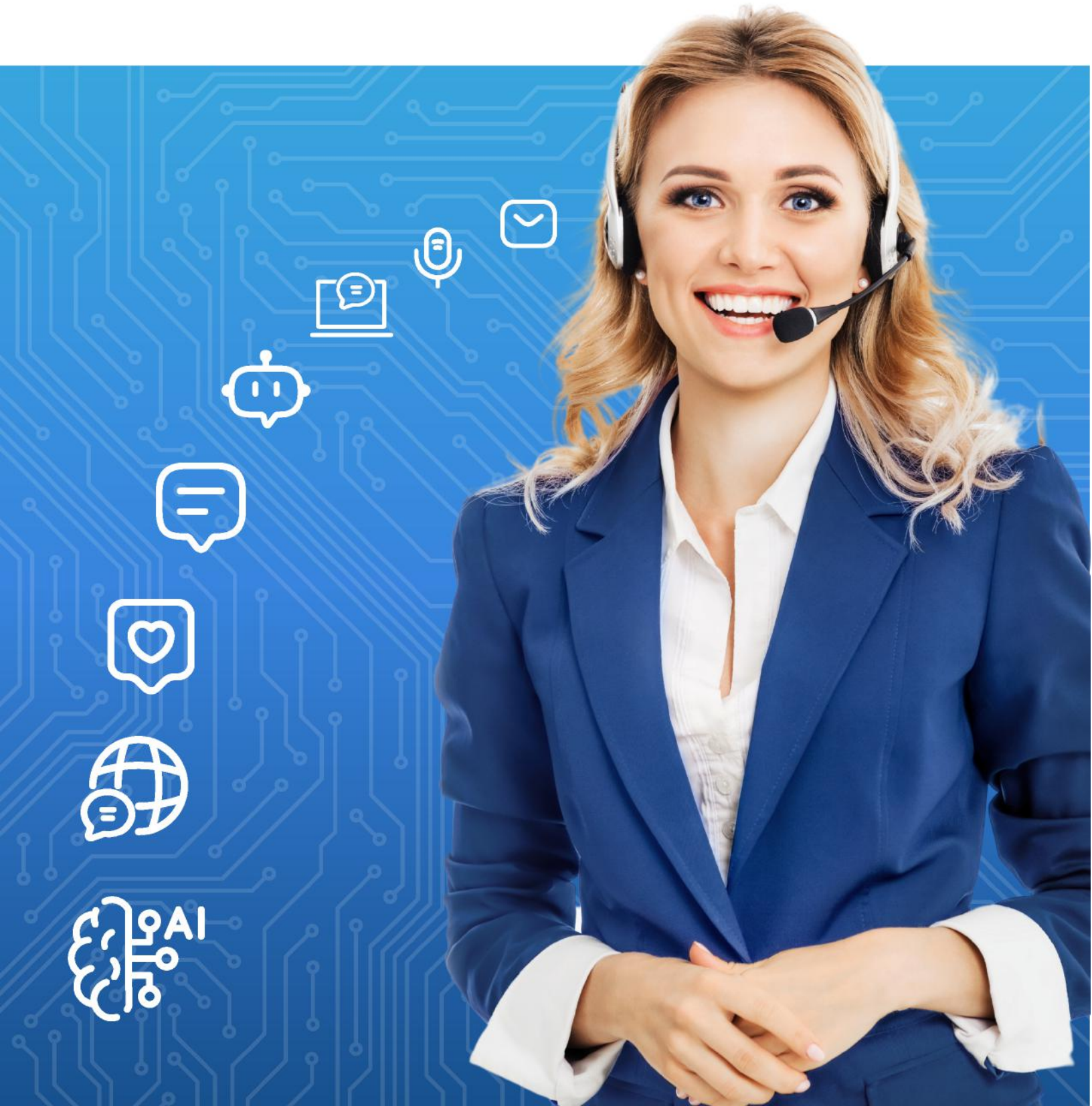




enhanced customer experience

Powerful, easiest-to-use omnichannel cloud contact center solution



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 omnichannel 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 & 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 workplace management & quality management



creating
flexible solutions

unlocking new horizons with onecloud cx's virtual call center



geographic flexibility

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



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



built-in quality assurance

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



business continuity

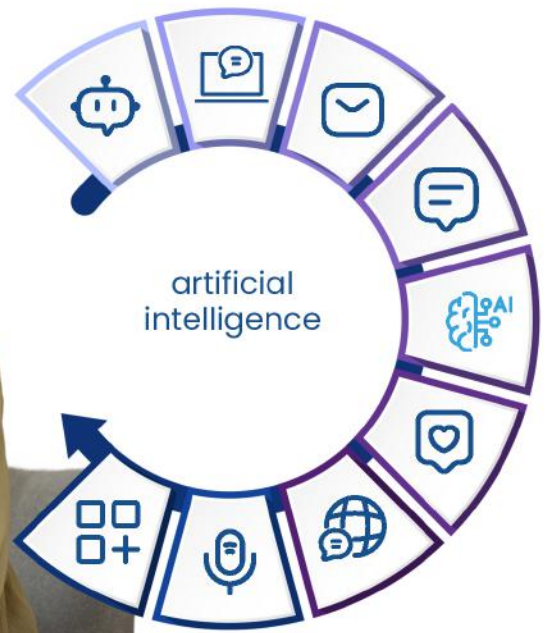
Robust system and Active-Active architecture for uninterrupted service and intelligent routing and call logs ensure the right agents handle calls



work from home flexibility

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

creating
effortless
support experiences



empowering agents with omnichannel tools



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 omni channel 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

blended outbound dialing automation

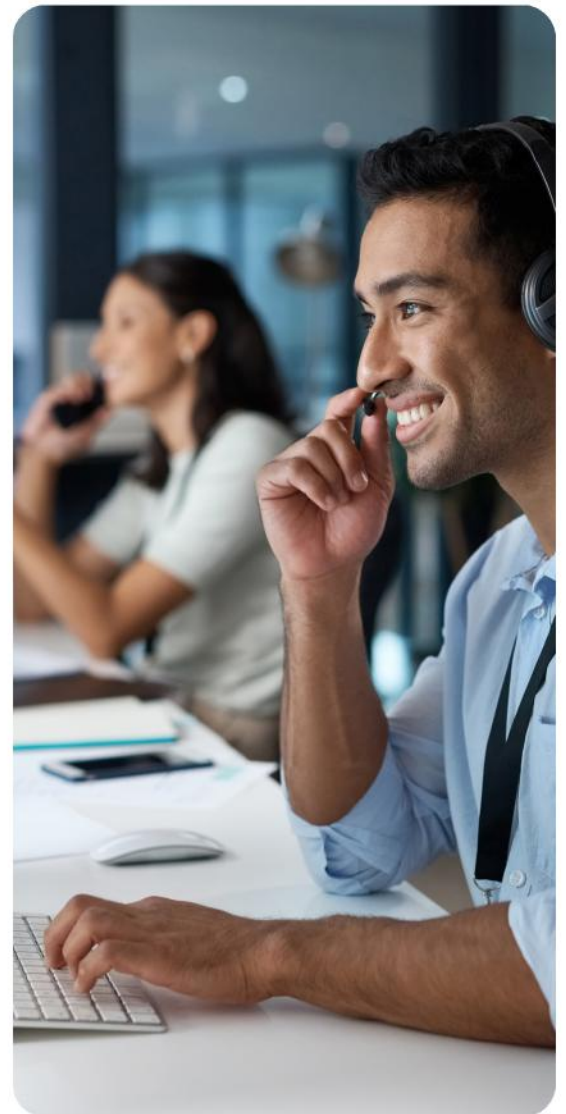
Outbound dialing automation helps increase agent productivity during outbound dialing. OneCloud CX™ Contact Center supports predictive, preview, progressive, and automatic dialing modes.

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 box, covering all important call center metrics. The reports can be run ad-hoc, as well as scheduled and delivered over email or FTP.



key differentiators

Choosing OneCloud CX™ - a decision for excellence



**100% native
platform and
channels**



**omni-channel cx
with mobile app**



**true
omnichannel
conversations**

cloud APIs and out of 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 dial
- Activity records, including custom fields
- Campaign lists and results synchronization
- combined reporting



OneCloud CX Configuration Reports Interaction Records administrator@onecloud.com | Settings | Logout

Search

Users >> System Manager >> Person

All Users 8 entries

First name	S...	Type	State	Link Group
progressiv...	80/	Email		

Person Assignments Lists Dispositions Activity Numbers Outbound Results Archive Canned

General Calling Hours Dial Rules DNC Diagnostics

Name: Predictive

Type:

Status: stopped (manually) Start Stop

Start/Stop Automation

From: no restriction [view hours of operation](#)
(America/Charlotte)
US North Carolina Holidays 9:00 AM - 3AM

Until: no restriction

Campaign link group: << None >> add/edit

Begin this campaign after:

Predictive Options

No Answer timeout: 45 seconds

Scenario to run when answered: << Default >>

Detect voice before connection:

Detect answering machine:

Apply Reset



best of breed
ai integration



industry leading
omnichannel
quality
management



end-to-end
platform



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