



OMNICHANNEL CONTACT CENTER SOFTWARE

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

SOLVING EVERY REQUEST AND MAKING CUSTOMERS HAPPY HAS NEVER BEEN EASIER!

Communicate with your customers on every channel, deliver personalized experiences and improve your contact center.



VOICE



SMS



EMAIL



SOCIAL



INSTANT MSG



VIDEO



Seamless experience on every channel



Guaranteed continuity of service



Fast processes and high performance



Activities and volumes under control



EVERYTHING UNDER CONTROL AND A MORE EFFICIENT TEAM

CUSTOMIZED DASHBOARD

Create customised dashboards and monitor metrics and KPI's in real time

ANALYTICS AND REPORT

Access predefined reports, build custom reports and analyse results with utmost ease

UNIFIED AGENT DESKTOP

Interact and view informations from a single intuitive desktop interface with integrated WebRTC technology

MESSENGER

Let agents collaborate effectively with each other with an internal chat service

CONTACT MANAGER

View all customer information and keep track of customer journey

REAL TIME MONITORING

Monitor activity of agents in real time and act dynamically on queues and workflow if necessary

SCRIPTING TOOL

Compose scripts to support agents in interacting with customer

SENTIMENT ANALYSIS

Monitor customer sentiment and guarantee the best customer experience

IMMEDIATE SERVICE ANYTIME, ANYWHERE

IVR DESIGNER

Create IVR flows on your own thanks to the visual builder and drag & drop function

TRIGGERS AND AUTOMATIONS

Automate repetitive tasks and processes based on predefined actions and timelines

API OPEN CHANNEL

Add all communication channels you want to use with your customers with the Open Channel tool

AUTO DIALER

Choose the dialer method (predictive, progressive, power, preview) and automate outbound campaigns

INTEGRATED FOR MAXIMUM EFFICIENCY

CRM

Access instantly your customer information stored in your CRM system

TICKETING

Integrate help desk processes with ticketing system integration

A.I. BOTS

Use AI and generate bots that satisfy customer requests by interpreting their intentions

ASR AND TTS

Offer a self-service service with ASR and TTS technology

DATA PRIVACY AND SECURITY

HIGH AVAILABILITY

Ensure a service that is always available, without interruptions

DISASTER RECOVERY

Protect your business from any unexpected event

GDPR

Ensure the fair treatment of data

CHOOSE THE GUARANTEED QUALITY OF XCALLY

