

A photograph of two women, one with curly hair and one with straight hair, looking at a smartphone together. The woman with curly hair is smiling. The background is a blurred outdoor setting. The text 'Introducing the All-New Ameyo XTRM by Exotel' is overlaid on the right side of the image.

Introducing the All-New Ameyo XTRM by Exotel

Scalable

Reliable

Omnichannel

AI-Powered

True Cloud

Ameyo XTRM

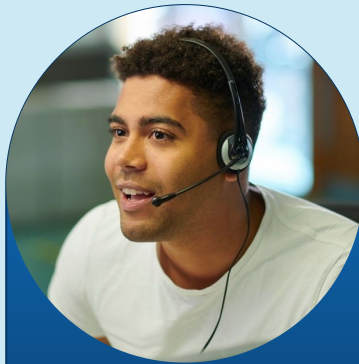
Connecting Customer and Employee Experience Across Systems

Customer Expectations



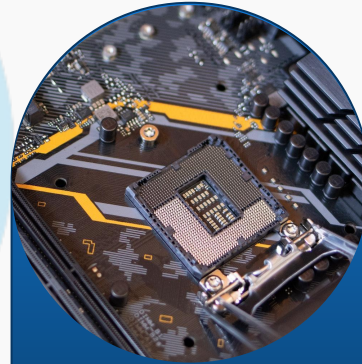
- Connected Journeys
- Personalized Comm.
- Innovation - Digital
- Data Protection

Empowered Employees



- Informed Managers
- Productive Workforce
- Automated Processes
- Team Collaboration

Advanced Technology



- Cloud Infra
- Unified Solutions
- E2E Managed Services
- AI Technology



What is Ameyo XTRM?

- A **True Cloud CC Solution**
- Built on a **highly Scalable Architecture**
- And eminently **Reliable Cloud Platform**
- Capable of providing strong **Omnichannel Capabilities**
- And advanced **AI-Powered** Customer and Agent Assistance



Features in a Glance

Knowledge Base

Improve FCR with integrated knowledgebase

Ameyo Synthesizer

Create call flows with an easy to use web based interface

Multi level IVR

Configurable Multi-level ivr with DTMF to direct queries to right agents

Disaster Recovery & Redundancy

Recover data in cases of any disaster and ensure real time data backup

CRM Integration

URL based and Web Toolbar integration is supported

Advanced Auto Dialers

Progressive Dialer
Preview Dialer
Predictive Dialer

Ameyo XTRM by Exotel

WebRTC

Enable voice communication between agent browser and call server.

Voice Blast

Mass communication and announcements

ACD

Intelligently distribute and route interactions to the right departments and agents

IVR/Call Deflection

Deflect inbound call to Whatsapp Chatbot for quicker resolution & enhanced CX

Analytics & Reporting

Real-time and historical dashboards. Customizable reports with report scheduling option

High Availability

99.5% of uptime



Unlock the Potential of True Omnichannel Solution

Enable Agents to
Communicate with
Multiple Customers
at the Same Time

Empower **Workforce**

Improve **Productivity**

Enhance **CSAT**



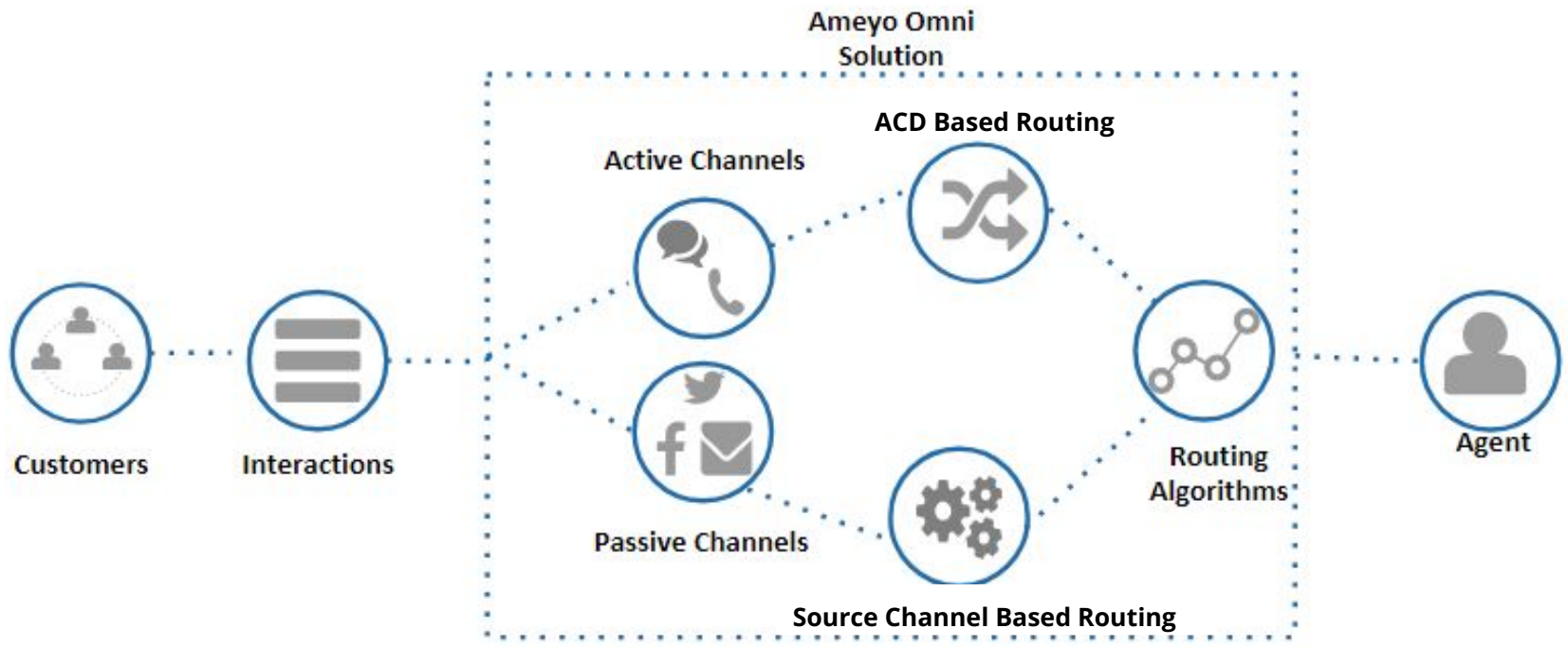
Conquer Digital Communication Chaos with Omnichannel

Unify customer interactions across different channels while preserving the context



Route interactions to omnichannel queues

Route interactions coming from different channels to the right agents, in the right queues



Drive Informed and Contextual Conversations

Empower agents to access customer details, interactions, and history in one place

The screenshot displays the AMIYO customer service interface. At the top, there's a navigation bar with 'Home', 'Knowledge Base', and 'Multimedia_S...'. Below this, a 'Customer' profile for James Walker is shown, including contact information like email, phone numbers, and social media links. A 'Create Interaction' button is visible. The main area features a list of interactions with columns for status, priority, and date. On the right, a 'KnoBis' knowledge base search panel is open, showing search results for 'How do I earn Credit Card Reward points?' and 'Eligibility for credit card'.

Cross-Channel Interactions in One Place

Agent Presence Management

Telephony Panel

Call Back Notifications

Integrated Knowledge Base

Team Collaboration Tool



Empower Workforce to Do More with Less

Let agents be more productive

Click-To-Call

Leverage click-to-call and receive alerts whenever calls are received

Customer 360° View

Get 360° view of the customer to drive a well-informed interaction

Unified Agent Desktop

Get customer interactions, details, telephony panel, & knowledge base in one interface



Team Collaboration

Get your manager or team's assistance in providing better resolution of queries

Two-Level Dispositions

Let each interaction be identified uniquely, eradicate discrepancies with two-level dispositions

Call Back Notifications

Let agents get alerts and notifications for call backs scheduled for them



Unified Interface for Simplified Business-Customer Interactions

The screenshot shows the AIMEYO dashboard with a list of customer interactions. The interface includes a navigation bar with 'Home', 'Knowledge Base', and 'Multimedia_S...'. A 'Create Interaction' button is visible. The main area displays a table of interactions with columns for media type, name, date, status, priority, and queue. A sidebar on the right shows 'Training Snacks' and 'Current C' with various financial data. A 'KnoBis' search bar is also present.

Media	Name	Date	Status	Priority	Queue
All Media	bryan James Walker	07 Sep 2017	New	High	Multimedia_Sup... BLR_ExpQueue
All Media	bryan James Walker	07 Sep 2017	New	High	Multimedia_Sup... BLR_ExpQueue
All Media	bryan James Walker	07 Sep 2017	New	Low	Multimedia_Sup... BLR_ExpQueue
All Media	bryan James Walker	07 Sep 2017	New	High	Multimedia_Sup... BLR_ExpQueue
All Media	bryan Zeeshan Ahmed	07 Sep 2017	New	High	Multimedia_Sup... BLR_ExpQueue
All Media	bryan D Gupta	07 Sep 2017	New	Low	Multimedia_Sup... BLR_ExpQueue
All Media	bryan	07 Sep 2017	New	Low	Multimedia_Sup... BLR_ExpQueue
All Media	bryan Zeeshan Ahmed	06 Sep 2017	New	High	Multimedia_Sup... BLR_ExpQueue
All Media	bryan Praveen K Gupta	06 Sep 2017	New	High	Multimedia_Sup... BLR_ExpQueue
All Media	bryan James Walker	06 Sep 2017	New	Low	Multimedia_Sup... BLR_ExpQueue

Customer Interaction Journey

Reply via Multiple Media

Missed Interaction Access

The screenshot shows the customer profile for James Walker. It includes a 'Ribbon' with sentiment analysis, a 'Social media index', and a list of interactions. The profile details show assets, products, and offers. A 'KnoBis' search bar is also visible.

Ribbon which shows the overall feedback of the customer

Social media index

Sentiment analysis of the customer based on the most recent interaction through a passive media

Media	Name	Date	Status	Priority	Queue
All Media	James Walker	Today 15:04	Modified	High	Multimedia_Support BLR_ExpQueue
All Media	Bryan James Walker	02 Nov 2017 14:22	Modified	High	Multimedia_Support BLR_ExpQueue
All Media	James Walker	23 Oct 2017 14:38	Modified	High	Multimedia_Support BLR_ExpQueue
All Media	James Walker	10 Oct 2017 18:19	Modified	High	Multimedia_Support BLR_ExpQueue
All Media	James Walker	10 Oct 2017 10:04	Modified	High	Multimedia_Support BLR_ExpQueue
All Media	James Walker	10 Oct 2017	Modified	High	Multimedia_Support BLR_ExpQueue

Preserve Context by Grouping Related Interactions

The laptop screen displays a customer support interface. At the top right, there is an 'Add Note' button and a vertical ellipsis menu. Below this is a list of interactions:

- Facebook icon: Thanks for the support. The issue has Today, 16:15
- Envelope icon: Home loan rates Today, 16:08
- Chat icon: bryan: Interaction for chat: d563-5adb1569-dccf-26 Today, 16:06
- Chat icon: bryan: Interaction for chat: d563-5adb1569-dccf-11 Yesterday, 13:34
- Phone icon: bryan: Interaction corresponding to call: d563-5adb1569-vce-173 Yesterday, 13:18

The selected interaction is expanded to show details:

From: 9911522255

Source: {"phone1": "9911522255"}

Agent: bryan

Date: 2018-04-25 13:18:15

Note: Does taking a home loan mean I cannot take another loan?

At the bottom, there is a voice log player with a play button, a progress bar at 0:00, a speaker icon, a volume slider, and a download icon. A 'Download Voicelog' link is also present.

The detailed view shows two messages:

Facebook Message:

Thanks for the support. The issue has Today, 16:15

From: Ayush Khanna 10216139049056107

To: Moneysurebankbangalore,

Thanks for the quick response.Keep up the good work.
Kudos to Money sure Bank.

Like Comment

Email Interaction:

Home loan Today, 16:08

From: care_bangalore@moneysurebank.com,

To: Ayush Khanna ayushkhanna@ameyo.com

Hi Ayush,

You can simultaneously apply for other loans, including car loans and personal loans, while you are repaying a home loan. However,we will thoroughly examine your repayment capability before issuing you a loan. I hope we have served you well.If in case you have any other doubts feel free to ask.

Centralized Monitoring of All Agents and Interactions

Monitor all that matters to your business

Real-Time **Dashboards**

Customized **Reports**

Channel-Specific **Analytics**



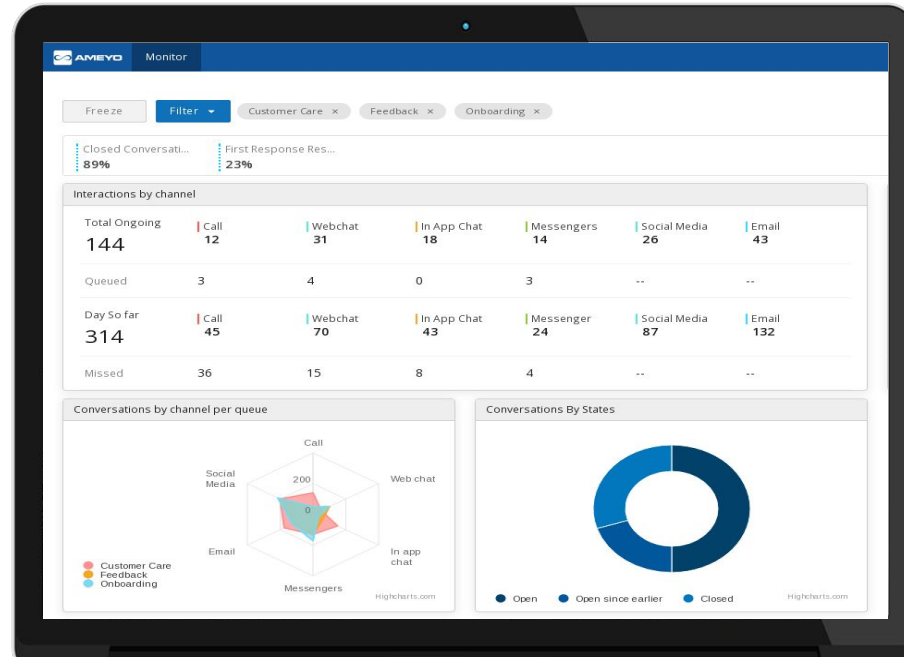
Monitor Interactions from Different Channels in One Place

Manage resource allocation better with a clear view of operations and interactions

Real-Time &
Historic
Dashboards

Channel-Specific
Monitoring

Customized
Dashboards



Missed Interaction
Tracking

Business-Specific
Reports

Graphical View of
Dashboards



Monitor Live Agents and Take Informed Decisions

The screenshot shows the AMEYO Agent Monitoring interface. At the top, there are navigation tabs for 'Monitor', 'Workbench', 'Report', and 'Voicelogs'. The user is logged in as 'marketin...'. The main content area is titled 'Agent Monitoring' and contains a table of agents. A 'Filter Users' dropdown menu is open, showing a list of categories and items to filter by.

Agent Name Agent ID	Status	Ongoing Interactions	Login/Available Hours	Conversations Assigned	Auto Mode	Conversations Handled	Conversations Closed
marketing_agent marketing_agent	Available	1 2	02:52:42 / 02:09:39	3 / 100	• 📞 🗨️ 🟢 📧 #	1	0
max max	Available	1 2	02:24:30 / 02:05:09	40 / 100	• 📞 🗨️ 🟢 📧 #	0	0

Filter Users

In Queue

- Credit Card
- Savings1
- Prashant1
- testQueue
- Home Loan

Cancel Apply

Control Live Interactions

Insights-Driven Actions in No Time

The screenshot shows a chat window for 'carol (carol)'. The window displays a message: 'carol is not active on any call right now.' Below the message are four interaction buttons: 'Whisper', 'Snoop', 'Barge', and 'Disconnect'. At the top of the window, there are four statistics: 'Total Automode Hours: 02 hr 10 min', 'Average Handling Time: 02 m 10 sec', 'Average Wrap Time: 01 m 30 sec', and 'Average Hold Time: 00 m 30 sec'.

The screenshot shows a chat window for 'ron (ron)'. The window displays customer information: 'Customer: kjlvb' and 'Chat Source: webchat'. Below this, there are two statistics: '00m 00 s Queue Wait Time' and '14 : 09 Requested Time'. At the bottom, there are two buttons: 'CRM' and '1'.

Unleash the Power of AI-First Contact Center Solution

Enable Faster Resolutions
and Reduce the
Overall Costs

Faster **Resolution**

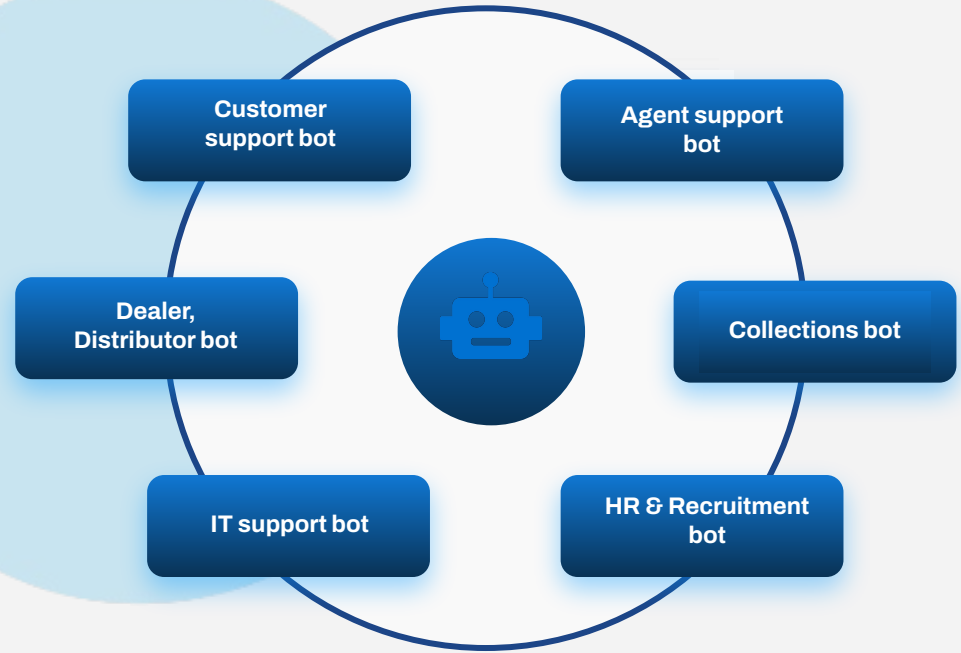
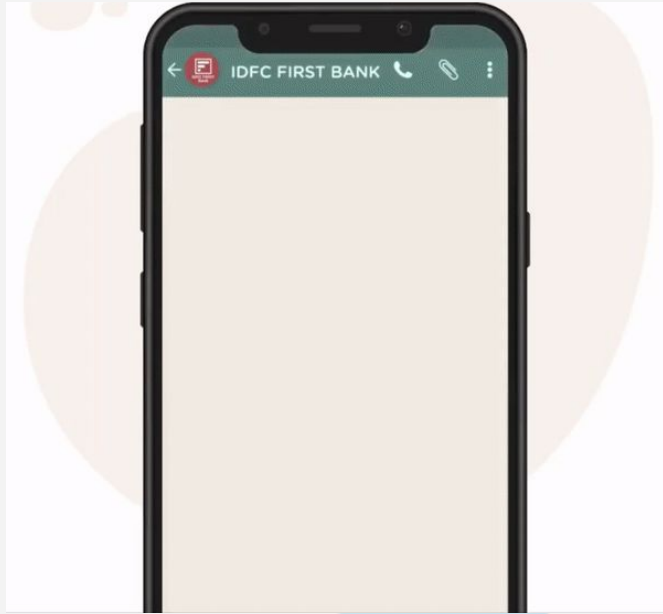
Seamless **bot to agent transfer**

Enhance **CSAT**



Deliver Exceptional CX at Scale with AI-Powered Conversations

Chatbot for Diversified Use Cases



Reduced support cost

24x7 support on voice and chat

Higher CSAT scores with faster resolutions



Scale Workforce With Reliable Architecture

Scale up or down at ease as your business requires

Microservices Architecture

99.5% Uptime

UL-VNO Licensed



Licensed and Compliant True Cloud Solution for Enterprises

Single service provider for software and telecom services

Virtual telecom operator.
Partnerships with all
major operators
IP-PSTN Mixing on Cloud

**UL-VNO Licensed
Operator**

Telco lines | Software |
Cloud Infra | APIs | Bots

**One-Stop Cloud
Shop**

24x7 Support
Customer Success
Co-Creation

**For Customer
Success**

6% better
connectivity than
telco operators with
backup routes

Best Connectivity

Global - 63 countries
99.5% Cloud ECC uptimes

Available

Support for 20000
Agents

Scalable

Microservices
Architecture

High Performance

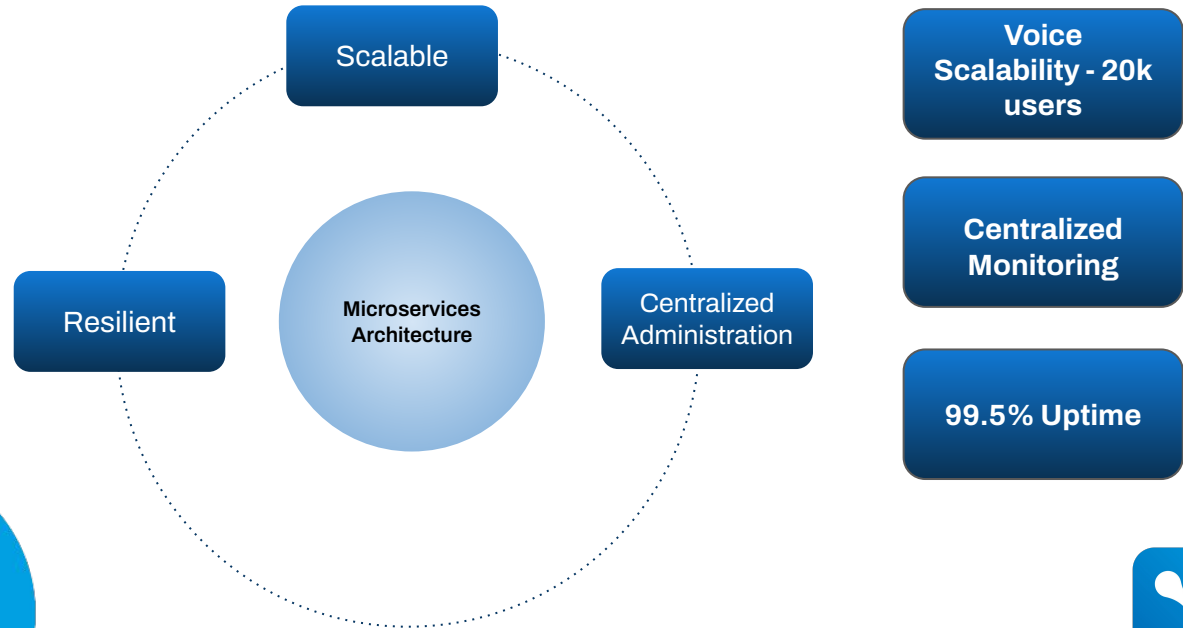
ISO 27001:2013 certified
In-House Security &
Cert-in Empanelled
vendor certifications

Secure

Best-in-class: Industry's most reliable & trusted cloud contact center solution

Microservice Architecture to Ensure Unremitted Operations

Enhanced scalability with independent modular deployment



Integrations with Pre-Built Connectors

Plug 'n' Play integrations
with industry-leading
systems

CRM Integrations

Helpdesk Integrations

Custom Integrations



Enhanced Integration Capabilities

Operate better with tight integrations and no data leakage promise



Inhouse CRMs



Feature Set of Omnichannel Contact Center Software

See all power-packed features in one place

Automated **Dialers**

Intelligent **Omnichannel Routing**

Group **Hierarchy**



Enhanced Features and Capabilities



Call Recording

Record Inbound and outbound calls and use them for quality and compliance - 45 days



Click-to-Call

Place calls directly from your Customer view, CRM or website with a click of a button*



Automatic Call Distributor

Route inbound calls to agents based on caller data, IVR selection, business hours, agent skills



Conversation Resolvers

Pre-Configured resolvers to group interactions in a conversation.



Canned Messages

Reduce response time to minimal and boost efficiency with canned templates



Interactive Voice Response *

Easily configurable multi-level IVR to ensure each caller is directed to the right agent, team or department



Value Customer Feedback

Send auto feedback mail on closure of any conversation.



Actionable Interaction Listing

Pick and transfer any interaction as per the business requirement and traffic volume



Skill Based Routing

Match callers to meet most qualified Agents to increase customer satisfaction & FCR

* No Standalone IVR

*Voice blasts only for recurring businesses

Enhanced Features and Capabilities



Missed Chat/Call Solutions

Interaction leakage can be avoided as missed interactions can be filtered by agents in the interaction listing



Enhanced Skill Routing

Skill based routing with the provision of a smart scheduler to identify longest idle agents correctly



Contextual Linking for Chat/Call

Link the live chat/call interaction with an existing conversation to maintain context for the customer journey.



Configurable Hold Music

Configure hold music in Hindi / English while customers wait for an Agent



WebRTC

Enables voice communication between agent browser and call server using WebRTC



Live Monitoring & Dashboard

Monitor Agent operations with graphical and detailed view of omnichannel and channel specific dashboard and monitoring



Forced Logins

Configurable forced login behavior for already logged in agents



Dispose & Dial

Handle immediate call backs in cases of call disconnects or map multiple phone interactions to the same contact in case a contact requests for callback on a different number



Knowledge Base

Knowledge repository with intelligent search to empower Agents with on spot customer query resolution

Enhanced Features and Capabilities



On Call options

Multitude of contact center call features as hold, mute, transfer and call conferencing



Call waiting options

Improve Customer experience while waiting on call with features\ as callbacks, music and messages



Prioritize interactions

Sort interactions by date created, date modified, total no. of interactions



Call Disposition

Add call summary notes and disposition codes to the call log, CRM to ensure relevant context is captured



Office hours module

Easily configure business hours & associated call routing features to suit business needs



Interaction Designer

Design your own multi level IVR/Self Service Flows without needing support from Ameyo Services team.



Reply via any media

Media not a barrier anymore,reply to your customers through any media.



Manage Interactions with filters

Filter interactions by Assignment, Queue, Date created, Date Modified, Source Channel and State



Computer Telephony Integration

Ability to display custom customer crm information to an Agent, before a call connect is made



Customer Conversation Platform

[Schedule a consultation](#)

