

CCXP PRODUCT HIGHLIGHTS

Constantly exceeding expectations



EXECUTIVE SUMMARY

CCXP is an innovative & powerful CCaaS challenger, offering a unique, modern, and flexible solution.

The platform is designed to empower organizations of any size to deliver a contact center technology platform to their customers that is accessible, adaptable, and scalable without hindering innovation.

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.

We offer a rich set of call center features that can support any size organization. Our solution delivers a highly customizable, scalable solution to fit any need your organization may have.

Key features

- Phone, Email, Chat, SMS & Social
 - ACD with IVR
 - PBX
 - AI Sidekick
 - AI Insights
 - AI Autopilot
 - Unlimited menus, queues and users
 - Auto-provision phone numbers
 - Callback
 - 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
 - Custom Reports & Dashboards
 - Desktop, web or mobile agent experience
 - Preview dialer
 - Contact management
 - API-first architecture
 - Advanced Configuration via the UI
 - Powerful flowchart editor
 - Integration Modules
 - IP Whitelisting with Real-Time Monitoring.
- ... and hundreds more.