AMEYO XTRM
by exotel

From Telco Support to Conversation Solutions: Manage Complete Contact Centre With One Provider on One Cloud with Ameyo XTRM by Exotel

With so much to manage, you can't be worried about licenses, vendor SLAs, compliance, and infrastructure issues. Choose Ameyo XTRM to be free from all your contact center worries – the industry's first telco-compliant contact center solution.

Cloud Adoption Trend

85% of customer support operations will be driven by cloud-based infrastructure, up from less than 20% in 2019 (Gartner)

Say Goodbye to Contact Centre Challenges

	Everyday contact center troubles	How Ameyo XTRM comes to the rescue
Scaling	Difficult to scale up & down	• Quickly scale up to 20,000 agents. • Scale down when you don't need it.
Telco dependency	Dependent on telco partners for telephony support (infrastructure, uptimes, SLAs, and connectivity)	• No telco dependency • Contact center solution bundled with telephony (TRAI compliant)
Multiple vendors	Costly and time-consuming to manage multiple providers	• Save cost & effort with a single vendor, single SLA & single platform.
Unified agent view	Hard time toggling between multiple tabs to retrieve customer details, interactions, and history.	• Unified view of all customer communication in one dashboard
Data Monitoring	Cannot monitor agent interactions happening across different locations, channels, and more.	• Real-time data, channel-specific & geographical views, and comprehensive business reports
Task overload	Too many basic queries are handled by agents every day	• Handle simple queries with the bot • Transfer complex queries to an agent with agent-to-bot handover.

Why XTRM?

99.5% Uptime   48 million calls/day   20000 agents capacity   Regulatory compliant bundled telephony services

Cars24's Call Center Overhaul with Exotel

With Exotel's voice platform, Cars24 overhauled its contact center performance and experienced a dramatic increase in customer service and satisfaction.

11% to **23%**
jump in lead conversion

4X increase
in final transactions

From **24 hours** to **4.5 minutes**
turnaround time

Building connected customer conversation for your business

Get the Demo Now