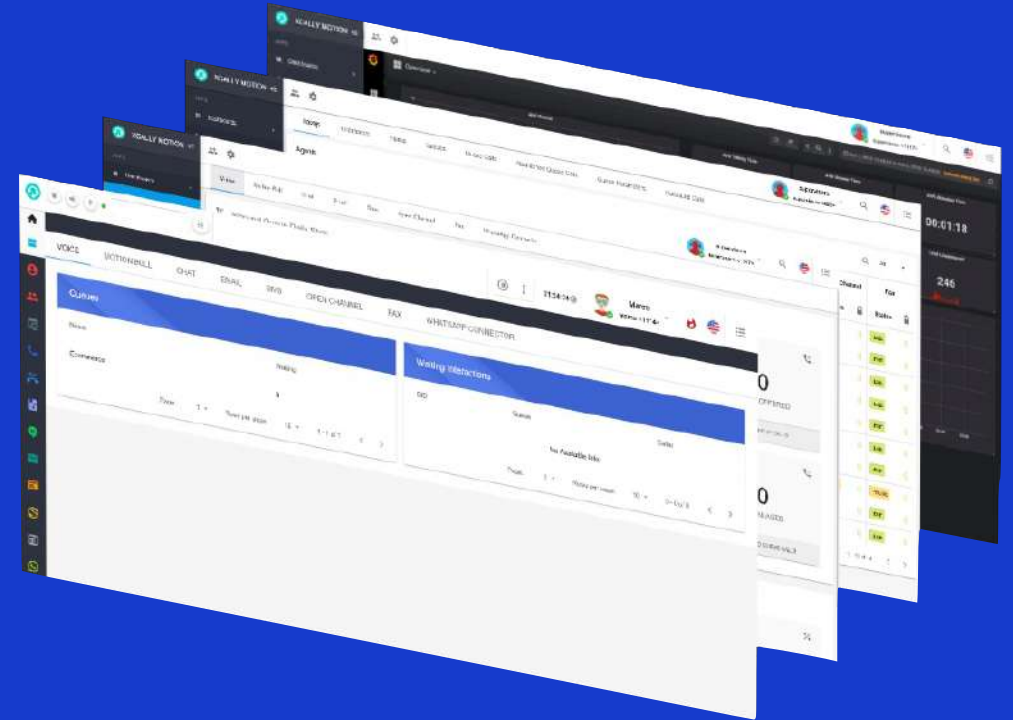




AI DRIVEN
OMNICHANNEL
CONTACT CENTER
SOFTWARE

xcally

XCALLY is the AI-driven omnichannel software which allows companies to manage the relationship with customers in a simple and effective way through all channels.



VOICE



SMS



EMAIL



SOCIAL

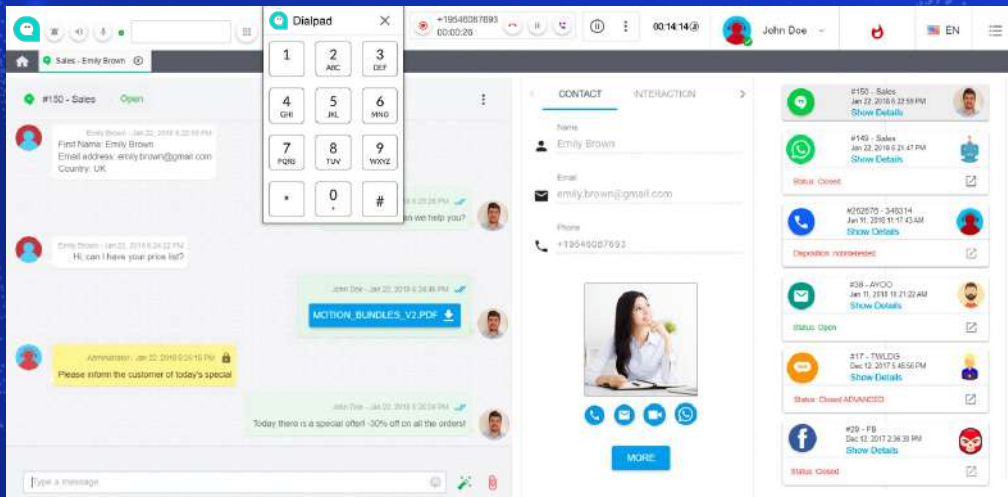


INSTANT
MSG



VIDEO

End-to-end customer care experience solution



- ✓ Offer smooth experiences across all channels
- ✓ Speed up processes and improve performance
- ✓ Keep track of activities and volumes
- ✓ Guarantee the continuity of the service
- ✓ Utilize AI to automatize service tasks
- ✓ Optimize agent performance with advanced routing capabilities
- ✓ Gain insights needed to identify upselling opportunities

COMPANY OVERVIEW

Quality. Scale. Technology.

Present in

+60
countries

Used by

+30
users

Distributed by

+30K
partners



answerNet



Adecco

() names.co.uk



Kreiss



ENEGAN
LUCE • GAS • TEG

babyshop



NWG ENERGIA
EMERGENCY
RINNOVABILE

JUMIA

AKWA
GROUP

SYNLAB



BAEHR



doktor24

habitissimo

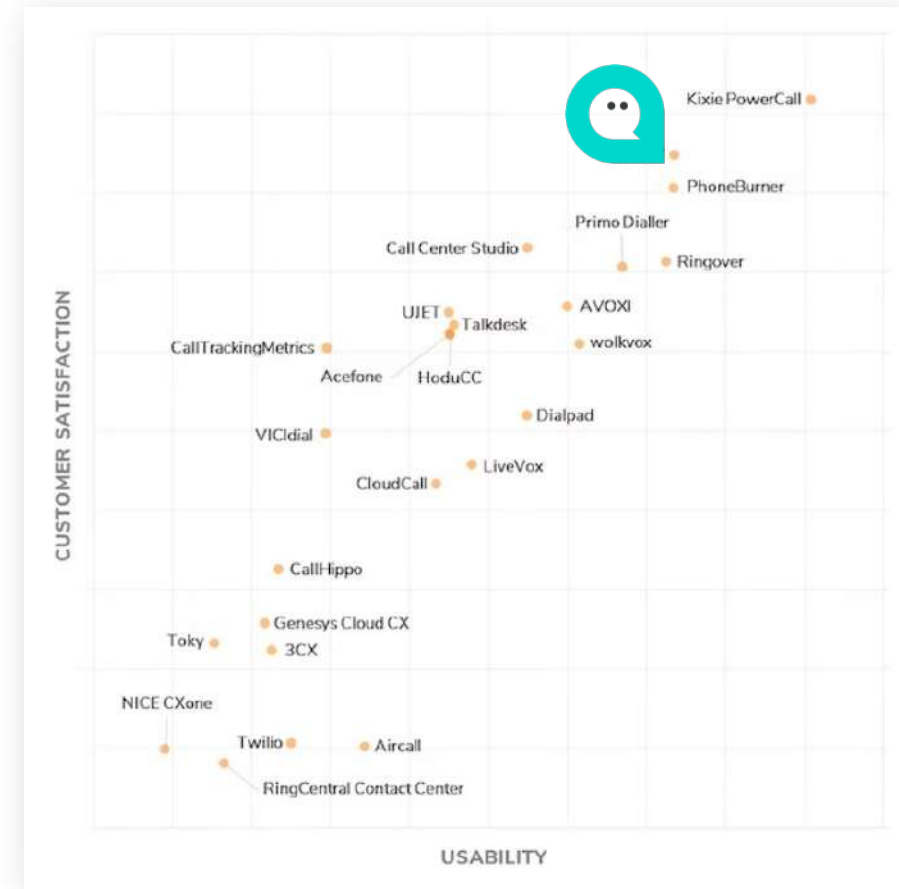
Partners

COMPANY OVERVIEW

Powerful. Intuitive. Customized.



XCALLY is a great solution for our business. It helps to track our customers desires and feedbacks in realtime. Thus we improve customers experience easily and efficiently. We have raise customer satisfaction and have increase the number of new customers and retain the old ones.



Gartner®

Why customers choose XCALLY



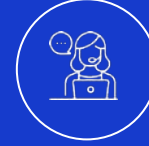
Simple, practical and intuitive interface



High customization of reports and dashboards



Scalability and growth based on business needs



Support service



AI-driven solution



Limitless integrations with other technologies



No technical software maintenance required



Versatile and quickly deployable software

Customers results with XCALLY

- Meet SLAs
- Enhance customer satisfaction
- Increase agent productivity
- Improve performance in managing requests
- Reduce costs



XCALLY Ecosystem: structure and architecture

XCALLY ECOSYSTEM

XCALLY Architecture

Architecture XCALLY Motion V3 is the innovative solution that integrates Asterisk™ 18.x with the Motion technologies.

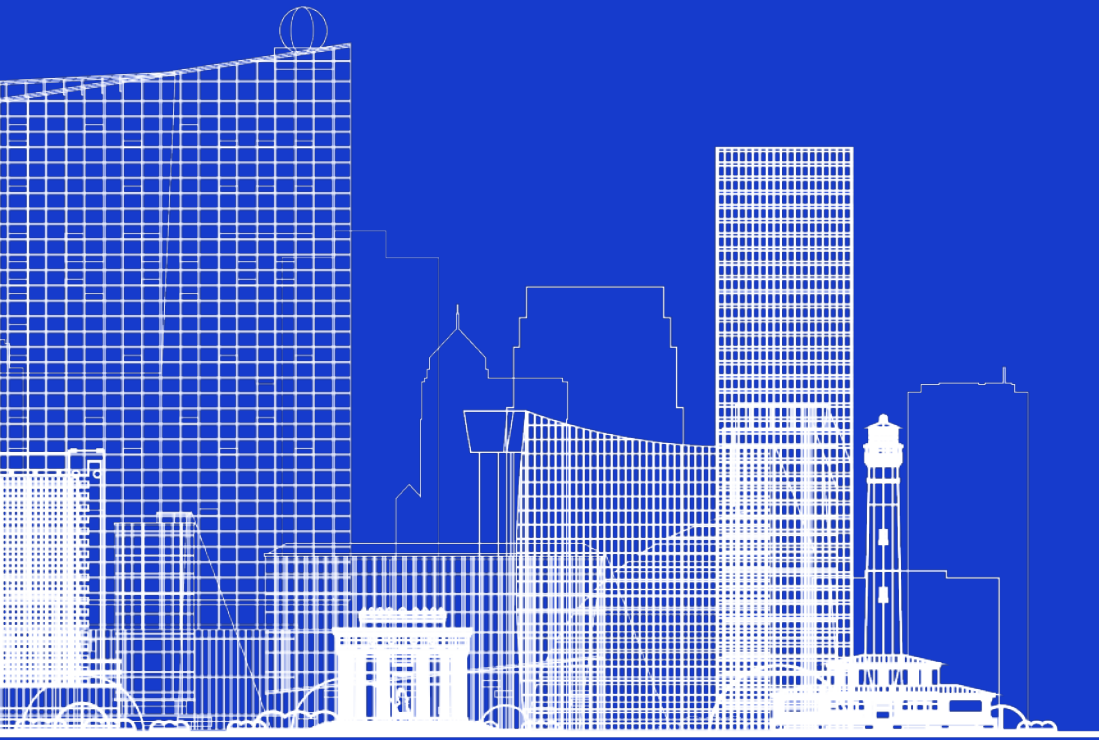
The Solution is based on a scalable multi-process asynchronous architecture to provide the best user experience on both the customer service agent and supervisor side.

Server-Side Requirements

XCALLY Motion can be deployed on a dedicated on-premise server, virtual machine or on the cloud.

Operating System

Debian GNU/Linux 11 "Bullseye"



Who takes care of the interactions?



AGENT

WHAT IS IT ABLE TO DO WITH XCALLY?

The Agent manages interactions with customers.

BENEFIT

- Workflow fluidity
- A single interface for managing all interactions
- Collaboration between agents to solve customer requests



ADMIN

WHAT IS IT ABLE TO DO WITH XCALLY?

The Admin Configures XCALLY, defines agent activities, monitors and ensures operations.

BENEFIT

- Efficient management of operation processes through advanced data and reporting
- Responsiveness and proactivity in resolving critical issues



SUPERVISOR

WHAT IS IT ABLE TO DO WITH XCALLY?

Supervisor configures workflows, monitors performance.

BENEFIT

- Real-time monitoring of agent performance
- Easily manage queues and response rates.

OMNICHANNEL ENGAGEMENT

- Voce
- Email
- SMS
- Chat
- Social (Facebook, Instagram)
- Video
- API Open Channel

WORKFLOW MANAGMENT

- Unified agent desktop
- Scripting tool
- Customer Journey
- IVR Designer
- Trigger & Automation
- Auto Dialer
- Messenger

ANALYTICS & REPORT

- Customised dashboard
- Analytics & Report
- Real time monitoring

INTEGRATION

- CRM
- Ticketing
- Bots
- AST e TTS

PLUGIN & ADD-ON

- Whatsapp connector
- Microsoft Teams Connector
- Sentiment Analysis
- Availability App
- Queue Manager
- Data Retention
- PBX extensions
- Extra IVR Channels
- Extra Chat Session
- WEBrtc
- Screen Recording
- Basic & Advanced Video
- User Accounts

Omnichannel engagement: connect with customers and engage proactively

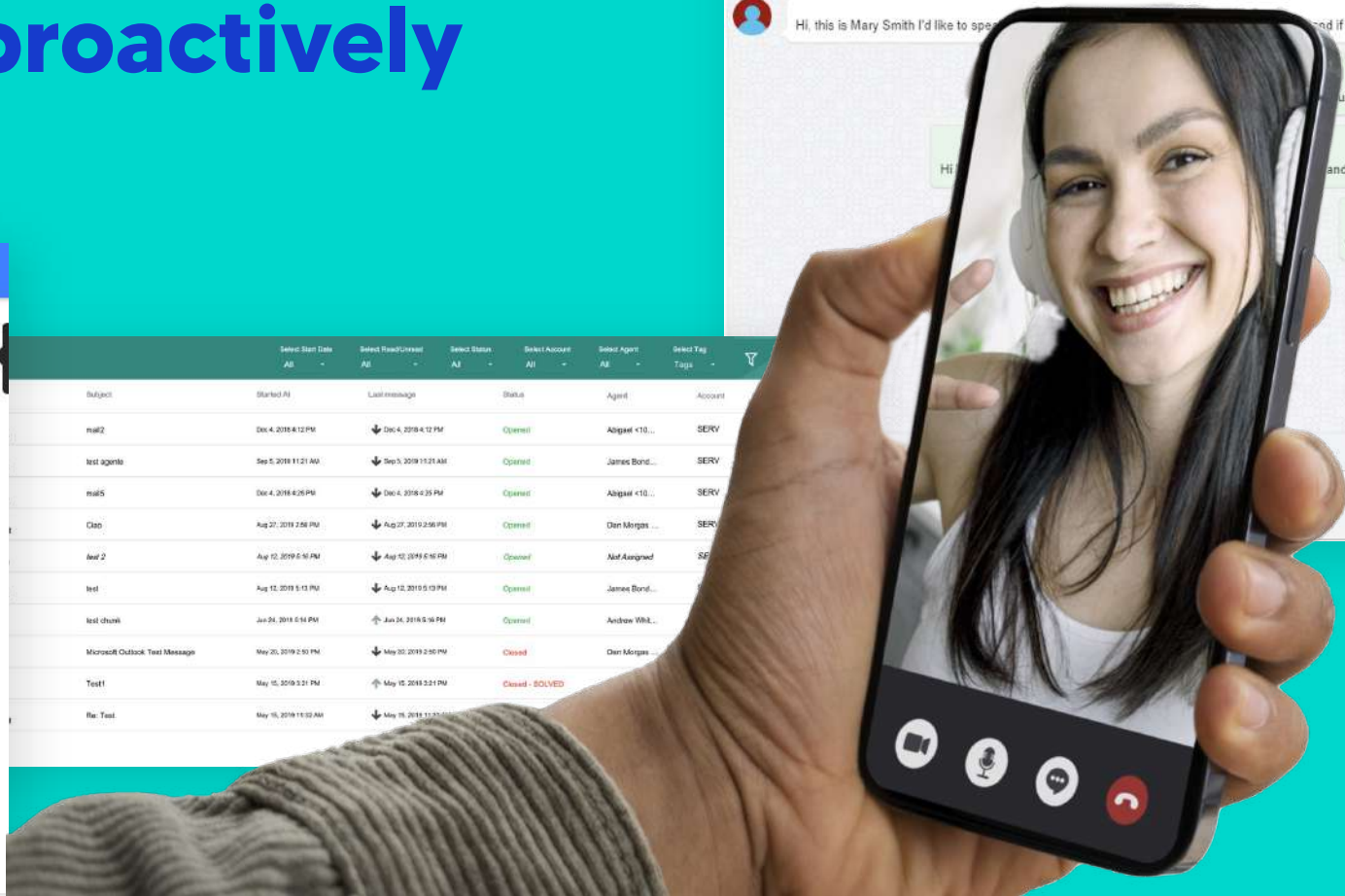
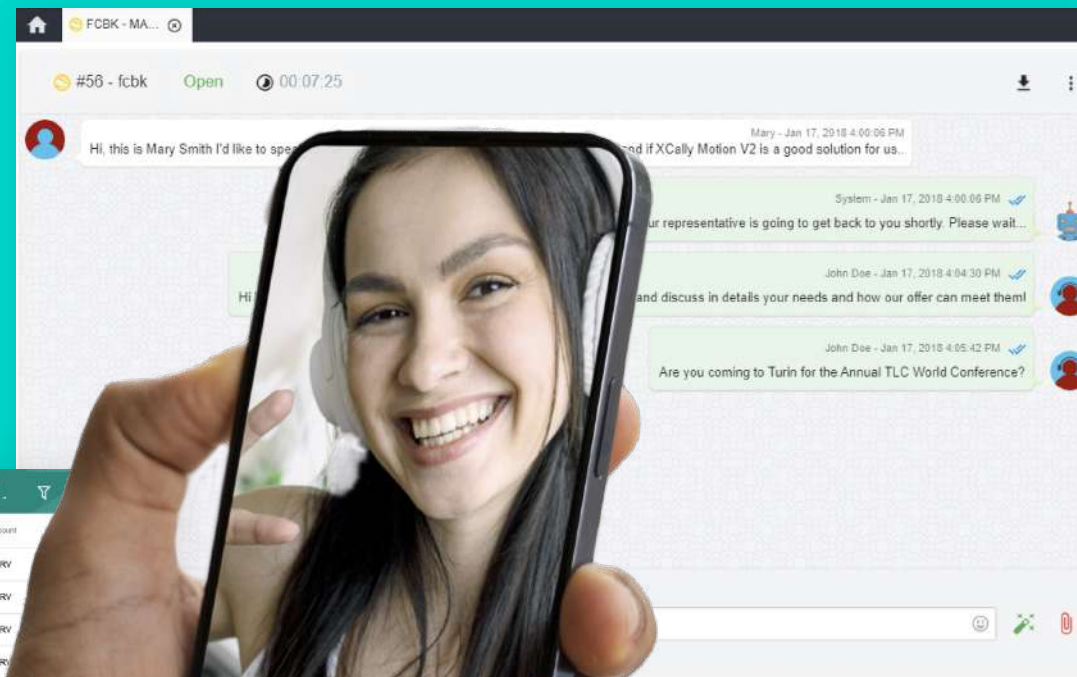
XCally Motion ⚙️ ✕

Hi, this is Mary Smith I'd like to speak to somebody working in Sales dept in order to understand if XCally Motion V2 is a good solution for us..

Thank you for your request...
Our representative is going to get back to you shortly.
Please wait...

Hi Mary, I'm glad you consider our proposal! I would like to meet you and

Subject	Starred	Last message	Status	Agent	Account
mail2	Dec 4, 2018 4:12 PM	Dec 4, 2018 4:12 PM	Open	Ahgeat <10...	SERY
test agents	Sep 5, 2018 11:21 AM	Sep 5, 2018 11:21 AM	Open	Jamie Bond...	SERY
mail5	Dec 4, 2018 4:26 PM	Dec 4, 2018 4:26 PM	Open	Ahgeat <10...	SERY
Clad	Aug 27, 2018 2:58 PM	Aug 27, 2018 2:58 PM	Open	Den Morgan...	SERY
mail 2	Aug 12, 2018 6:46 PM	Aug 12, 2018 6:46 PM	Open	Naf Aaragrad	SE
test	Aug 12, 2018 5:13 PM	Aug 12, 2018 5:13 PM	Open	Jamie Bond...	
test chunk	Jun 24, 2018 6:14 PM	Jun 24, 2018 6:14 PM	Open	Andrew Whit...	
Microsoft Outlook Test Message	May 25, 2018 2:50 PM	May 25, 2018 2:50 PM	Closed	Den Morgan...	
Test1	May 15, 2018 3:21 PM	May 15, 2018 3:21 PM	Closed - SOLVED		
Re: Test	May 18, 2018 11:52 AM	May 18, 2018 11:52 AM			



OMNICHANNEL ENGAGEMENT

- One platform for managing all channels
- Possibility to add any communication channel with the Open Channel API tool



VOICE



SMS



EMAIL



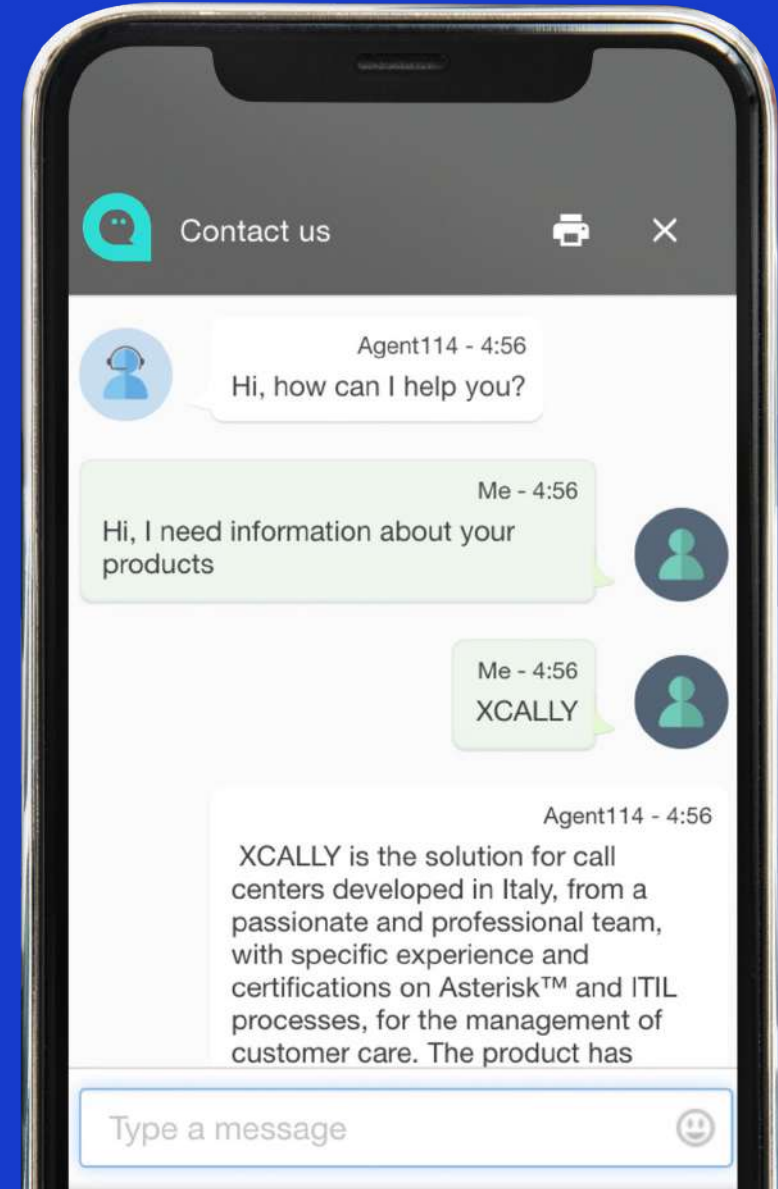
SOCIAL



INSTANT
MSG



VIDEO



WORKFLOW MANAGEMENT

Workflow management: manage processes in a simple and intuitive way

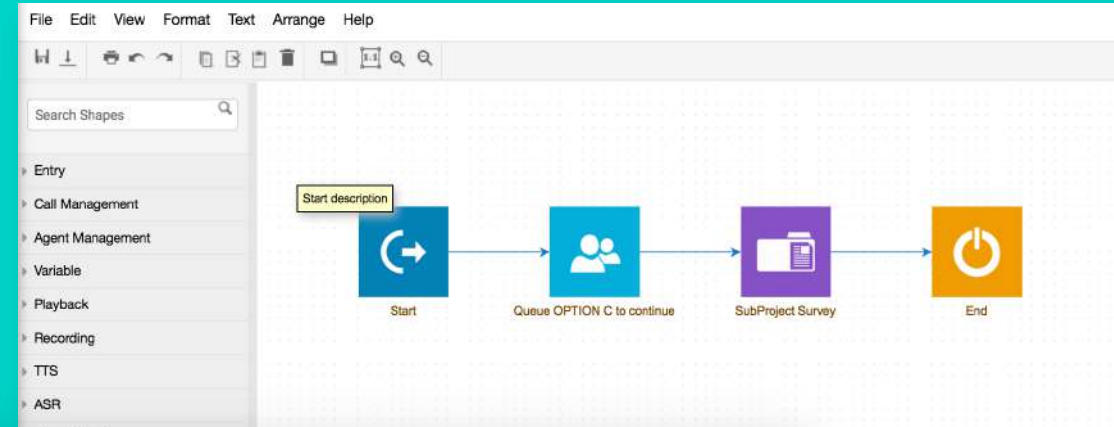
Agents

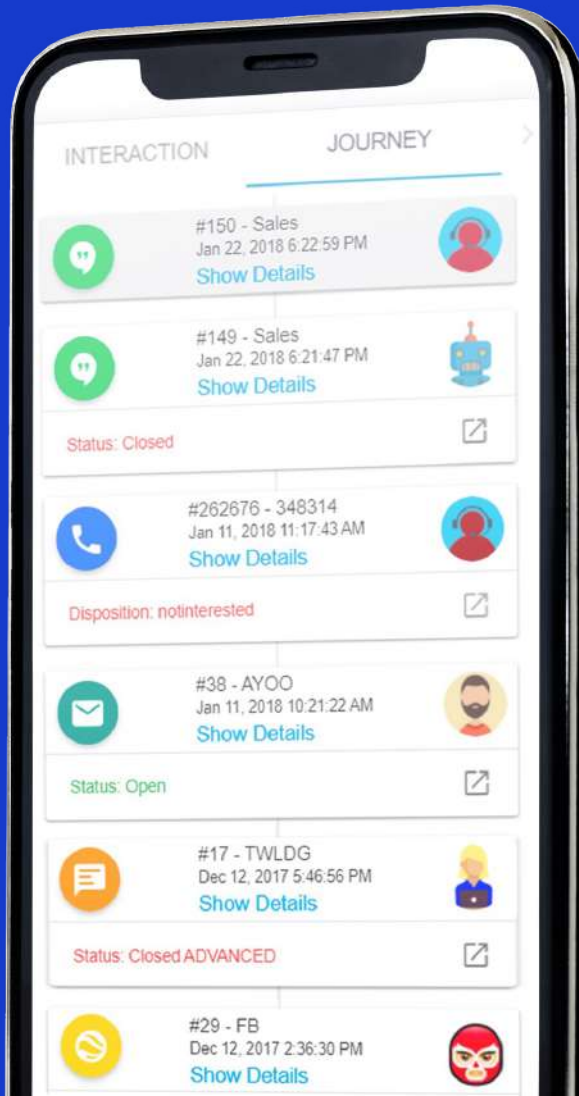
Agents

Name ↑	Status	Login time	Pause time	Status	Info	Status	Status	Status	Status	Status	Status
Dan Mai 1013	IDLE	06e		UNAVAILABLE		IDLE	0				
Olienhara 1132	IDLE	01:11:47		IDLE		IDLE	0				
Mary Lion 1159	BUSY	00:01:19		TALKING	1159 00:00:13	IDLE	0				
glanfu3 1176	BUSY	05e		UNAVAILABLE		IDLE	0				
marco 1175	IDLE	06e		UNAVAILABLE		IDLE	0				
max.webrtc 1072	IDLE	07e		UNAVAILABLE		IDLE	0				
mr.volf 1018	PAUSE (LOGIN/PAUSE)	12e	12e	UNAVAILABLE		IDLE	0				

Agents

	Full Name	Username	Typology	Email	Phone	Mobile	Internal	Deactivated	Locked	Client Logs
<input type="checkbox"/>	Mr.	WebRTC	...			1199	X	X	X
<input type="checkbox"/>	Mr.	WebRTC	...			1095	X	X	X
<input type="checkbox"/>	Mr.	WebRTC	...			1112	X	X	X
<input type="checkbox"/>	Mr.	External	...			1108	X	X	X
<input type="checkbox"/>	Mr.	WebRTC	...			1052	X	X	X
<input type="checkbox"/>	Mr.	WebRTC	...			1130	X	X	X
<input type="checkbox"/>	Mr.	Phonebar	...			1132	X	X	X
<input type="checkbox"/>	Mr.	WebRTC	...		3925926421	1017	X	X	X
<input type="checkbox"/>	Mr.	WebRTC	...			1013	X	X	X
<input type="checkbox"/>	Mr.	WebRTC	...			1018	X	X	X





Unified agent desktop

→ A single intuitive desktop interface with integrated WebRTC technology

Scripting tool

→ Dynamic and easy-to-use agent scripting tool

→ Allows to design, preview, and publish a stream of scripts that agents can use for their customer service operations within the Omni Desktop interface

→ Guides agents step-by-step through every customer interaction helping them say the right things while avoiding mistakes

Contact Manager

→ Contacts Manager is a CRM that allows to effectively manage interactions with contacts

→ Easily retrieve contact information and keep track of activities related to them

→ All interactions from any channel are stored in the Customer Journey

→ Each time an operator handles an interaction, the history of activities performed by that specific customer can be displayed in a timeline

WORKFLOW MANAGEMENT

IVR Designer

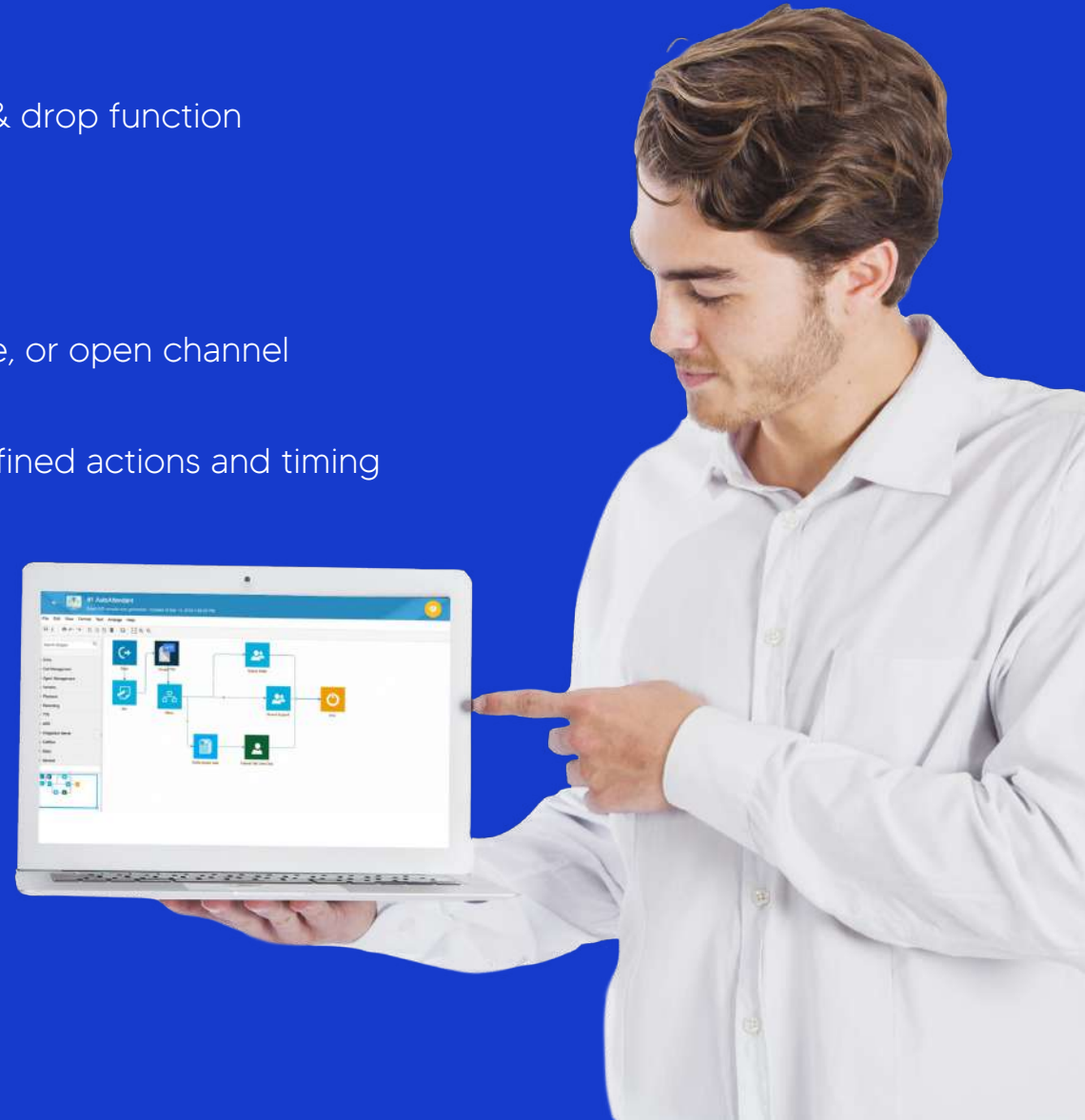
- Ability to create IVR flows independently with visual builder and drag & drop function
- Allows to record personalized messages

Trigger & Automation

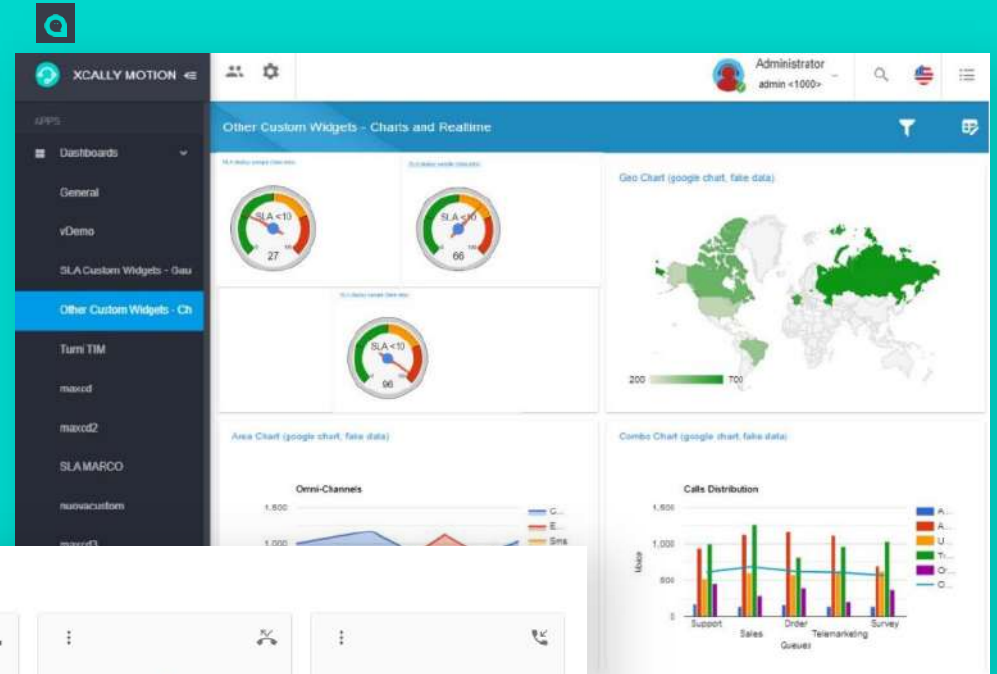
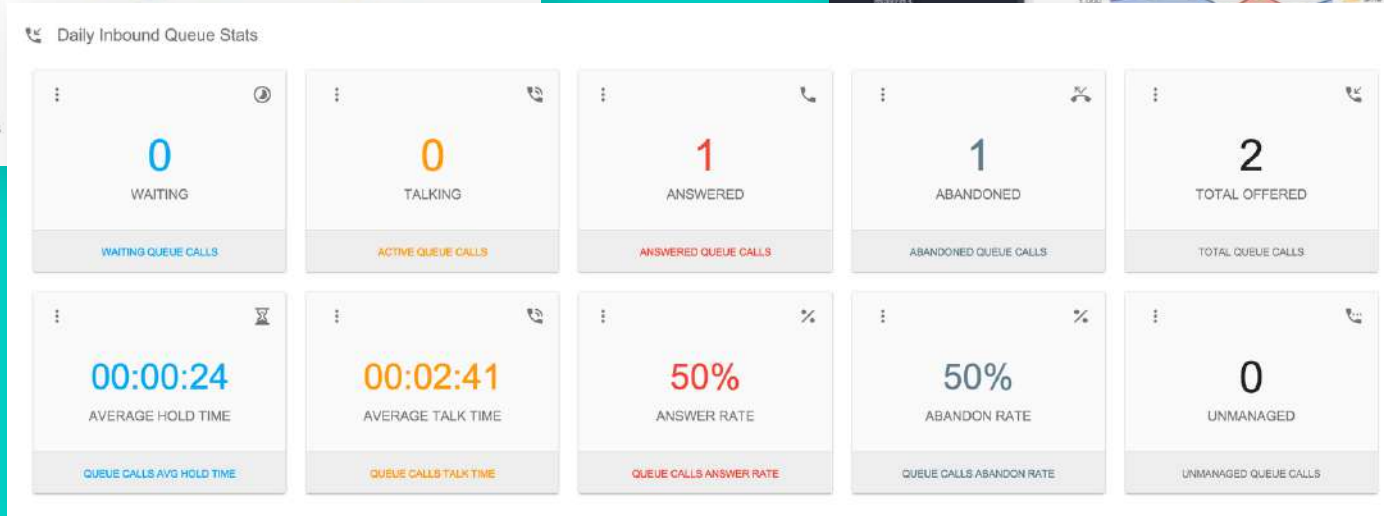
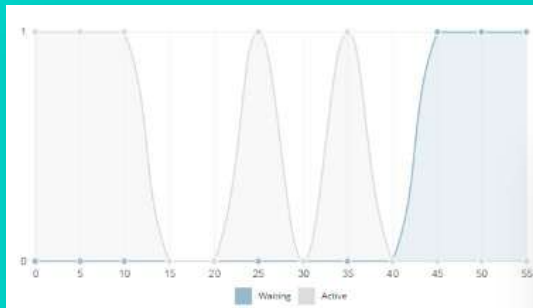
- Triggers are preset rules for an incoming call, email, chat, text message, or open channel message
- Enables automation of repetitive tasks and processes based on predefined actions and timing

Auto Dialer

- Automatic dialer that generates calls from a list and connects contacts to agents or forwards calls to an IVR according to the campaign.
- It improves call handling efficiency by avoiding agents having to manually dial numbers.
- It can be used for different types of activities: call backs, booking reminders, automated surveys, telemarketing.



Analytics & Report: powerful insights for data-driven customer service



Customised dashboard

- Ability to create custom dashboards
- Ability to monitor metrics and KPIs in real time
- Provides administrators/supervisors with real-time dashboards for each channel

Analytics & Report

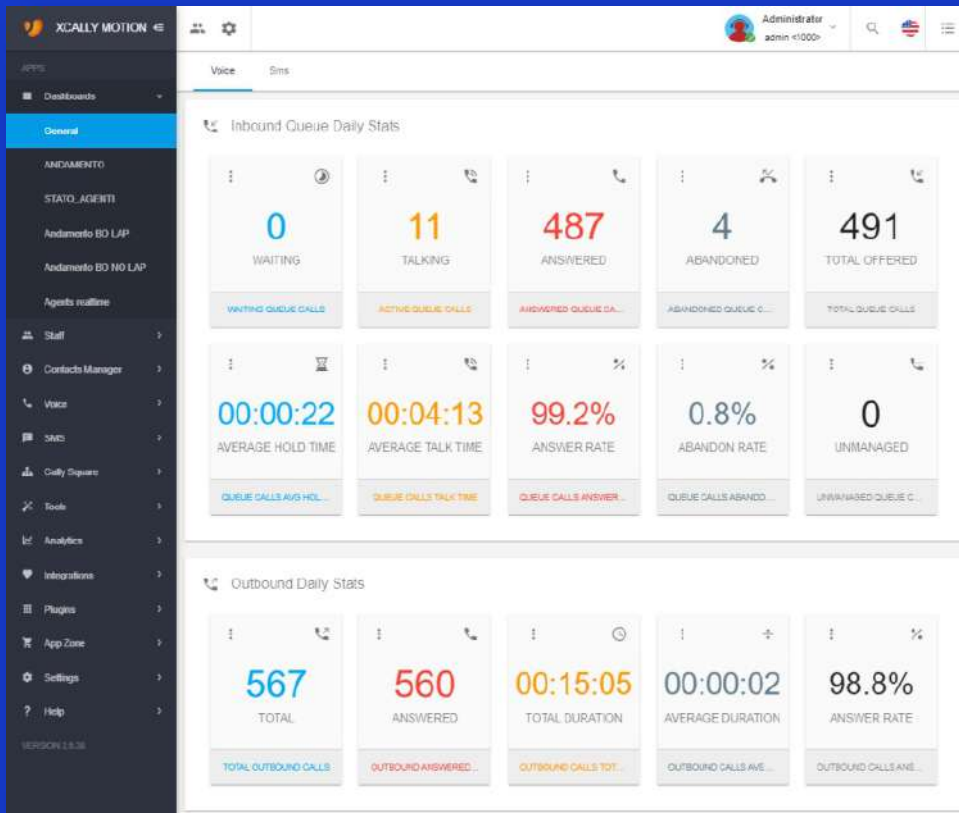
- Ability to access predefined reports by channel and functionality
- Ability to create custom reports
- Archive of all exported reports

Real time monitoring

- Ability to be able to monitor the status and activity of agents in real time and dynamically act on queues and workflows when necessary.

Quality Assurance

- Ability to assess the quality of interactions



PLUG-IN & ADD-ON

Plug-in e add-on: limitless possibilities for better customer experience



PLUG-IN & ADD-ON

WHATSAPP CONNECTOR

Add the WhatsApp channel and build even more performing customer journeys

MICROSOFT TEAMS CONNECTOR

This connector allows you to make/transfer calls to a Microsoft Teams User directly via XCALLY and display the Teams User Presence on the XCALLY Agent GUI

SENTIMENT ANALYSIS

Find out what your customers' sentiment is and keep the quality of the service offered by your contact center under control.

AI TOOLS

Determine customer sentiment of each recorded call, through the integration with Amazon Transcribe and Comprehend

USER ACCOUNTS

PBX EXTENSIONS

EXTRA IVR CHANNELS

EXTRA CHAT SESSIONS

WEBRTC

SCREEN RECORDING

BASIC VIDEO

ADVANCED VIDEO

AVAILABILITY APP

This product ensure to **never miss a critical alert**.

Routing rules allow the right agent/team to be alerted based on the origin, priority, and timing of the problem. Availability App allows to build and modify schedules and define escalation rules within one interface and easily create on-call schedules with daily, weekly and custom rotations.

DATA RETENTION

This product enables administrators to **manage automated backup and data retention tasks intuitively and autonomously**.

It allows to manage storage space in order to avoid depletion of available space that can cause a shutdown of services, and manage historical data by deleting old or redundant records stored on the database.

QUEUE MANAGER

This product allows agents to be autonomous and dynamic in **managing both Inbound and Outbound campaigns**.

Also allow Supervisors to **manage agents based on traffic and queue/service status conditions**. It provide to manage agent/channel/tail/association to enable functionality on all channels.

NEW

xplany

**Workforce
Management
has never been
easier.**



SCHEDULE

Resource planning according to the required skills.



TRACK

Easily manage working hours and a very volatile volume of incoming calls.



FORECAST

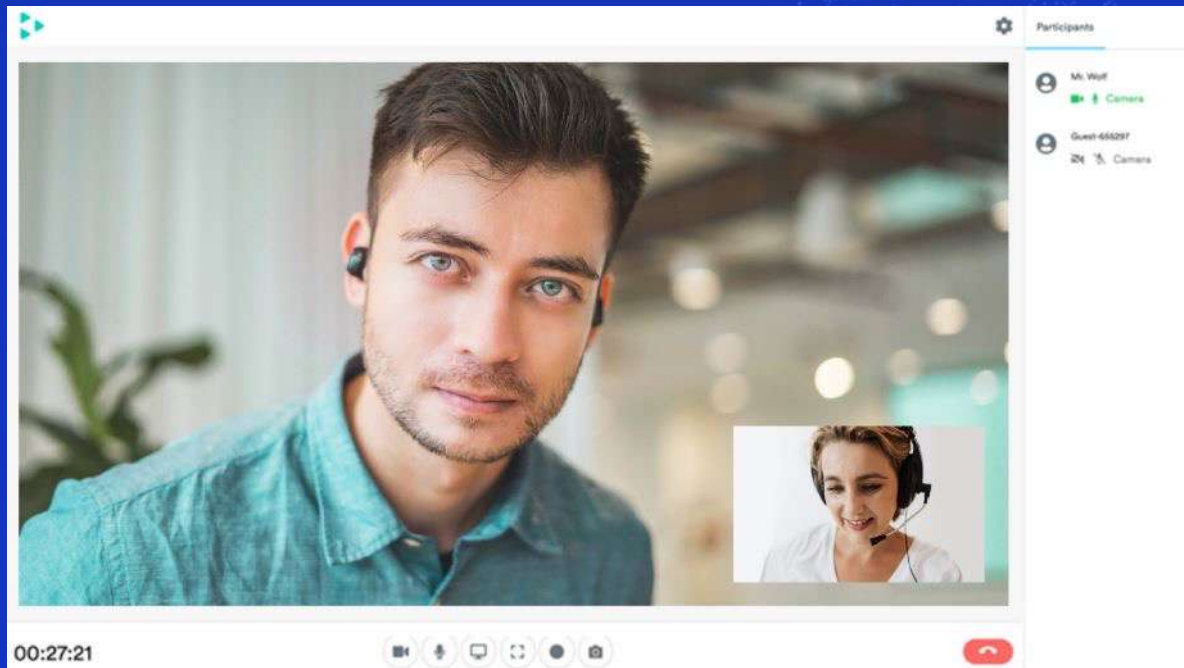
Workload prediction based on historical data and current activities.



OPTIMIZE

Shifts management and change when needed.

vidao



BRIDGE THE DISTANCE GAP
WITH VIDA00.

Even closer to your
customers and your team
thanks to video
technology.

SECURE VIDEO
COMMUNICATION SYSTEM

Plans

PLANS

Agent softphone

Voice

SMS

Email

Web chat

Fax

Chatbot integration

Open channel

Contact management

Outbound dialer

Scripting tool (Jscripty)

IVR System

ASR, TTS integration

Call recording

Realtime monitoring

Analytics and report

Advanced Analytics

Survey

Whisper, barge-in

API integration

Silver support

PLUS



OMNI GOLD



DIALER GOLD



ULTIMATE



Privacy & Security

GDPR

Guarantee the correct processing of data with an adequate level of protection.



HIGH AVAILABILITY

Reduce load and response time, eliminate downtime and single points of failure, and ensure an always-on and uninterrupted service.

DISASTER RECOVERY

Do not allow an unforeseen event hinder your operational and business continuity thanks to XCALLY's sophisticated recovery procedures.

xcallyTM
Human Singularity AI

www.xcally.com

