

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

Seamlessly integrate with



Microsoft Teams



Microsoft Dynamics 365



Power BI



www.ipscape.com

Contact us to learn more:

1300 477 227

sales@ipscape.com


Voice


Email


SMS


Chat

CONNECTIVITY

 Webconnect

 Number hosting


 PABX

 Telco


 Softphone

CUSTOMER SERVICE


IVR


Call recording



Routing


Virtual Agent Voice


MPIQ


SALES SOLUTION


Dialler



List Weighting


Leads Manager



Scripting


Play Announcement

PERFORMANCE & MONITORING


Single Sign On


Reporting & Wallboards


PCI Compliance


NPS Survey


QA

VALUE ADDED SERVICES

 APIs & Webservices

 WFM

 BI & Data Analytics

 CRM Integration

 Vault

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