Introducing the All-New

Ameyo XTRM
by Exotel

Scalable | Reliable | Omnichannel | AI-Powered | True Cloud
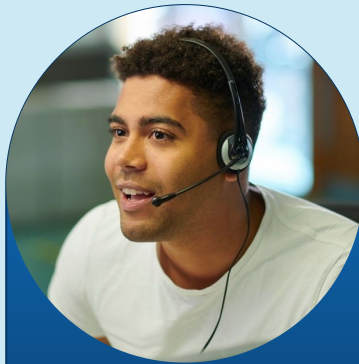
Ameyo XTRM

Connecting Customer and Employee Experience Across Systems
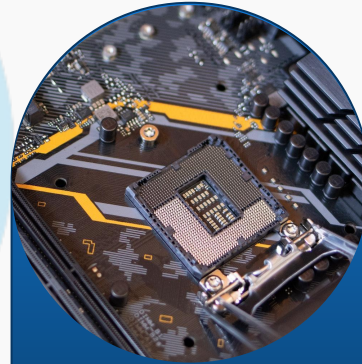
Customer Expectations

- 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

Passive Interactions Channels

Active Interactions Channels

No Interaction Siloes

Contextual Conversations

Personalized Communication

Route interactions to omnichannel queues

Route interactions coming from different channels to the right agents, in the right queues
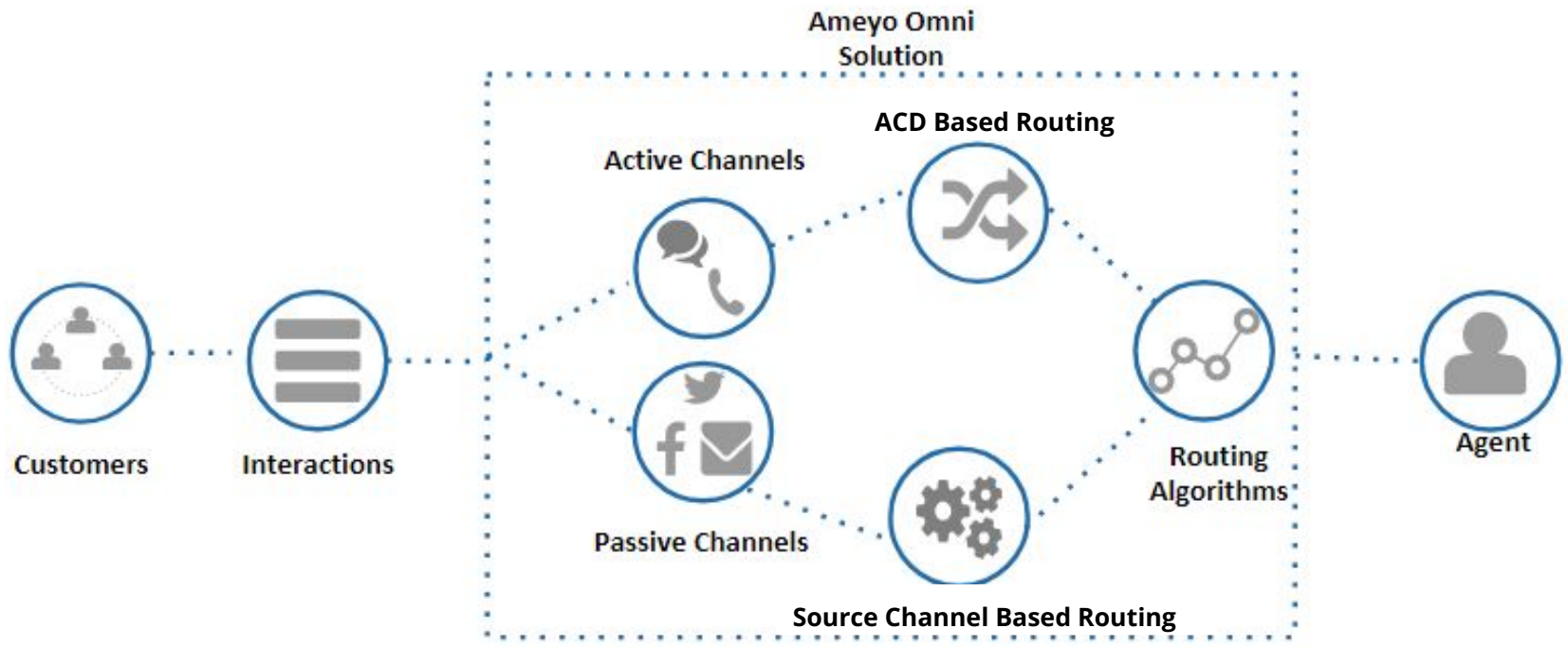
Drive Informed and Contextual Conversations

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

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

Customer Interaction Journey

Reply via Multiple Media

Missed Interaction Access

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

Preserve Context by Grouping Related Interactions

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
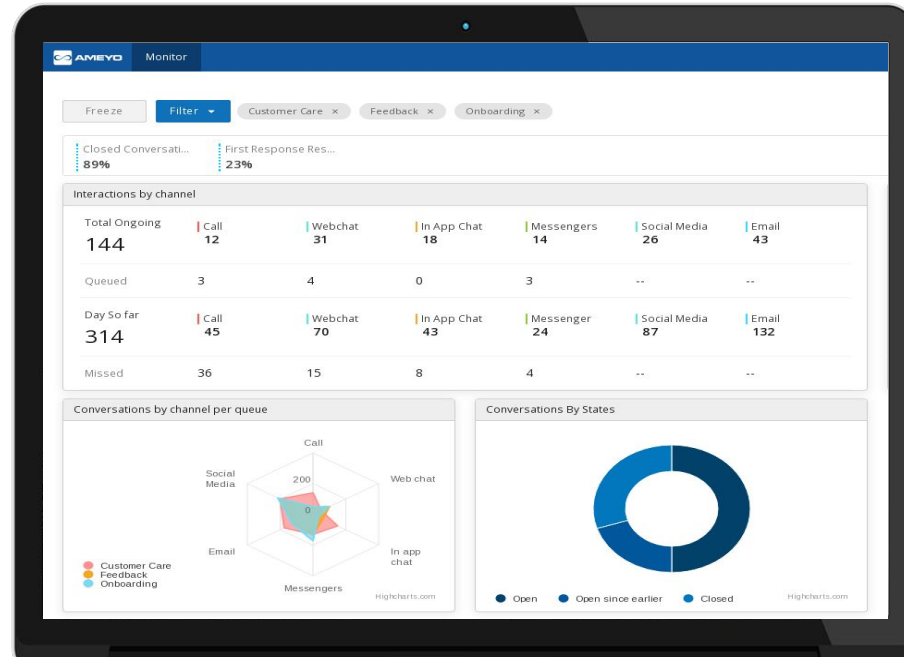
Missed Interaction Tracking

Business-Specific Reports

Graphical View of Dashboards

#

Monitor Live Agents and Take Informed Decisions

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

IDFC FIRST BANK

- Customer support bot
- Agent support bot
- Dealer, Distributor bot
- Collections bot
- IT support bot
- HR & Recruitment bot
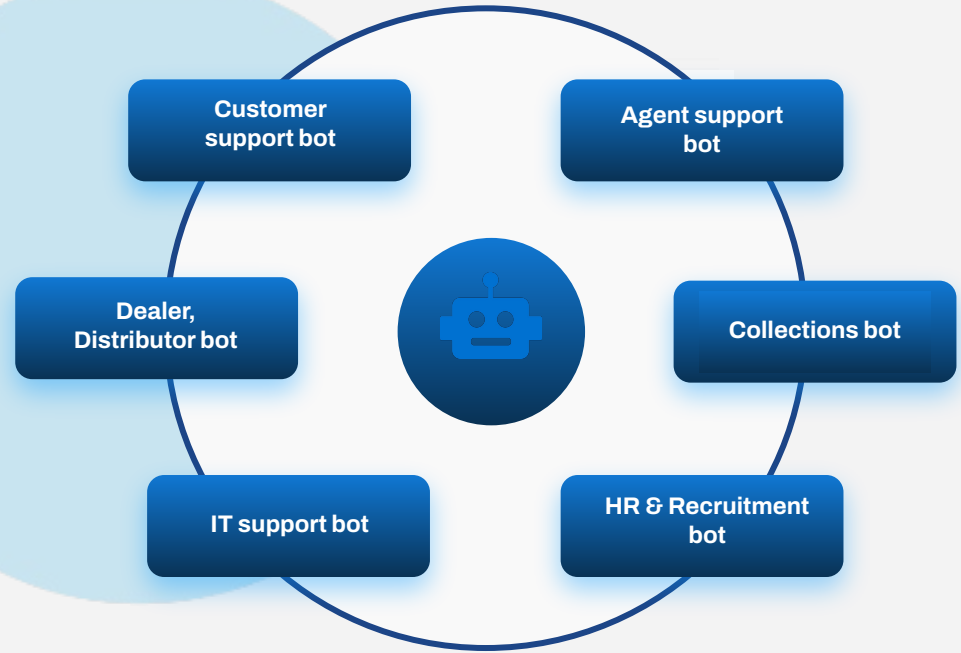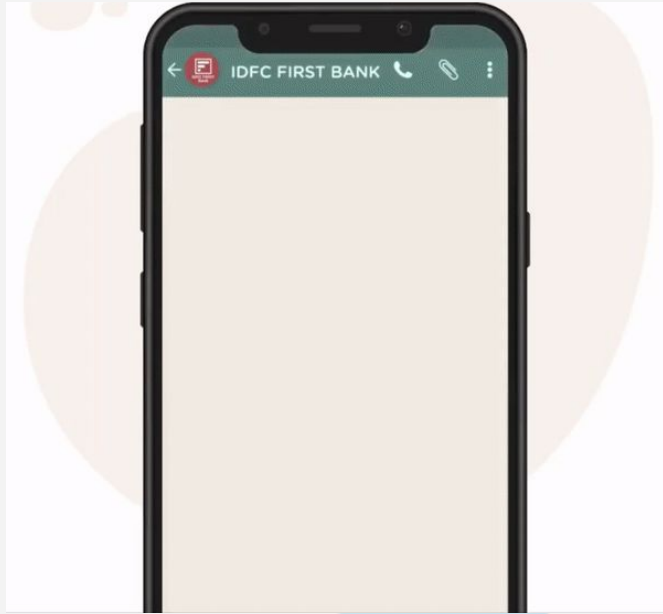
Reduced support cost

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	Telco lines | Software | Cloud Infra | APIs | Bots	24x7 Support Customer Success Co-Creation
UL-VNO Licensed Operator	**One-Stop Cloud Shop**	**For Customer Success**

6% better connectivity than telco operators with backup routes	Global - 63 countries 99.5% Cloud ECC uptimes	Support for 20000 Agents	Microservices Architecture	ISO 27001:2013 certified In-House Security & Cert-in Empanelled vendor certifications
Best Connectivity	**Available**	**Scalable**	**High Performance**	**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

Scalable

Resilient

Microservices Architecture

Centralized Administration

Voice Scalability - 20k users

Centralized Monitoring

99.5% Uptime
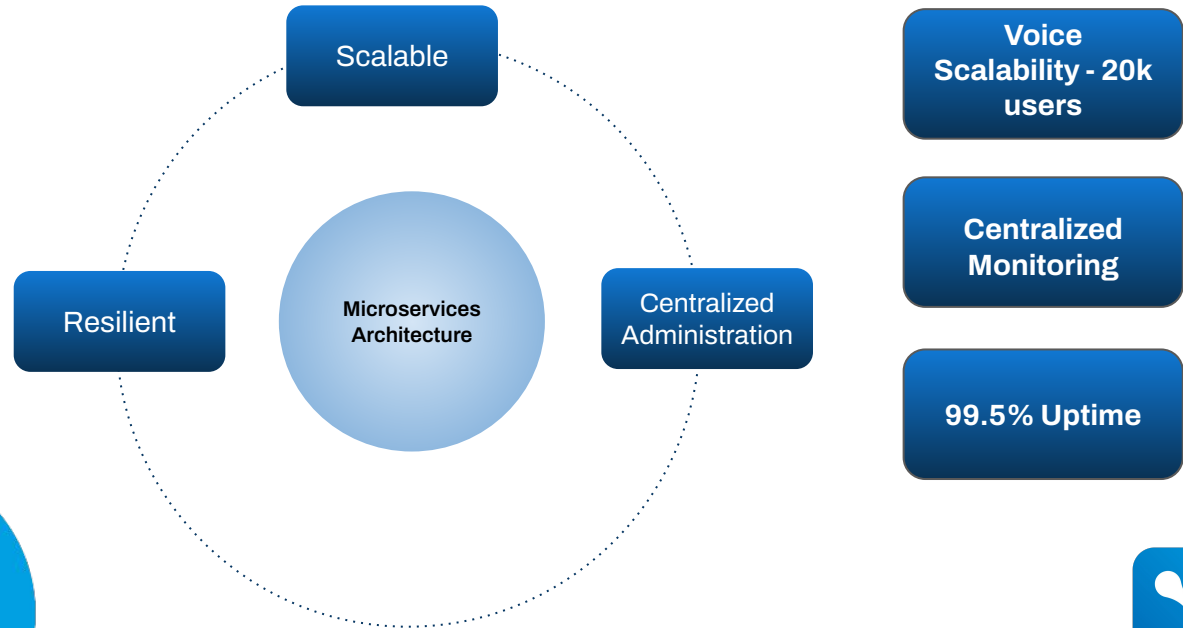
Integrations with Pre-Built Connectors

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

ZOHO

salesforce

Microsoft Dynamics

leadsquared

kapture

freshdesk

zendesk

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