



Customer Interaction Simplified

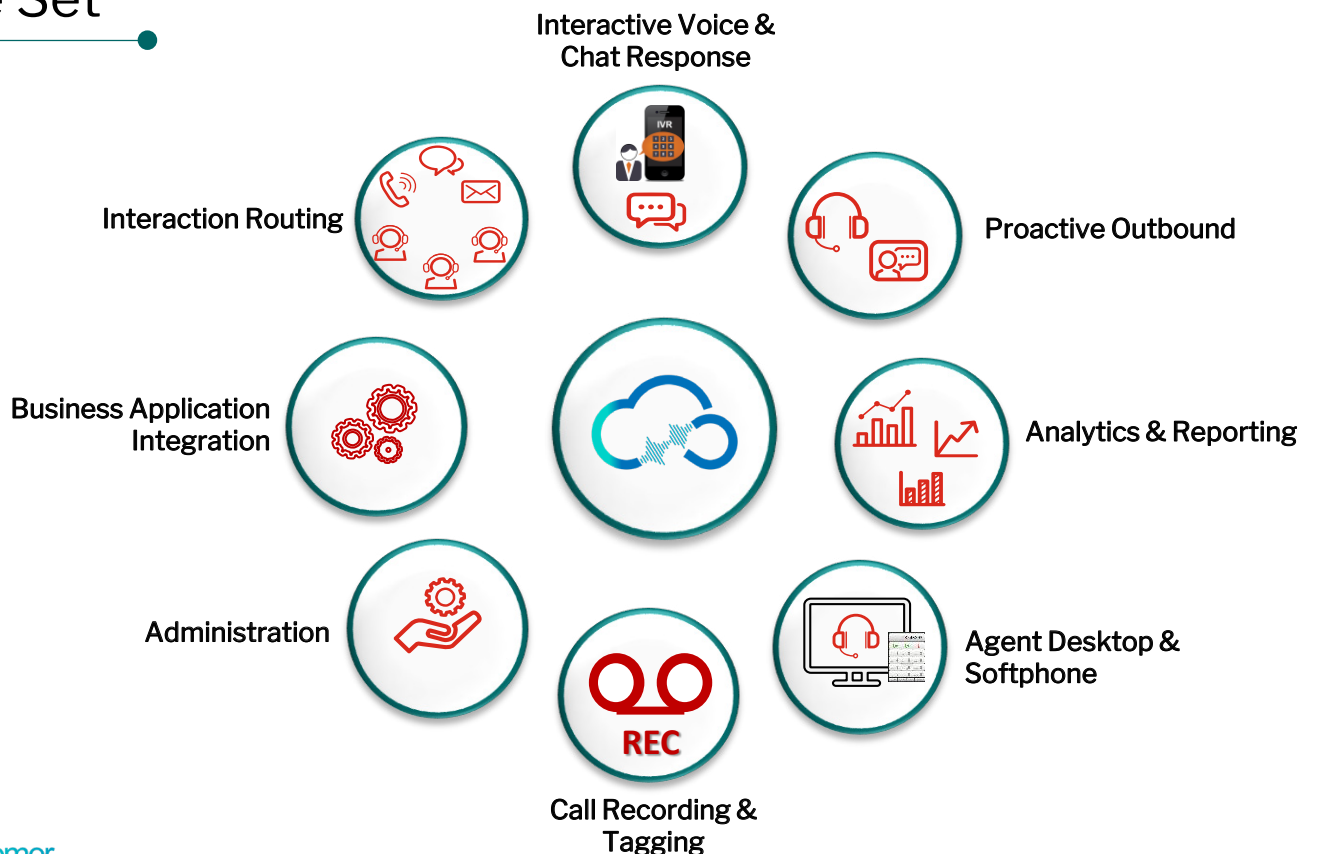


Customer Experience Cloud (CxC) is an on-premise and cloud ready contact center solution built on Carrier Grade platform that is scalable and reliable. The solution is designed to route and interconnect popular communication protocols such as audio, video, text or any other form of interaction.

This easy-to-use customer interaction solution is secure and highly available. It supports powerful agent-based services and fully integrated self-service applications, including automatic call distributor (ACD), interactive voice response (IVR), and computer telephony integration (CTI).

CXC helps deliver each of your contacts to the right agent the first time. It enables this accuracy with sophisticated business rules for inbound and outbound voice, and customer interaction management. It offers numerous agent and self-services which can scale to larger and more demanding environments.

Feature Set



Understanding Customer Pains

- Resource Optimization.
- Manual Reporting.
- Scalability of Business.
- User Experience limited due to lack of technology usage
- Mobile and Landline Manual Dialing.

CxC can help

- Increase Agent Productivity.
- Meeting Business Requirements.
- Interconnect with Mobile GSM Gateways.
- Improves Customer Experience.
- Automate Repeat Calls (IVR).

CxC Key Benefits

- Easy to deploy, use and quick to scale up
- Virtualization support reducing hardware footprint
- Feature rich inbound and outbound self-service (IVR) capability resulting in fewer agent capacity
- Analytical based management dashboard
- Leverage existing technology components
- Easy integration to business application
- Roadmap to a next generation customer engagement solution.

FAQ

Q: What sort of reports can be obtained?

A: Customized reports of agent-wise and customer-wise in any format and can be presented in any view.

Q: How can you interoperate telecom switching with legacy?

A: If analog PBX, then you can interconnect with gateway to connect with application software for dial out.

Q: What shall be the server configuration? Is this cloud enabled?

A: Yes, It is available both on premises and cloud ready. The server specification is 8 core processor, 32 GB Memory RAM and 1 TB HDD.

Q: What could be the best space for positioning?

A: Any business that is mass consumer facing where customization is flat and can be enabled with field fulfillment.

Q: Whether CXC can be installed in a single Box?

A: Yes - we can install CXC (Hardware, Software) all in a single box (ALL IN ONE BOX)

Q: How will support be provided to customers?

A: This shall be supported remote. If 24*7 is required, commercials are as applicable.

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