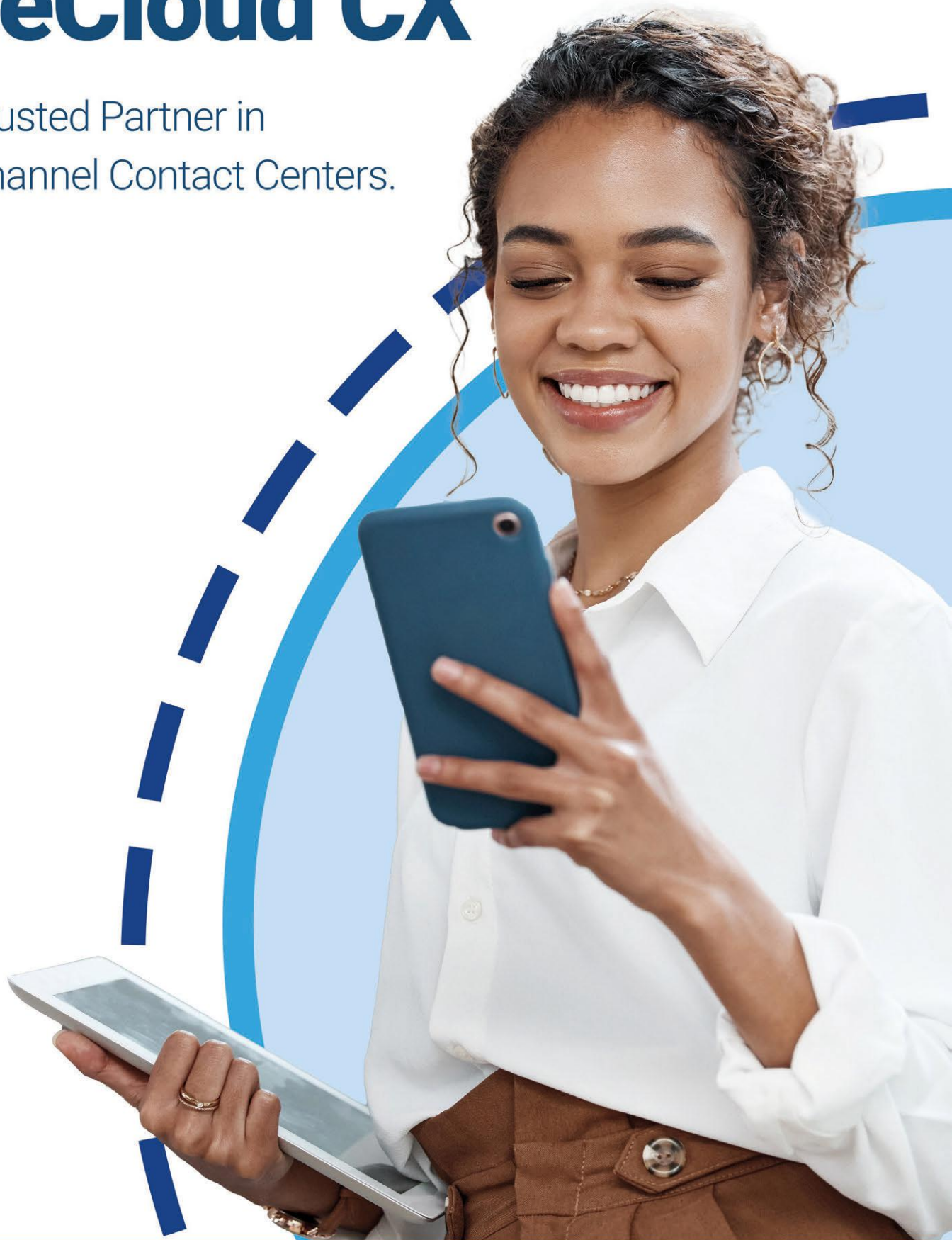


OneCloud CX

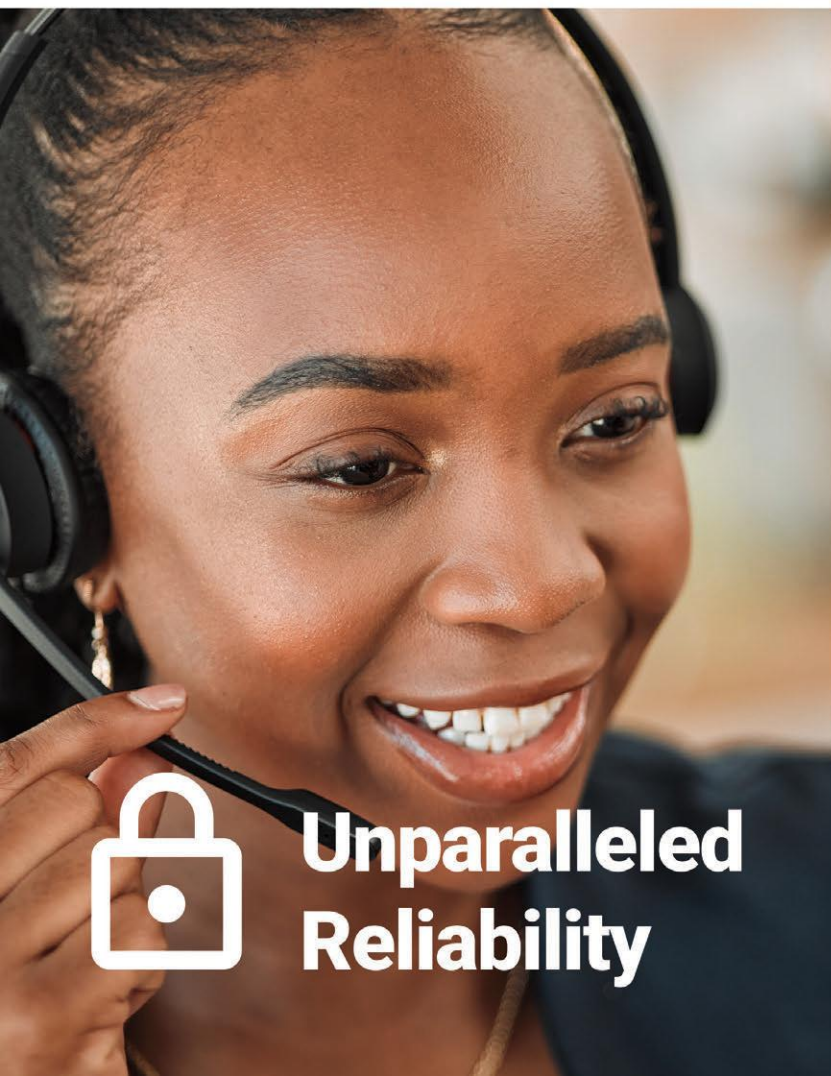
Your Trusted Partner in
Omnichannel Contact Centers.





Scalability and Reliability

We test and scale the platform for over 10,000 agents in a single cloud account. Using an on-demand model, we provision accounts with double headroom, enabling clients to burst up to 100% without monthly staffing plans.



Unparalleled Reliability

Cloud Security and Data Protection

OneCloud CX™ undergoes annual PCI Level 1 audits, ensuring compliance with robust security measures, including intrusion detection, data protection, and firewalled security zones. It adheres to PCI standards for data segregation, maintaining separate client databases and audit logs for sensitive data access.



Comprehensive Call Center Solutions



Call Center - Standard

- Inbound and outbound voice capabilities
- Skills-based routing for optimal agent assignment
- CRM integration with Salesforce, Dynamics, ServiceNow, & Zendesk

Omni CX - Voice and Digital Contact Center Package

Expanding on Standard Features

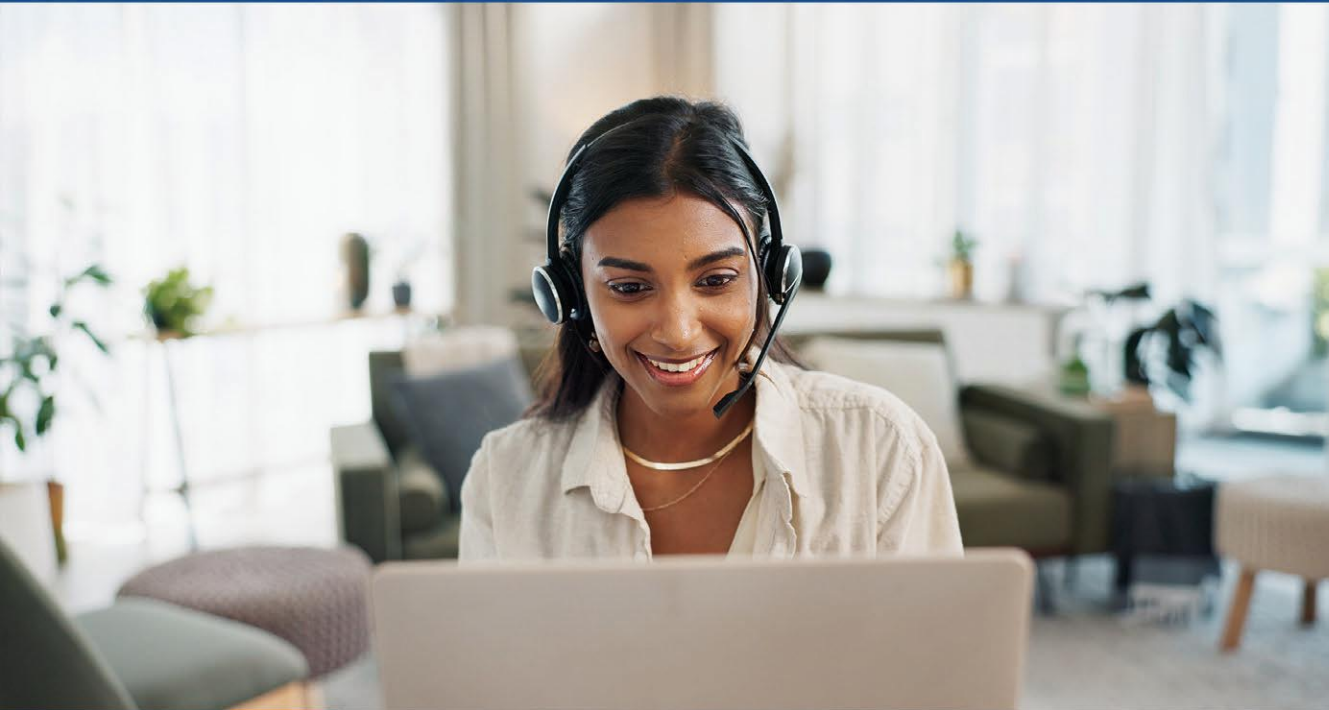
- SMS/MMS messaging & web chat
- Flexible email routing options & ability to escalate to video chat
- Integration options for workforce management & quality management





Unlocking New Horizons with OneCloud CX's Virtual Call Center

Creating Flexible Solutions with Remote Agents



Geographic Flexibility

Optimize resources across time zones for 24/7 support and leverage agents based on skill, cost, and geography.



Built-In Quality Assurance

AI-powered quality management for remote agents and real-time monitoring and sentiment analysis.



Work from Home Flexibility

Agents can use home computers, and OneCloud CX™ offers PSTN, Mobile, Web RTC, softphone, or hard phone to connect.



Seamless International Communication and Agent Seat Map

Stay in touch easily through personal wall boards and internal chat systems and utilize remote contact center setup and internal chat.



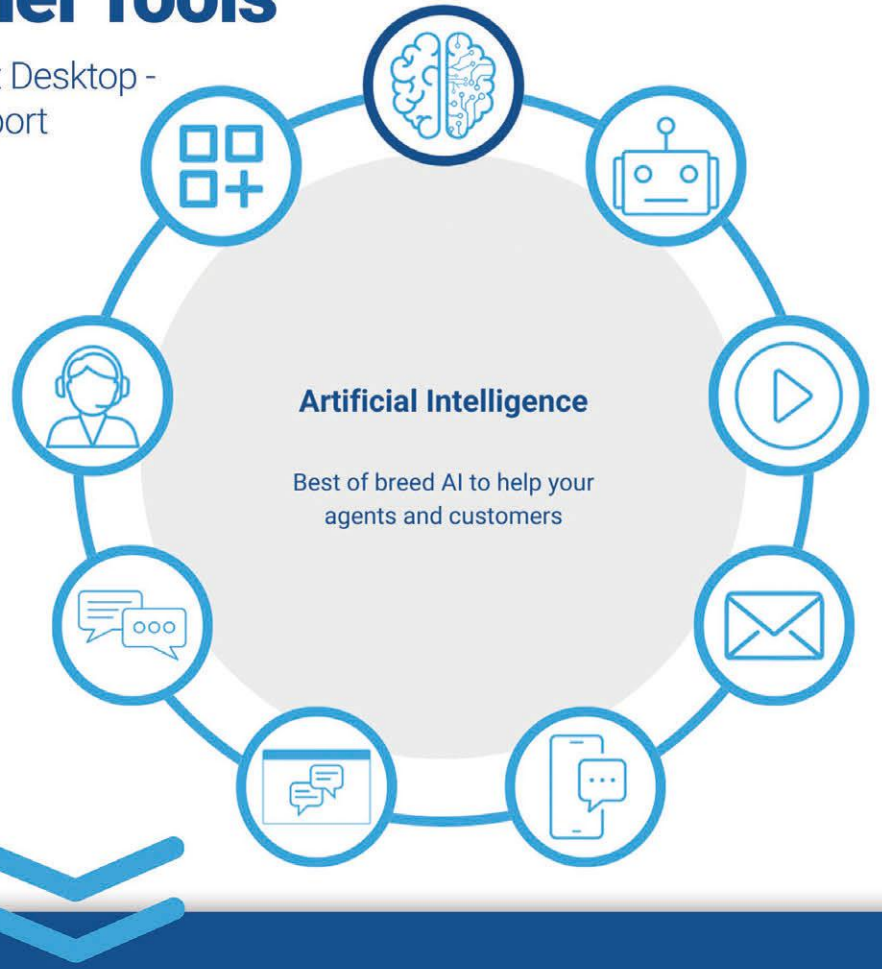
Business Continuity

Robust system and Active-Active architecture for uninterrupted service and intelligent routing and call logs ensure the right agents handle calls.



Empowering Agents with Omnichannel Tools

The Omnichannel Agent Desktop -
Creating Effortless Support Experiences



No Downtime

Hosting on the cloud means easy setup with high reliability. With Active-Active architecture, experience no downtime, no matter what.



Hassle-Free Upgrade

Get access to the latest technology all at your fingertips. With only an internet connection, gain access to the newest technology.



Omni QM

AI-Powered omnichannel quality management allows admins to monitor interactions with live prospects across all channels.



Fully Compliant

High security call center software. OneCloud CX™ is fully PCI, GDPR, TCPA, HIPAA, and SOC compliant.



Load Balancing

If one call center is overflowing, another call center from across the world can help with the workload.



Global Flexibility

Optimize contact center operations for your geographic situation, and optimize local and remote resources.



Integrations and Automation

Unlocking Seamless Integration and Automation

Blended Outbound Dialing Automation

Outbound dialing automation helps increase agent productivity during outbound dialing. OneCloud CX™ Contact Center supports predictive, preview, progressive, and automatic dialing modes.

IVR

IVR and other media are automated through user-friendly scenario blocks in a drag-and-drop web-based UI, supporting multilingual capabilities with dynamic language switching for prompts, and offering extensive functionality such as accessing web services, databases, and CRMs like SAP and SFDC.

Reporting

A number of historical reports are available out of the box, covering all important call center metrics. The reports can be run ad-hoc, as well as scheduled and delivered over email or FTP.



Cloud APIs and Out of the Box Integrations

We integrate with a number of CRM systems out of the box using a variety of methods and offer the following rich capabilities



- Identification and personalization
- Data access from scenarios
- Screen pops and click to dial
- Activity records, including custom fields
- Campaign lists and results synchronization
- Combined reporting



Key Differentiators

Choosing OneCloud CX: A Decision for Excellence



randstad

HAIRCLUB

pepsi

Bank of America

the Y

Zillow

BENTLEY

Sylvan Learning



100% Native Platform and Channels



Omni-Enterprise CX with Mobile App



True Omnichannel Conversations



Best of Breed AI Integration (IBM, Google, etc)



Industry Leading Omnichannel Quality Management



End-to-End Platform



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