# Cloud Customer Experience Technology



## Voice | Web Chat | Email | SMS

Cloud-based customer experience technology that powers the communication for contact centres, sales and customer support. SCAPE is a feature-rich, scalable, multi-channel solution that offers advanced integration capabilities with leading Business Intelligence, Speech & Data Analytics, Workforce Management and CRM tools.

## **Cloud Contact Centre Powered by Azure**



## **Scalability for your Growth**

Pay as you go license model that can scale with your business, catering for peak periods and growth



## Designed and Developed in Australia

SCAPE is designed and developed in Australia, with our customer experience technology trusted globally



## **Multi-channel Engagement**

Access communication channels such as Voice, Email, Chat and SMS



## **Self-service Tools**

Create customer self-service experiences through intelligent IVR capabilities and Virtual Agents



# Advanced Integration Capabilities

Integrations with leading CRMs, Business Intelligence and Workforce Management tools



## **Local Support**

Australian-based team with 24/7 support, including online resources and documentation

## **Seamlessy integrate with**









Contact us to learn more:



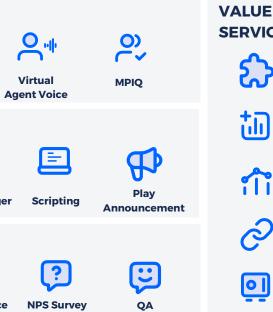














## How your business can benefit



#### **Drive Sales**

Power your high performance Sales team, improving contact rates using advanced outbound diallers and integration with leading CRMs



### **Customer Service Excellence**

Leverage features such as Intelligent IVR and multi-channel communication to quickly respond to customer queries



## **Achieve Compliance**

Data sovereignty options, PCI payment tools such as SCAPE PAY, call recording and automatic call tagging



#### **Remote Working Technology**

A true cloud solution that can be accessed from anywhere. Employees simply connect to the platform through an internet browser



## **Optimise Performance**

Live reports, wallboards and mature APIs for integration with Business Intelligence and WFM tools



#### **Trusted Partnership**

ipSCAPE works with customers to create optimal customer experiences, offering responsive service and expertise



Contact us to learn more: