Honorably mentioned in Gartner magic Quadrant thrice in row 2015 | 2016 | 2017

Ameyo Highlights

A leading customer engagement technology company, committed to continually enhancing customer experience lifecycle across all channels.

Innovator

Most comprehensive and flexible contact center platform - leading innovator in the industry with many "firsts" to its credit

Marquee Customers

Marquee customers across end user industries – BFSI, BPO, E-commerce, Travel, Logistics and more

2000+ Brands

60+ Countries

Significant player in SAARC region – Highest year on year growth in Enterprise India market

300+ Team

300+ employees from top institutes across India led by an experienced Leadership Team – with expertise in Technology as well as Sales

AMEYO Emerge

A complete Cloud-based Call Center Software to enhance your Customer Experience

In the Age of Customer Experience
Right technology is the difference

Link between CX and business results

73% of companies with the most positive CX impact understand the link between customer experience and business results.

Providing a seamless experience

87% of customers think brands need to put more effort into providing a seamless experience

Repetition of their issues

89% of customers get frustrated having to repeat their issues to multiple representatives

An end to end Customer experience is the Key

Overcome Business Challenges with a holistic solution

Grow Your Customer Base	**Digital Sales** - Prioritized Outbound Dialing - CTI - Contextual Calling **Marketing** - Reduced Lead leakage - Quick First Response rate
Increasing Lifetime Value of customers	**Customer Engagement** - Outbound Campaigns - sms, voice blast * - Offers , rewards, Feedback
Customer Service	**Customer Service** - Inbound & Outbound - Call Forecasting Accuracy

Ameyo Emerge - Cloud Contact Center for all your needs

Voicelogger
Record interactions for quality & compliance

Knowledge base
Enhanced FCR with Agent access to Knowledge repository

IVR
Configurable Multi-level ivr with DTMF to direct queries to right agents

Dialer
- Progressive Dialer
- Preview Dialer

ACD
Balanced Query distribution irrespective of locations

Voice Blast*
Mass communication and announcements

CRM Integration

Analytics & reporting
Download key operation reports

Lead Prioritization
Sort/Filter data based on custom parameters

* Voice blast - For recurring businesses

Customer Experience in Cloud - Ameyo Emerge

Start Easy

Call Center in 24 hrs

Pay-As-You-Go

No IT Infra Costs

Scale Fast

Faster Time to Market

Increase Agents quickly

Easy Migration: Cloud-to-Premise

Hassle Free

Internal Chats

Smooth Integrations

Quality Compliance

The Ameyo Cloud Agent - Workbench

What makes us different ?

All-In-One Customer Engagement Platform with Contact Center Suite, Rapid Development Tools and pre-built Integrations enabling Business to scale faster

**Comprehensive
CC Suite**

✓ Personalization through Contact Profiles

✓ Intelligent Self Service and Interaction Routing

✓ Powerful Analytics and Reporting

**Flexible
RAD tools**

✓ Deliver Interaction Applications in Hours not months

✓ One platform – More Intelligence

✓ Easy to learn and use

**Robust
Infrastructure**

✓ High Uptime

✓ Enterprise Grade

✓ Reliable and Secure Infrastructure

Why Ameyo Emerge ?

All in One

All in one
Yet Modular

Scalable

Linear
Scalability

Multisite

Central Management with
Distributed Call Center

Configurable

One Platform – Multiple
Business Solutions

RAD Tools

Rapid Application
Development through a Low
cost resource model

Open

Zero dependency on
Third Party Licenses

Reliable

Faster Support
TAT compared to
our peers

Multi Tenant

Single Infra-Multiple
Customers

Enhanced Integration Capabilities

Seamless integration with leading third party vendors

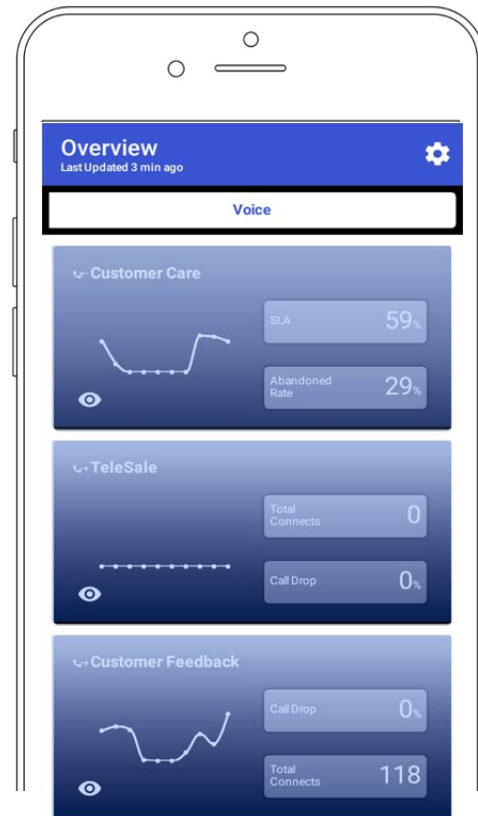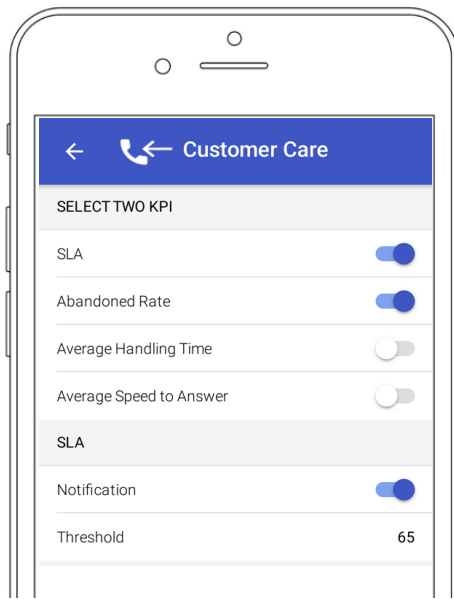# Mobile Ready :Entire operations at your Fingertips

Stay on top of your Campaign operations with Bird's Eye App.

See the Complete Picture

- A comprehensive Bird' eye view of all campaigns.
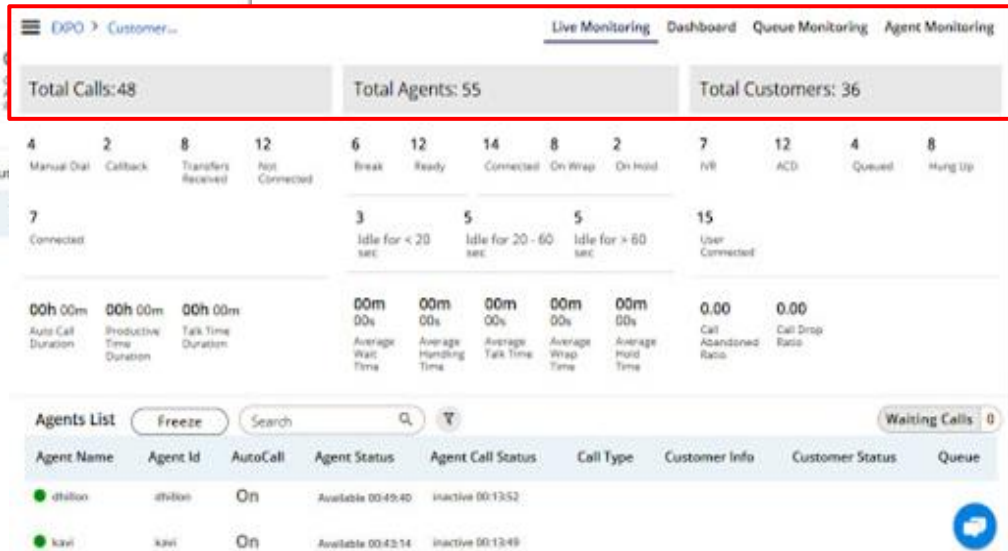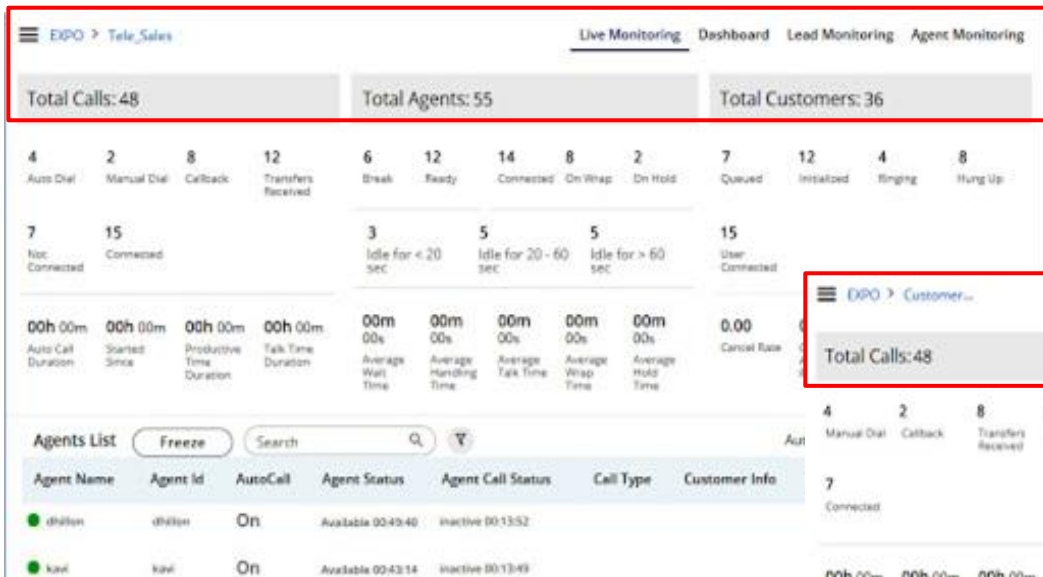- Easily spot chinks in your operations.

Track what is really important

- Customize Fields that you want to be updated on.
- Set Notification alerts for different thresholds.

Real Time Insights into Inbound & Outbound Campaign

Bifurcated Count of calls , agents and customers to make informed decisions and see trends as they develop

Take runtime resource allocation decisions

Narrow down search by filtering to the exact queue operations running on the floor

Filter search to monitor exactly " How many Agents' have their status as "Ready" **and** are "Available" to take calls **or** have "auto call off" **and** are part of queue X"

Agents List	Freeze	Search							

Customer Status
- ☑ On Hold
- ☐ On Call

Frequently Used
- ☐ On Call
- ☐ Ready

Agent Status
- ☑ Ready
- ☐ Break

Agent Call Status
- ☑ Available to take calls
- ☐ Connected
- ☑ Auto Call Off
- ☐ Wrapping Call

Queue
- ☐ Home Loan
- ☐ Savings
- ☐ Credit Card

Customer Info   Customer Status   Queue

Waiting Calls 0

One View to know your detailed Customer Outreach

Analyze Call Details, Call performance, Call distribution, Call volume trend and lead performance in one screen with a bifurcation of call dispositions
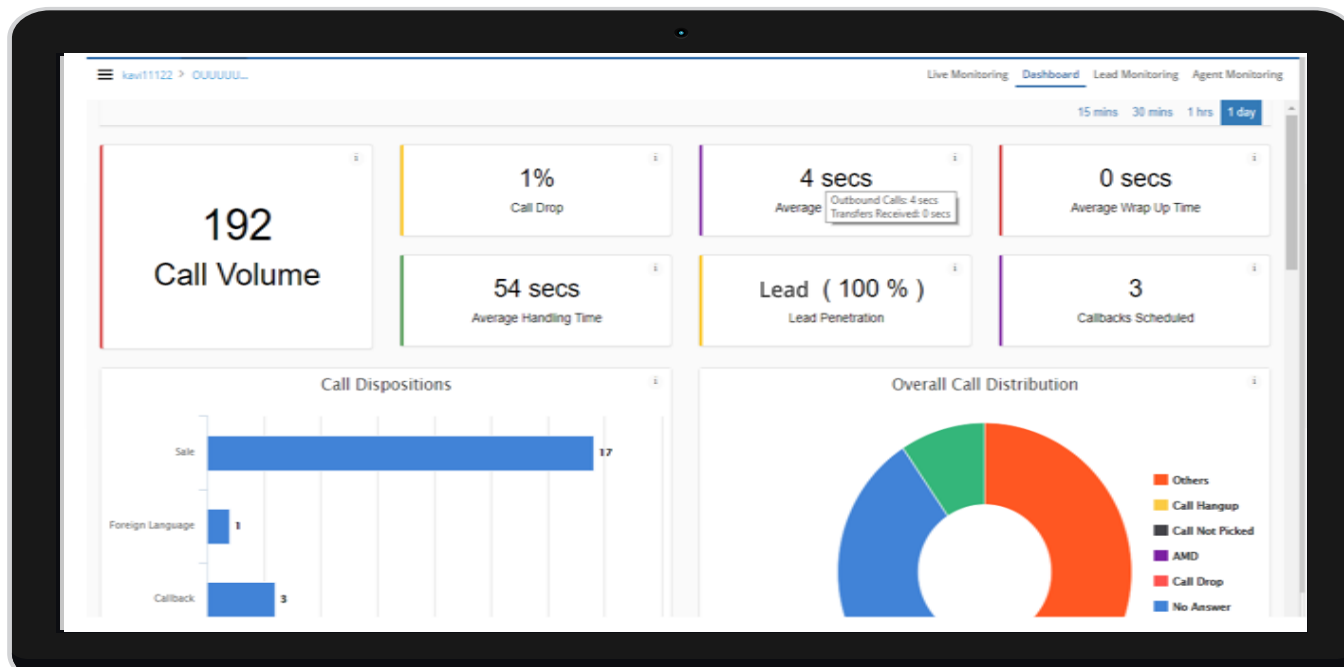
One stop view for Inbound Insights
Analyze Call Traffic with visually bifurcated call details
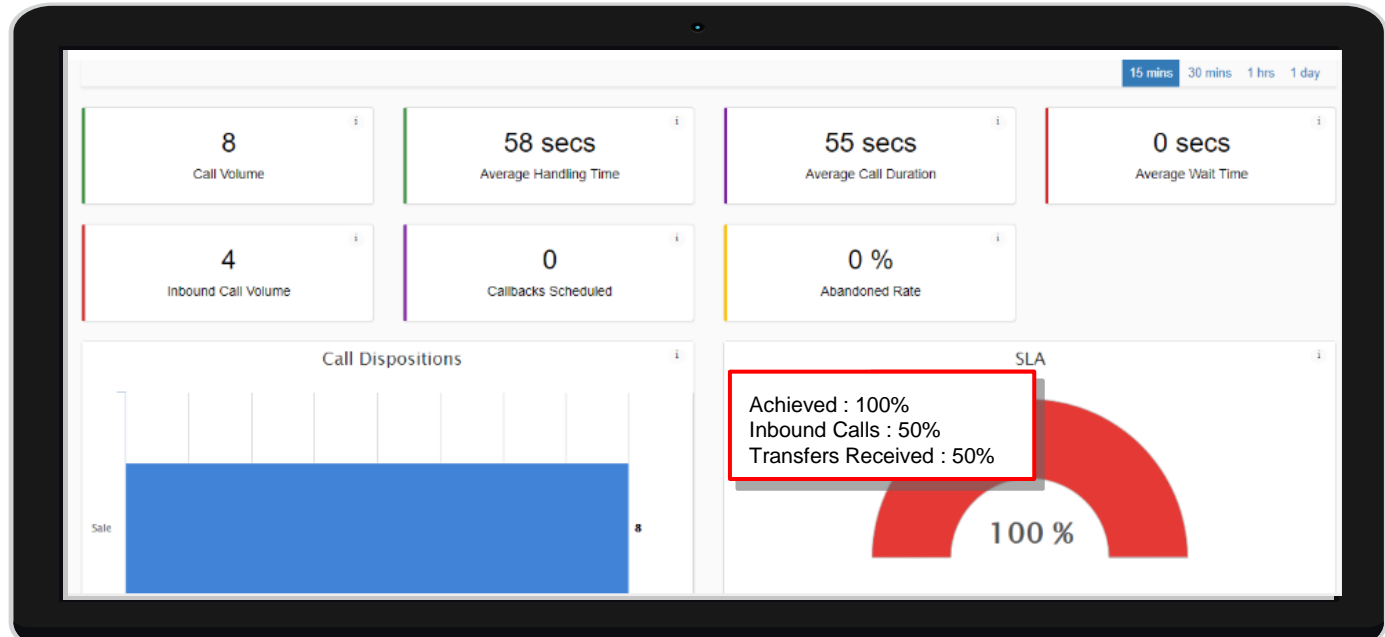
Visually monitor customer coverage intensity

Visually monitor the number of call retry attempts made by agents based on call dispositions (user dispositions and system dispositions).

Ameyo Emerge

Features

Features

Call Recording

Record Inbound and outbound calls and use them for quality and compliance - 45 days

On Call options

Multitude of contact center call features as hold, mute, transfer and call conferencing

Call waiting options

Improve Customer experience while waiting on call with features as callbacks, music and messages

Click-to-Call

Place calls directly from your Customer view, CRM or website with a click of a button*

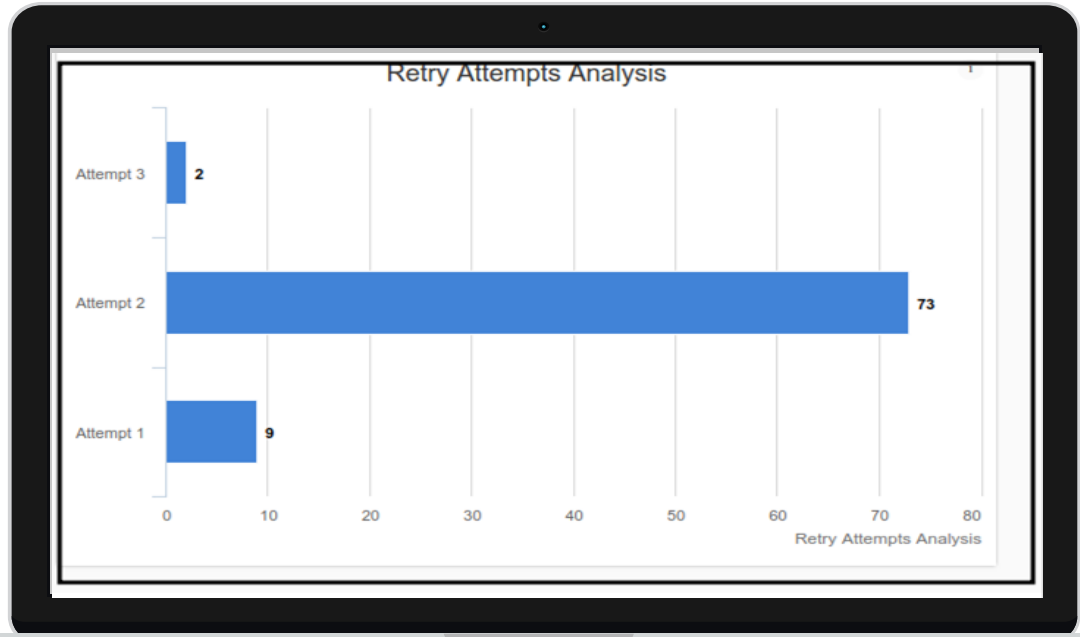**Call Disposition**

Add call summary notes and disposition codes to the call log, CRM to ensure relevant context is captured

Office hours module

Easily configure business hours & associated call routing features to suit business needs

Automatic Call Distributor

Route inbound calls to agents based on caller data, IVR selection, business hours, agent skills

Interactive Voice Response *

Easily configurable multi-level IVR to ensure each caller is directed to the right agent, team or department

Skill Based Routing

Match callers to meet most qualified Agents to increase customer satisfaction & FCR

* No Standalone IVR
*Voice blasts only for recurring businesses

Features - Continued..

Quality Monitoring

Monitor Agents by reviewing call records and score their performance

Configurable Hold Music

Configure hold music in HIndi / english while customers wait for an Agent

Forced Logins

Configurable forced login behavior for already logged in agents

Enhanced Skill Routing

Enhance existing skill based routing with the provision of a smart scheduler to identify longest idle agents correctly

Blacklisting & DNC Management

Enable Agents to add unwanted callers to do not call lists and also verify with DNC india before calling

Dispose & Dial

Handle immediate call backs in cases of call disconnects or map multiple phone interactions to the same contact in case a contact requests for callback on a different number

Missed Call Solutions

Create campaigns based on missed call service in for marketing, feedback, acknowledgement

Number Masking

Masked customer phone numbers from Analyst and Agent on Conference, Transfer , Dispose and Dial interface, Browser notifications and Voicelog file names

Knowledge Base

Knowledge repository with intelligent search to empower Agents with on spot customer query resolution

Features - Continued..

Peak Hour Control

Better manage call volumes in peak hours by putting Agent call setting as Auto-on

Agent Self Monitoring

An agent can monitor own performance with total login time, breaks by time period, actual breaks taken vs breaks allowed in one view

User Collaboration

Ameyo Agents & Supervisors will be able to internally collaborate with one another over voice

Administrator Role

Ameyo administrator will have access to the basic privileges of creating users, Configuring Call Dispositions, Exclusion handling, Skill creation

Dialer Notifications

Supervisors will receive error notifications whenever the system detects that dialing is impacted

Browser Notifications

Agents/Supervisor will get a chrome notification for an incoming call/chat session, so they are alerted of any incoming interaction

Disposition based Retry

Modify call retry settings on campaign level based on user disposition and system disposition

Multi Campaign Supervision

Monitor multiple campaigns at one time with support of multiple tab supervision(Maximum 5 campaigns)

Supervisor As Agent

Able to login into multiple campaigns when the Supervisor works as an agent

Awards & Recognition

2016 & 2015
Frost & Sullivan Asia Pacific Contact Center Customer Value Enhancement Award

Ameyo received an honorable mention thrice in the Gartner Magic Quadrant' 2017, 2016 2015 in the Contact Center Infrastructure (CCI)

Gartner Features Ameyo among the Top 10 Contact Center Solution Providers in the APAC region for 2015

Winner of TMC Labs Innovation Award, 2015 - Customer Magazine

TMC has named Ameyo as a 2015 CUSTOMER Contact Center Technology Award winner fourth consecutive year.

Ameyo features in "The Gartner CRM Vendor Guide, 2015" in the Contact Center Infrastructure

2017 Markets and Markets Micro Quadrant for Contact Center Infrastructure Emerging Companies

Top 8 communication platforms in Unified Communications (UC) according to NASSCOM Product Excellence Matrix.

Awards of previous Years

Proven Track Record

1600+ Customers   60+ Countries   65+ Partners   300+ People

Forward looking Enterprise IT Ops love us

Largest DevOps Teams already Love us

The world Loves us

Ameyo is a Market Leader in Consumer Tech Contact Centers
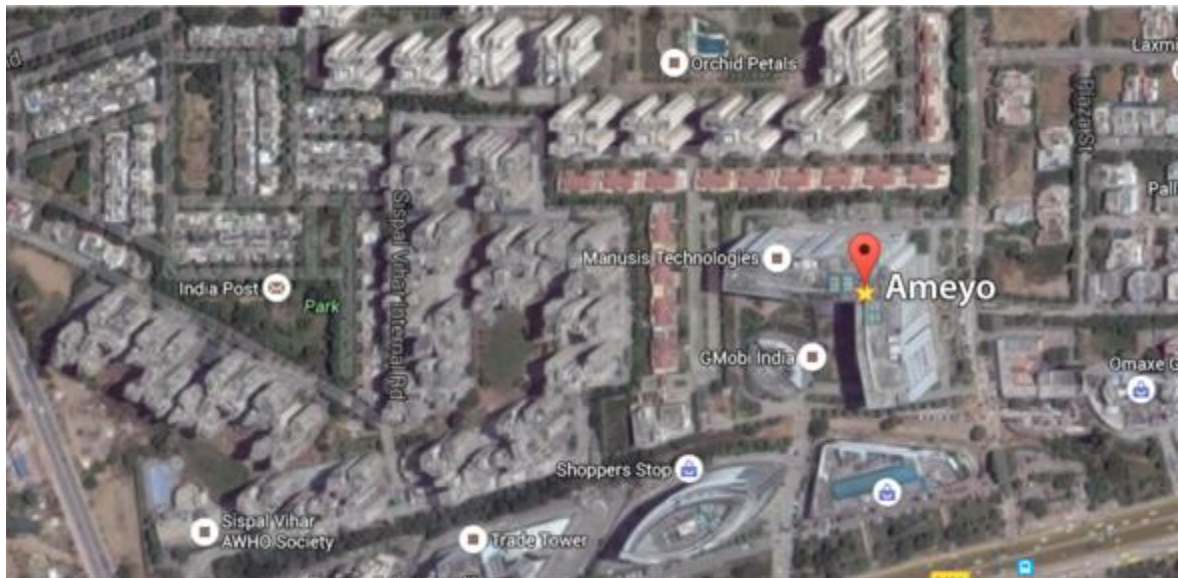
Our Valuable Customers

Marquee Emerge customers

TATA

rivigo — MAKING LOGISTICS HUMAN

DRIVEU

LENDINGKA₹T — Think Cash, Think Lendingkart Group!

Royal Bank of Scotland

CE

UC UrbanClap

Piramal

droom

MALABAR GOLD & DIAMONDS

Creditexchange

RELIGARE — Values that bind

Edelweiss — Ideas create, values protect

holisol — Supply Chain Management

ZipGo — Commute Smarter

Experis IT — ManpowerGroup

TIMES INTERNET

MYNTRA

UBER

ResMed

oravel — every stay is a new story

GROFERS

ZEFO

PHILIPS

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