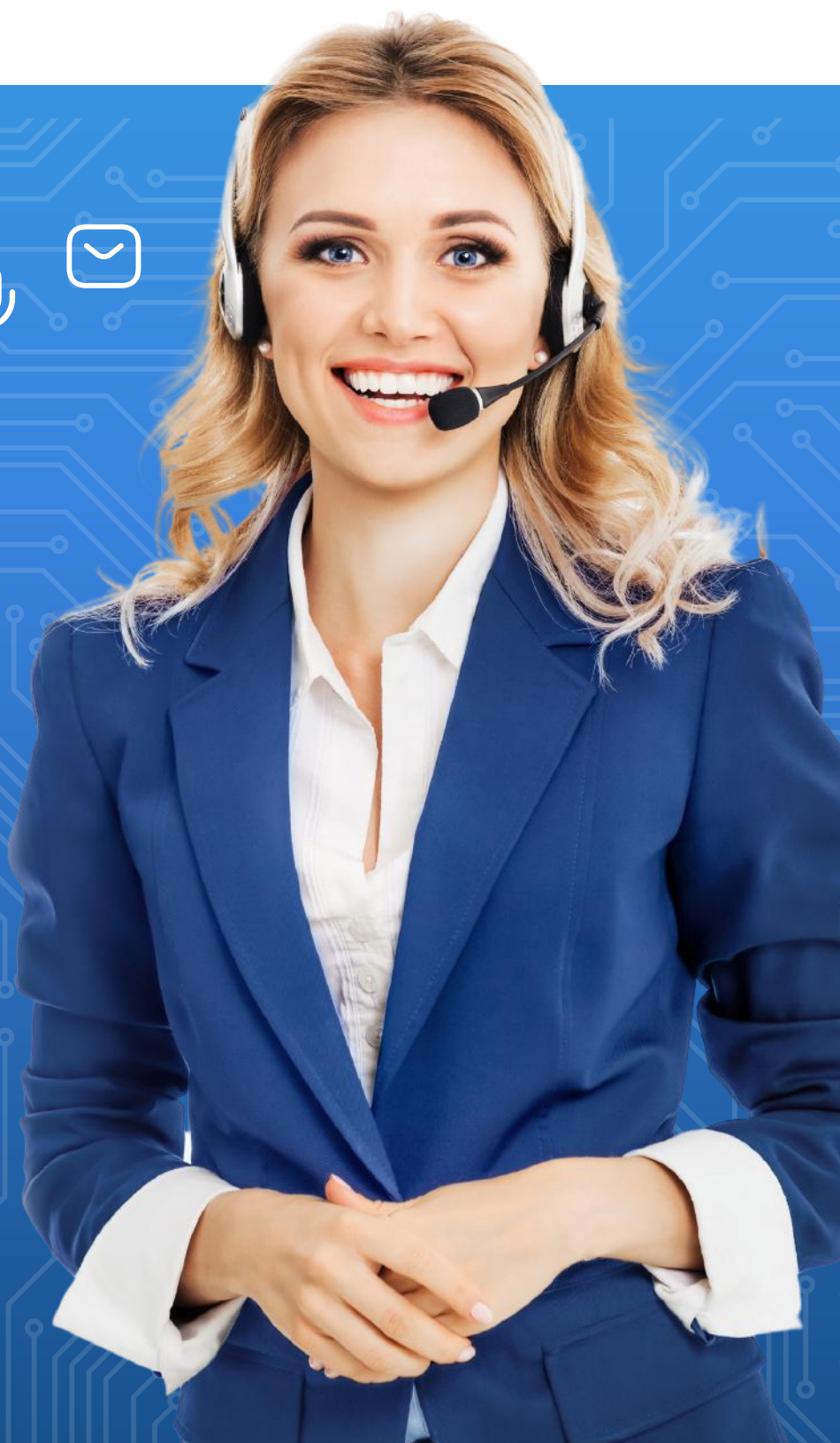# OneCloud CX™

Enhanced Customer Experience

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

AI

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

Artificial Intelligence
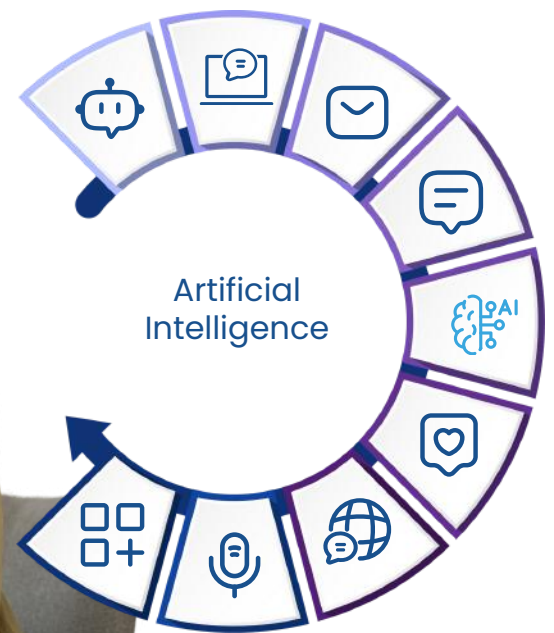
Empowering Agents With Omnichannel Tools

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 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 & 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

the Y   BANK OF AMERICA   BENTLEY   randstad   HAIRCLUB   pepsi.   Sylvan Learning   Zillow

100% Native Platform and Channels
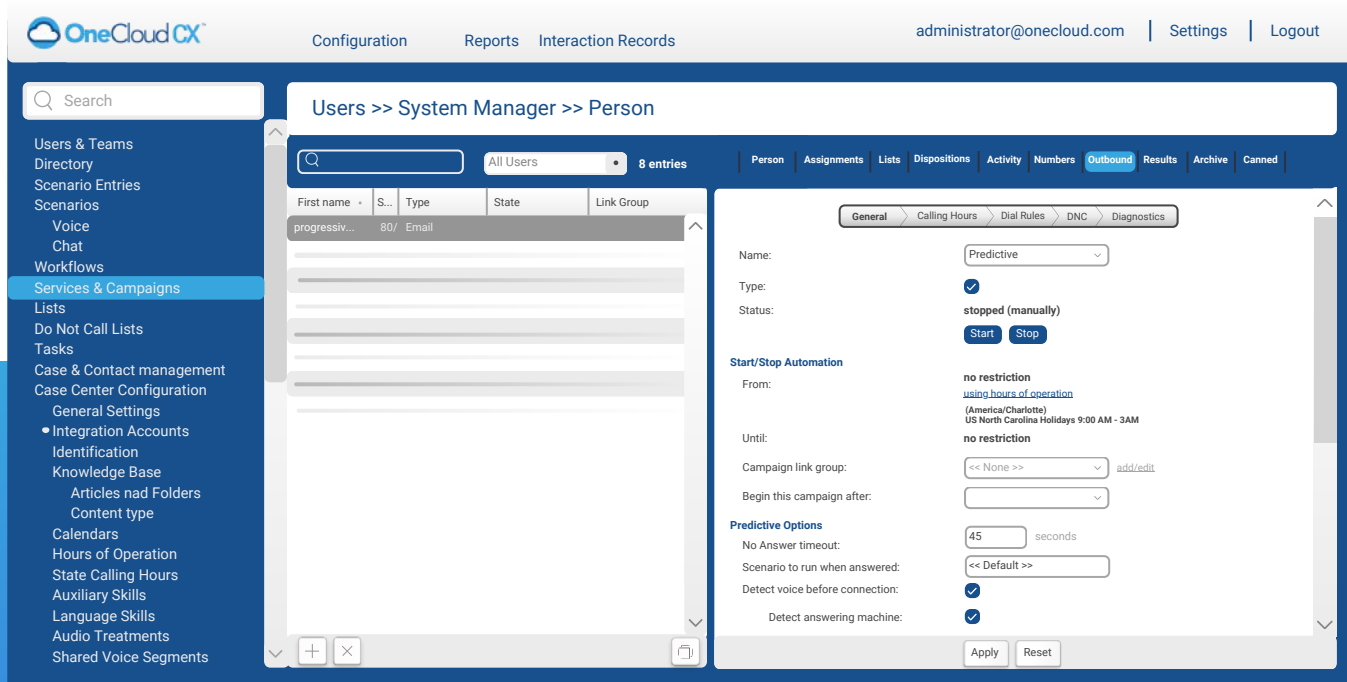
Omnichannel CX With Mobile App

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

Microsoft Dynamics 365

salesforce

ORACLE

zendesk

OneCloud CX

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

Search

Users >> System Manager >> Person

Users & Teams
Directory
Scenario Entries
Scenarios
    Voice
    Chat
Workflows
Services & Campaigns
Lists
Do Not Call Lists
Tasks
Case & Contact management
Case Center Configuration
    General Settings
    • Integration Accounts
    Identification
    Knowledge Base
      Articles nad Folders
      Content type
    Calendars
    Hours of Operation
    State Calling Hours
    Auxiliary Skills
    Language Skills
    Audio Treatments
    Shared Voice Segments

All Users   8 entries

Person Assignments Lists Dispositions Activity Numbers Outbound Results Archive Canned

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

General Calling Hours Dial Rules DNC Diagnostics

Name: Predictive
Type: ☑
Status: stopped (manually)
  Start Stop

Start/Stop Automation
From: no restriction
   using 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

OneCloud®