

MANAGED CLOUD VOICE · MALAYSIA

A cloud contact centre for your team.

Queues, agents, wallboards and reporting — hosted in Malaysia,
connected to the SIP lines you already have.

Prepared for your team · 2026 · JomCloud, a Ceriakom Communication Sdn Bhd venture

THE RANGE

Three packages

All three run on the same managed platform. Based on what you've described, **Contact Centre** is the fit.

OFFICES

PBX

RM39 / extension / mo

A cloud phone system for your office.
Extensions, IVR, voicemail-to-email,
call recording.

RECOMMENDED FOR YOU

Contact Centre

RM49 / agent / mo

Everything in PBX, plus queues,
agent states, wallboard, SLA
reporting and supervisor tools.

OUTBOUND TEAMS

Dialer

RM149 / agent / mo

Predictive, power and preview dialing,
campaigns, lead lists, DNC and
compliance.

Contact Centre includes the whole PBX feature set — back-office staff can sit on plain extensions at RM39 while only your agents need seats.

THE CASE FOR MOVING

You can't manage a queue you can't see

Support on a plain phone system

- ✗ Callers get a busy tone or ring out — you never find out how many gave up
- ✗ No idea who's on a call, who's free, or who's away from the desk
- ✗ "How did we do last month?" is a question nobody can answer with data
- ✗ Your best agent and your newest agent get the same calls
- ✗ Supervisors can't hear a live call without standing behind someone

JomCloud Contact Centre

- ✓ Every caller is queued, told their position, and offered a callback
- ✓ A live wallboard shows queues, agents and SLA as it happens
- ✓ Abandoned calls, wait times and agent performance, reported daily
- ✓ Skills-based routing sends each call to the right person
- ✓ Listen, whisper and barge from anywhere

FULLY MANAGED

You run your business. We run the phone system.

Every package includes the operational work, not just the software licence.

- ✓ **24/7 monitoring** with alerting — we usually know before you do
- ✓ **Backups** and tested restores
- ✓ **Patching & security hardening** as part of the service
- ✓ **On-call support** from a team in Kuala Lumpur
- ✓ **99% uptime SLA**
- ✓ **Onboarding & migration** from your current system, included
- ✓ **Your own admin portal** — change routing without raising a ticket
- ✓ **No lock-in** — your numbers and your carrier stay yours

WHO YOU'D BE WORKING WITH

JomCloud

Managed cloud voice for Malaysian business — a venture of Ceriakom Communication Sdn Bhd, a licensed Malaysian telco operator.

Cyberjaya

Data centre, Malaysia

Kuala Lumpur

Support & engineering team

99%

Uptime SLA

Block A3-1-12, 1st Floor, Jalan 2/142A, Megan Phoenix, Off Jalan Cheras, 56000 Kuala Lumpur · +603 9010 2929

THE DETAIL

How the solution works

Architecture, routing, the agent and supervisor experience, reporting, and where your data sits.

ARCHITECTURE

Cloud contact centre architecture

No hardware on your premises. Agents log in from a browser or a phone, and calls arrive on the SIP lines you already have.



Multi-tenant FreeSWITCH with FusionPBX call-centre queues, plus a purpose-built web panel for your supervisors. Your queues, agents, recordings and reports are isolated from every other customer. Signalling is SIP over TLS; audio is SRTP.

HOSTING & DATA RESIDENCY

Everything stays in Malaysia

The platform runs in a Cyberjaya data centre. Your call data does not leave the country.

- ✓ **Call processing and queues** — in Cyberjaya
- ✓ **Call recordings** — stored physically in Cyberjaya
- ✓ **Call detail records and reports** — same
- ✓ Aligned with Malaysia's **PDPA 2010**

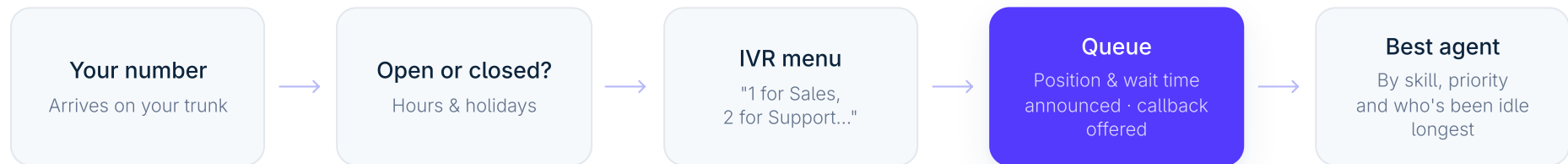
Your control over recordings

- ✓ Recording on-demand per call, or always-on across every queue
- ✓ Search, play back and download from your own panel
- ✓ Delete any recording yourself
- ✓ Default retention **90 days**, configurable to your own policy

INBOUND ROUTING

How a call reaches the right agent

Every step is yours to configure, and every step is measured.



- ✓ Ring strategies — longest-idle, round-robin, ring-all, sequential or random
- ✓ **Skills- and priority-based routing** — VIP customers or a specific language reach the right person first
- ✓ Agent tiers and levels, so calls escalate rather than sit
- ✓ Overflow rules for when a queue is busy or nobody's logged in

THE AGENT EXPERIENCE

What your agents see

A browser panel, nothing to install. An agent logs in at the start of a shift and works from one screen.

Log in & go ready

One login puts them into their queues.
No dialing in, no phone-side setup,
no supervisor doing it for them.

Set a status

Available, on-break, away — with a
reason. Breaks stop being invisible,
and the wallboard reflects it instantly.

Take the call

The call arrives with whatever the IVR
collected. Transfer, hold and
conference work as normal, and the
call is recorded.

- ✓ Agents can be on a desk phone, a softphone, or a headset with the browser panel — the queue doesn't care
- ✓ Wrap-up time after each call, so nobody gets a new call before they've finished the last one

ABANDONED CALLS

Nobody has to wait on hold

Queue callback

"Press 1 and we'll call you back — you won't lose your place."

The caller hangs up. Their position in the queue is held. When an agent frees up, the system dials them back and connects the agent.

Your abandoned-call rate drops, and your busiest hour stops being your worst hour.

While they're waiting

- ✓ **Position announcements** — "you are third in the queue"
- ✓ **Estimated wait time**, based on how the queue is actually moving
- ✓ Your own queue music and periodic messages
- ✓ Announcements in the language the caller picked at the IVR

Every abandoned call is still logged — including the ones that hang up in the first ten seconds — so you can see what you're losing.

LIVE VIEW

The wallboard

A real-time picture of the floor, on a screen on the wall or in a supervisor's browser.

7

Calls waiting

2:14

Longest wait

12 / 15

Agents available

- ✓ Calls waiting and longest wait, per queue
- ✓ Every agent's current state and how long they've been in it
- ✓ Calls answered, abandoned and in progress
- ✓ **Service level against your target**, updating live
- ✓ Average handling time and average speed of answer
- ✓ Visible to supervisors wherever they are — no need to be on the floor

What happened, and how to fix it

Reports

- ✓ **Queue reports** — volume, answered, abandoned, wait times, by hour and by day
- ✓ **Agent performance** — calls handled, talk time, break time, availability
- ✓ **SLA reports** against the target you set
- ✓ **Call detail exports** to CSV for your own analysis

Supervisor tools

- ✓ **Listen** — monitor a live call, silently
- ✓ **Whisper** — coach the agent mid-call; the customer hears nothing
- ✓ **Barge** — join the call when it needs rescuing
- ✓ Pull any recording for a one-to-one or a QA review

All three work remotely — a supervisor at home can coach an agent in the office.

REMOTE WORKING

A contact centre without a room

Agents log in from anywhere with an internet connection. Queues, routing, recording and reporting behave identically.

- ✓ Hire outside Klang Valley, or keep staff who move away
- ✓ Split shifts between office and home without changing anything
- ✓ Keep taking calls when the office is closed, flooded, or the road is out
- ✓ Supervisors see remote agents on the same wallboard as everyone else
- ✓ Listen, whisper and barge work regardless of where the agent is
- ✓ Every remote call is recorded exactly like an office call

Agents need a stable internet connection and a headset. Nothing else.

Keep the lines you already have

JomCloud is carrier-neutral. We connect to your existing SIP lines rather than replacing them — which removes most of the risk and most of the cost of a migration.

- ✓ **No number porting.** Your published support line keeps working throughout
- ✓ **No change to your call rates.** You stay on your existing carrier contract
- ✓ **No lock-in.** Works with TM MLS, TIME, Maxis or any SIP provider
- ✓ If you'd rather we supplied numbers too, we can — local Malaysian or international

One thing to check

TM **MLS** is delivered as SIP and connects to us directly, with nothing extra needed.

If any of your sites are still on legacy TM **PRI** or analog lines, that site needs a small SIP gateway to convert. It's routine and we handle it — but it's worth knowing up front rather than discovering it on cutover day.

HARDWARE & CONNECTIVITY

What you need on site

Hardware

- ✓ **Nothing mandatory.** A laptop, a browser and a USB headset is a working agent seat
- ✓ Optional IP desk phones — Yealink, Snom or Grandstream, auto-provisioning
- ✓ A PoE switch if you deploy desk phones
- ✓ A screen on the wall if you want the wallboard visible to the floor

Internet

- ✓ Roughly **100 kbps per agent on a call** — 20 agents is about 2 Mbps
- ✓ Stable latency matters more than raw speed; business fibre is comfortable
- ✓ Prioritise voice traffic on your router (QoS)

If your office drops off the internet, the queue keeps running. Calls divert to mobiles, to agents working from home, or to an out-of-hours message — automatically.

SECURITY

Security & data protection

In transit

- ✓ **SIP over TLS** — call signalling is encrypted
- ✓ **SRTP** — the audio itself is encrypted

On the platform

- ✓ **Tenant isolation** — your queues, agents, recordings and reports are separated from every other customer
- ✓ **fail2ban and IP access lists** block brute-force and toll-fraud attempts

Access

- ✓ **Role-based access** — an agent sees their own calls, a supervisor sees their queues, an admin sees everything
- ✓ Per-user credentials, revocable the moment someone leaves
- ✓ Recording access can be restricted to named supervisors

Operations

- ✓ 24/7 monitoring with alerting
- ✓ Regular patching and security hardening
- ✓ Backups with tested restores

SUMMARY

Everything included in Contact Centre

- ✓ **The complete PBX feature set** — extensions, IVR, voicemail-to-email, conferencing, fax-to-email
- ✓ Call queues with longest-idle, round-robin, ring-all and sequential strategies
- ✓ Skills- and priority-based routing, with agent tiers
- ✓ Agent login/logout and live status with reasons
- ✓ Queue announcements, position and wait-time messages, queue music
- ✓ Queue callback — callers keep their place
- ✓ Live wallboard — queues, agents, SLA, abandoned calls
- ✓ Reporting — queue, agent performance, abandoned, SLA, CDR exports
- ✓ Supervisor listen, whisper and barge
- ✓ Full call recording with self-service playback
- ✓ A self-service panel — schedules, "closed today", recordings, reports
- ✓ Hosted, monitored, backed up and supported 24/7

COST

What it costs

MONTHLY

RM49 / agent seat / month

Everything on the previous slide, per agent seat. Add or remove seats any time.

ONE-TIME

RM450 setup

Covers tenant build, trunk connection, queue and IVR configuration, agent setup and training.

Call charges

Local and overseas calls: unchanged.

We connect to your existing SIP lines, so your call charges stay with your current carrier at the rates you already have. JomCloud does not bill your call minutes.

Seats & hardware

- ✓ From **3 agent seats** upwards, with no practical maximum
- ✓ Back-office staff who don't take queue calls can sit on **RM39** PBX extensions instead
- ✓ No hardware required — desk phones optional, quoted separately or bring your own

COST COMPARISON

What actually changes on your bill

Only one line item moves. That's the point of connecting your existing lines.

UNCHANGED

Your call spend

Same carrier, same contract, same local and international rates. We don't sit in the middle of it.

UNCHANGED

Your numbers

No porting, no new support line to publish. Your published number never stops working.

THIS IS WHAT CHANGES

The contact centre

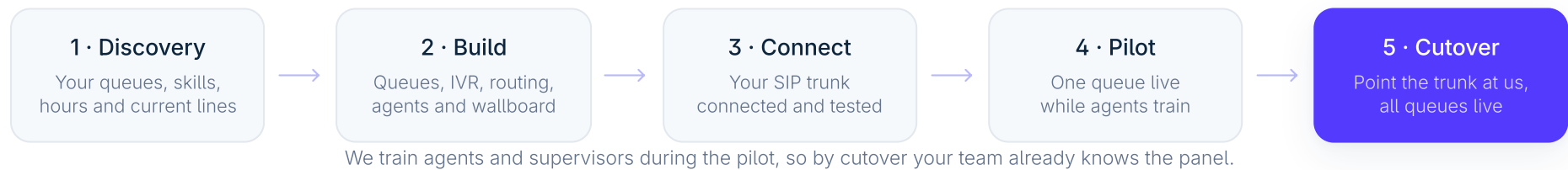
Licences, servers, maintenance and the IT time around them become **RM49 per agent per month**, fully managed.

Send us your current licensing and maintenance costs and we'll put your real numbers side by side with this before you decide.

GETTING THERE

How the migration runs

Included in the setup fee. Because there's no number porting, there's no point at which your support line is at risk.



NEXT STEP

See it running.

A 30-minute demo on a live system — bring the questions this deck didn't answer.

jomcloud.my/book.html · +603 9010 2929

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