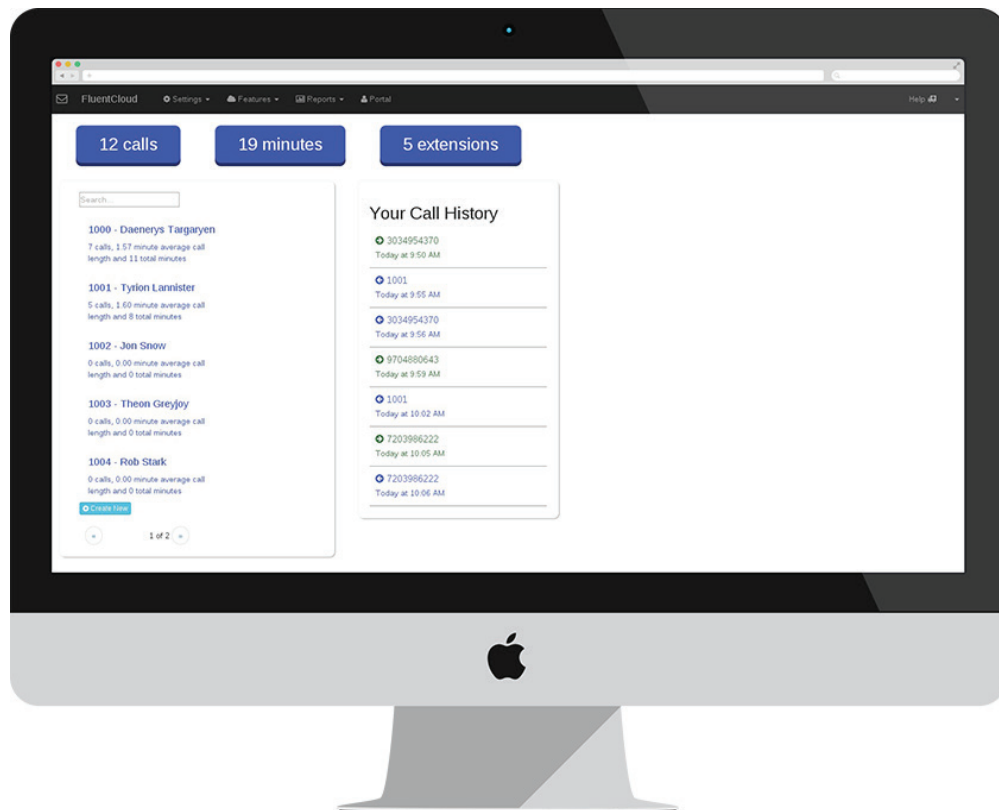
Upon logging into the My FluentCloud Web Portal, you are greeted with a wealth of information and control. Anyone that your account administrator grants access to can login and achieve one of the various levels of access.
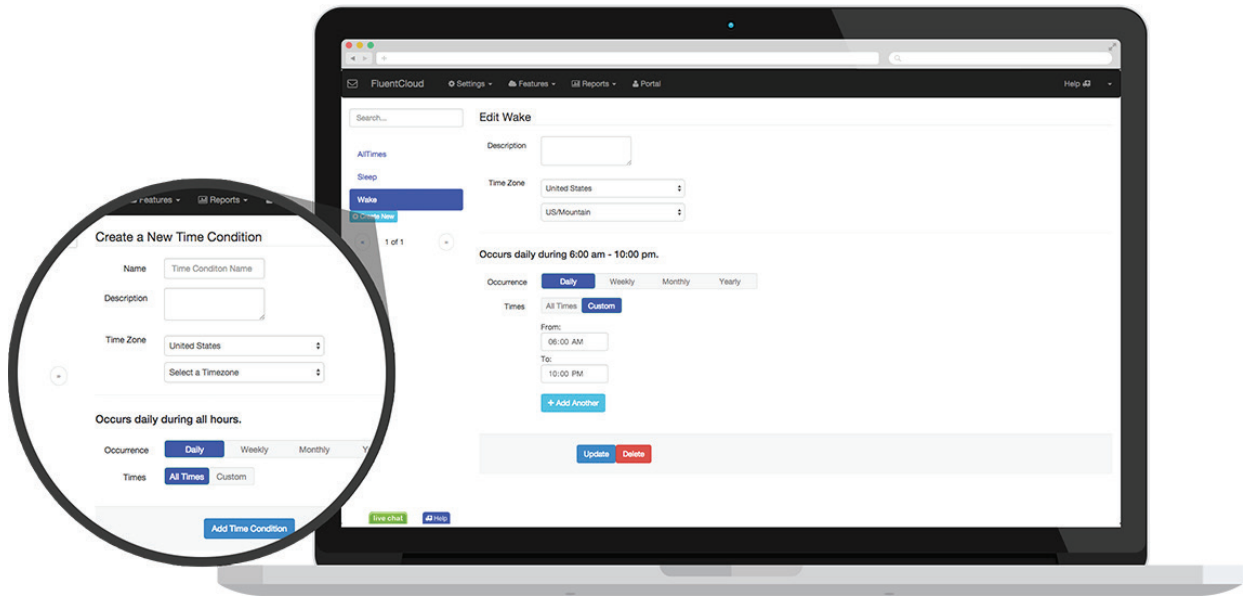
THE SOLUTIONS THAT THE PORTAL ALLOWS ARE NEVER-ENDING.
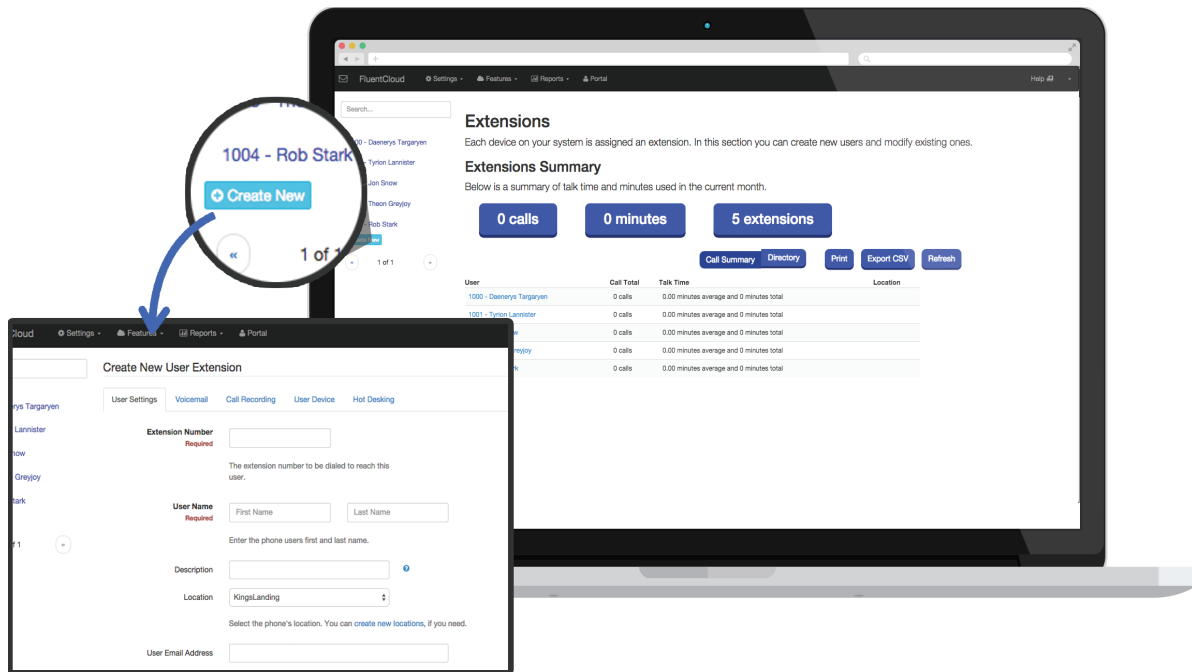
CREATE EXTENSIONS

Create new extensions as your business grows and customize settings for individual extensions.
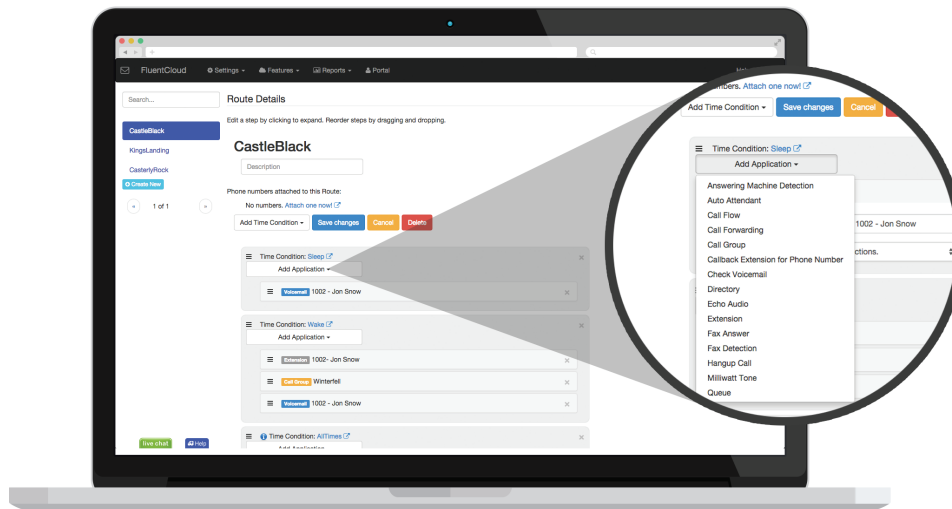

ROUTE CALLS

Control call routing to decide exactly what happens when someone calls your business. The combinations are nearly endless.

CREATE TIME CONDITIONS

Create time conditions in order to correctly route calls depending on the time that the call comes in. Assign routes for business hours, non-business hours, weekends, holidays, etc. Make adjustments to time conditions as needed.
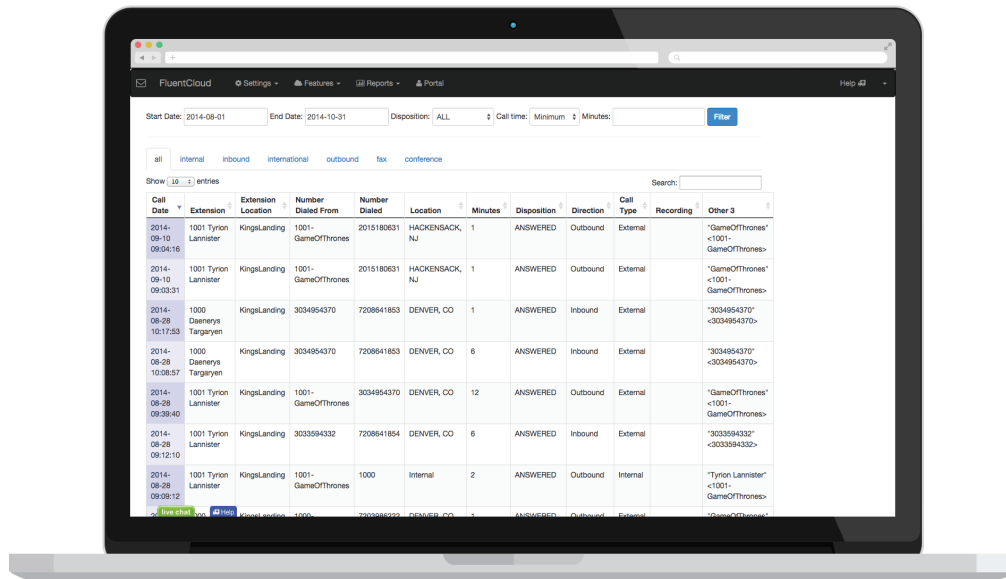
VIEW CALL DETAILS

View call detail records, which will give you a detailed history of every single inbound and outbound call on the system. Filter by date, duration, and direction, or use the search box to filter by a specific extension or phone number. You can also listen to call recordings directly from the Web Portal.
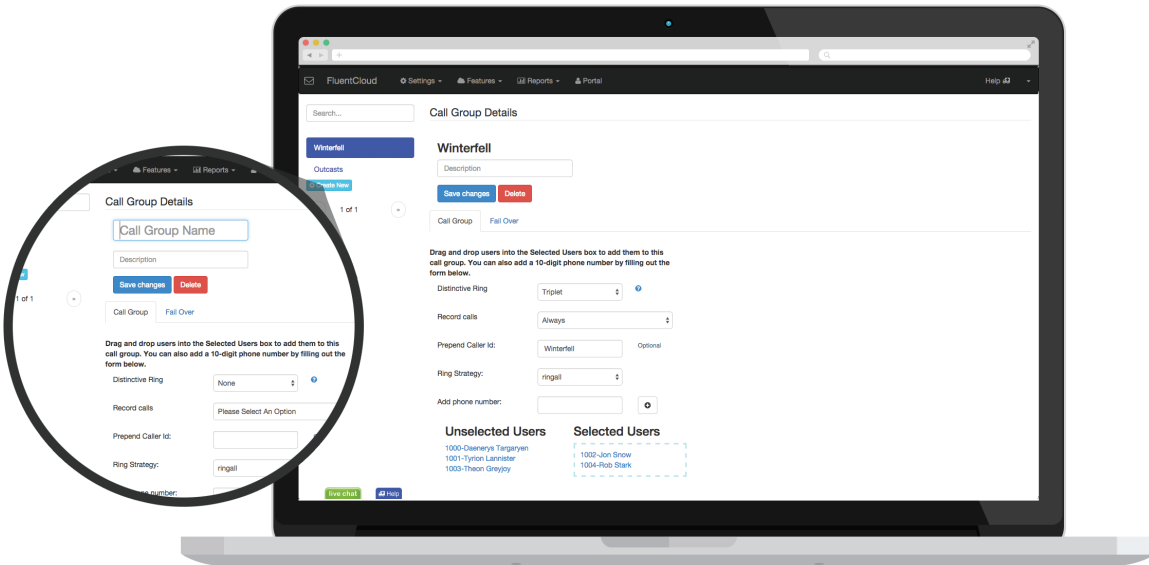
CREATE CALL GROUPS

Create and manage Call Groups that will simultaneously or sequentially ring a team of your employees' phones (sales or customer service, for example). Manage the members of the call group with simple drag-and-drop functionality.


BUILD REPORTS

Build reports that beautifully display the exact statistics you need from your queues: Total Calls, Average Talk Time, Average Hold Time, and many other metrics are available. Reports can be built over whatever time period you are interested in viewing. Schedule automated email reports with your choice of information to be delivered to your inbox.

FluentStream Technologies

www.fluentstream.com

(877) 312-6477
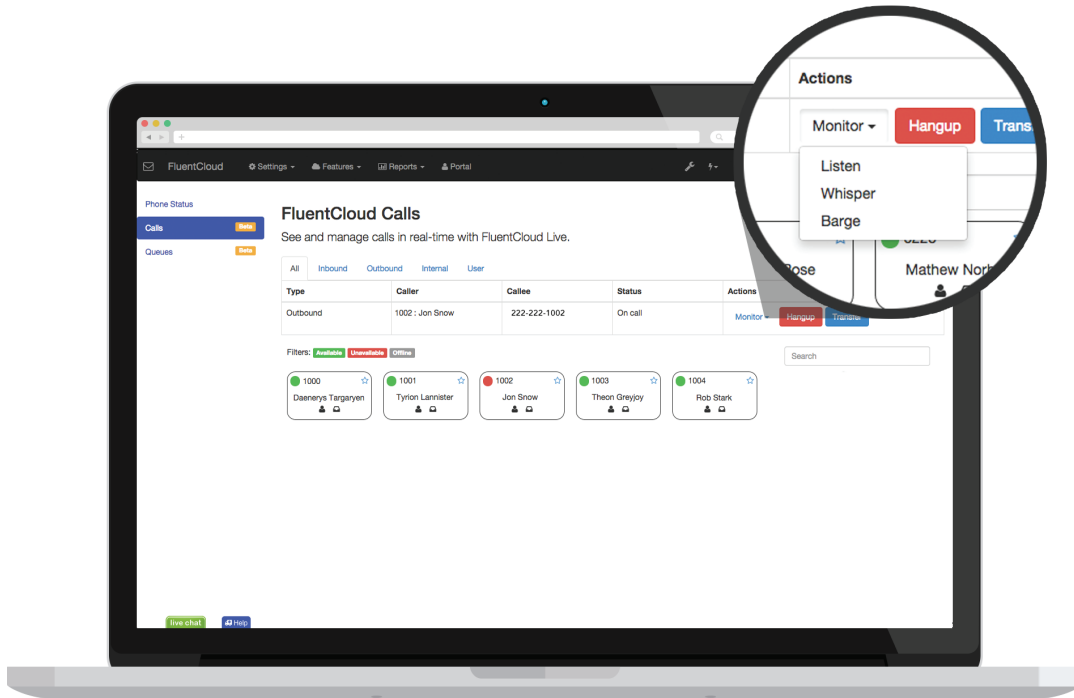
VIEW LIVE CALLS

See and manage calls and monitor queue performance and metrics in real-time with FluentCloud Live. Drag-and-drop to transfer calls to an extension or voicemail box and allow managers to monitor live calls via Listen/Whisper/Barge.
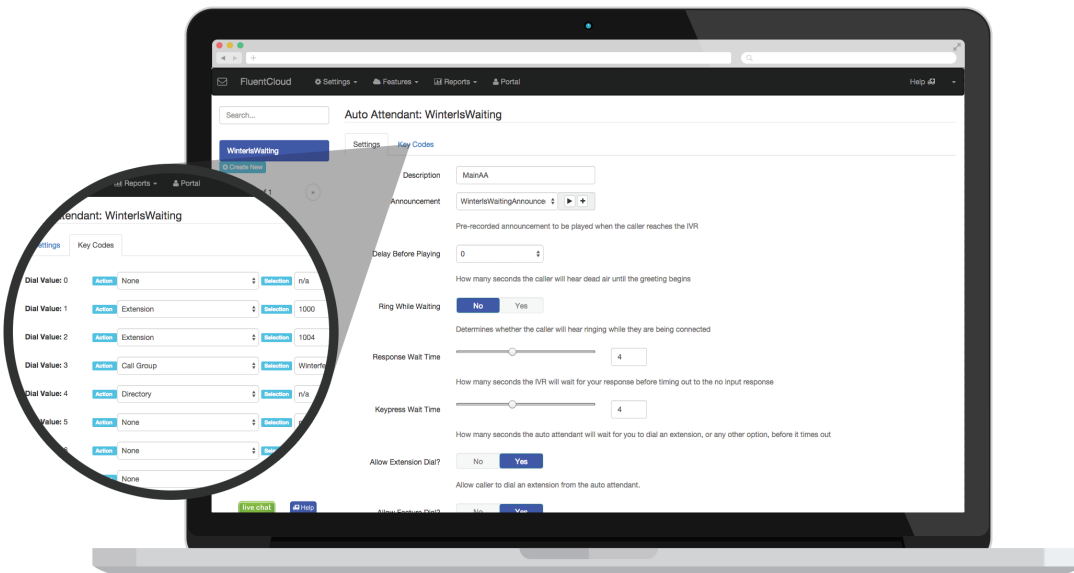

MANAGE AUTO ATTENDANTS

Create extremely flexible Auto Attendants to route callers based on options that best fit your business (Press 1 for Sales, 2 for Customer Service, or 3 for the Company Directory).

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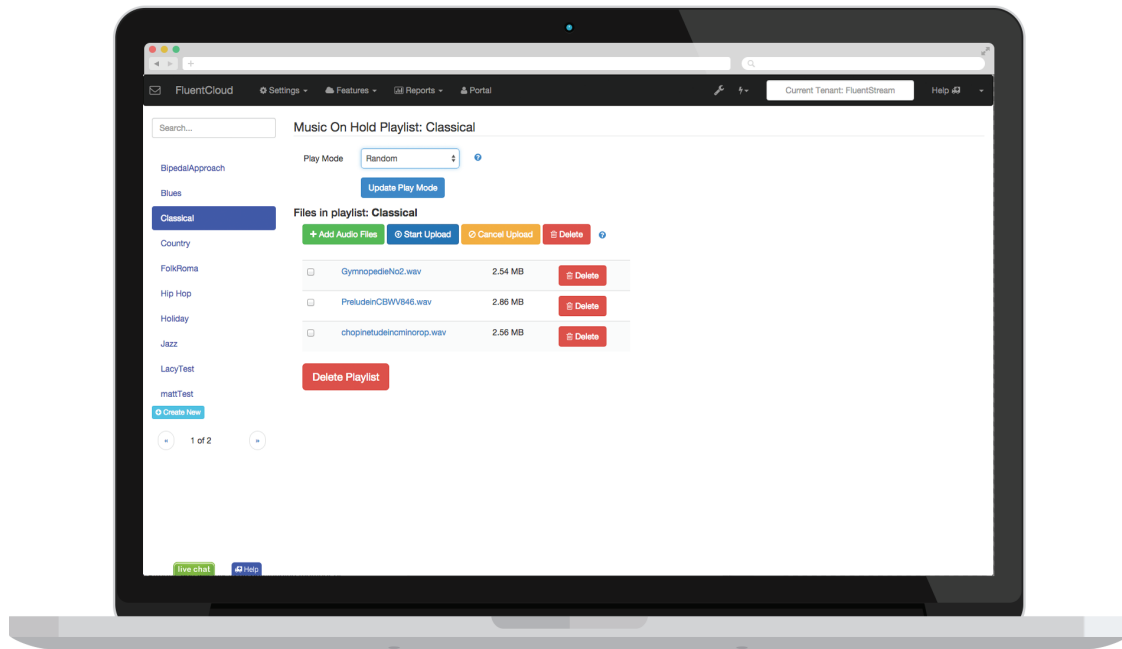
MANAGE ON-HOLD MUSIC

Manage your business's on-hold music and let your customers hear something they'll enjoy while they wait. Also, give them the information they may be waiting for with custom announcements that will play at your specified frequency during their wait.
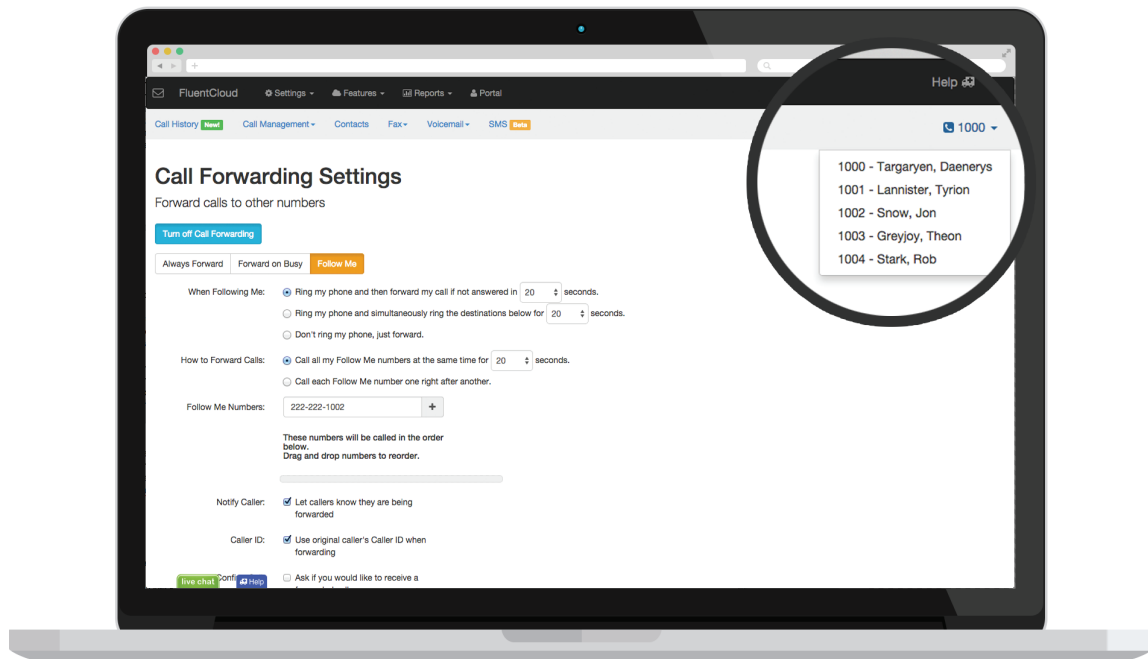
ALLOW INDIVIDUAL CONTROL

Give employees control over their own extension(s). View individual call history, customize voicemail settings, and enable our customer-favorite Find Me/Follow Me feature.

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And, you won't be using the Web Portal alone. FluentStream's 24/7/365 US-based customer service is incredible. When you call FluentStream, you will talk to an outstanding member of our Customer Experience team who is passionate about helping your business achieve your telecommunications dreams. FluentStream's team is ecstatic about showing you all that the Web Portal can do for your business and can host trainings and demonstrations whenever you desire.

Here's what our customers are saying:

"There isn't anything lacking for us in FluentStream's solution. It's all encompassing, has great support and a user-friendly portal."

- Matt Talbot, CEO/Co-founder of GoSpotCheck

"We love using FluentStream – the user portal is intuitive, time-saving, and we use it constantly for a number of things. As an administrative assistant, I can customize call forwarding, phone settings, email alerts for voicemails, and more for each team member."

- Natasha Story, Administrative Assistant, Cresa

SCHEDULE YOUR
LIVE DEMO TODAY
(877) 312-6477