

PRODUCT HIGHLIGHTS

The CCXP Contact Centre Solution.



Executive Summary

CCXP offers a rich set of call centre features that can support any size organisation. Our white-labeled, multi-tenant solution delivers a highly customisable, scalable solution to fit any need, all within a partner's infrastructure.

Omnichannel

With customers expecting an immediate, responsive, and consistent customer experience, voice communications alone are no longer enough to meet customer demands.

But patching together siloed channels and integrations is costly to maintain.

That is why companies are looking for easy, powerful omnichannel technology that makes it simple for customers to engage with them - where and when its right for them.

Cloud-native solutions offer flexibility and scalability for the company while delivering conversations that are seamless, Agents become more focused and productive, with information that can be shared across the company.

Key Features

- Phone
- Email
- Chat
- SMS
- Social
- ACD with MR
- PBX
- Integrate to chatbots and AI
- Unlimited menus, queues and users
- Auto-provision phone numbers
- Callback
- Conferencing
- Audio controls to hold, consult or transfer
- Screen pops
- Agent presence and states
- Internal messaging
- Call recording
- Quality monitoring
- Silent monitor, coach and barge
- Real-time and historical reporting
- Desktop, web or mobile agent experience
- Preview dialler
- Contact management
- API-first architecture

... and hundreds more. All available to white-label in your own infrastructure.