



BE CLOUD

Solutions for innovation

CUSTOMER SERVICE STARTS WITH REVOLUTIONARY CLOUD TECHNOLOGY



BeCloud Solutions revolutionary cloud technology is the industry's simplest, most powerful cloud contact center.

It's new, it's different, and it will revolutionize the way that fast, easy customer service is delivered with feature-rich customer service technology that is fast to deploy and super-easy to use.



UK-Headquarter
Bournemouth



ITALY
Seregno (MILAN)

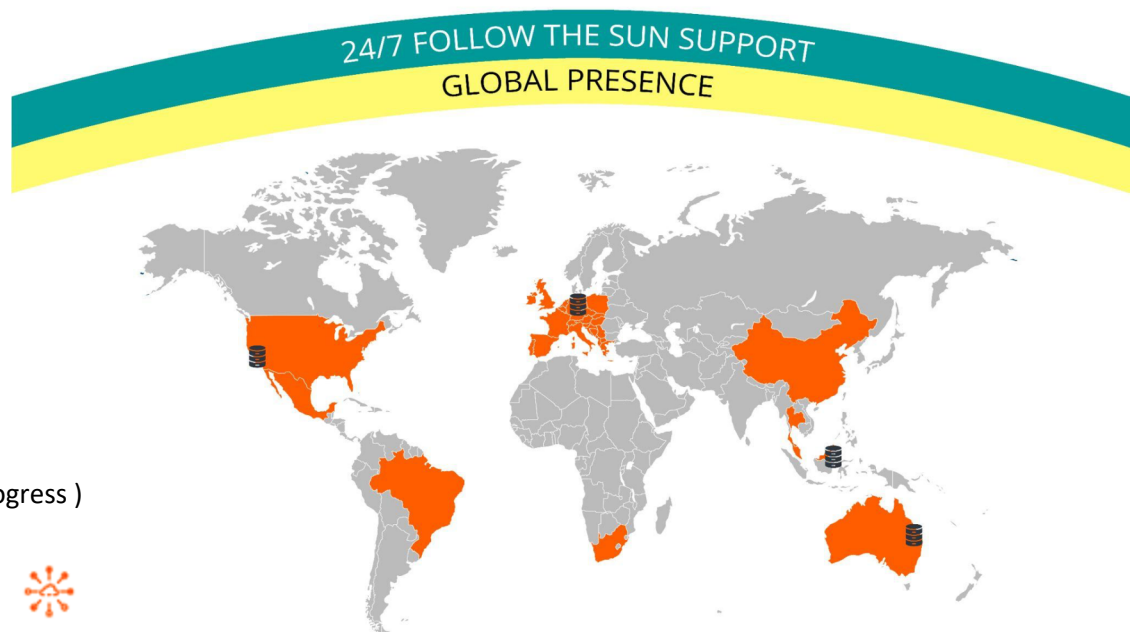


CUSTOMERS: 24 Country, 5 Continents,
14 languages and 23 different time zones



4 AWS PLATFORM:

Frankfurt, Sydney, San Francisco, Singapore (in progress)



100% Cloud

1

Single Vendor

10+

CRM Integrations



AI & Automation

OUR MISSION

We help companies of all sizes to offer a better Customer Experience thanks to an enterprise-class, reliable and flexible full cloud platform that covers every inbound and outbound process necessary for a complete and omnichannel service.

- **Simple to adopt:** you will be Live in a few days without waiting for months.
- **Simple to use:** designed to be simple and intuitive. You will have the keys to the entire solution as if were installed directly at your premises.
- **Simple to integrate:** integration with major CRM & Apps had been easier. alternatively, through our API and Web Services, it integrates your solution that you already use or that you have created over the years.

Thanks to our Full Cloud model (**€-\$-£/Month/Agents**) choose only what you need now
We follow exactly the progress of your business thanks to payment based on use (**Pay-per-use**).



Salesforce ISV Partner



Salesforce AppExchange



Amazon Technology Partner



WhatsApp Solutions Provider Partner

ALL-IN-ONE FULL CLOUD OFFERING

More enterprise-class solutions and services already pre-integrated, scalable and ready to use as needed

BE CONNECT



Numbers & Telephone Traffic

We issue global termination and green numbers (+109 countries) in a very short time and personalized and competitive rates for global calling

TOLL FREE NUMBER – NUMBER PORTING - SMS - SIP TRUNK - PBX INTEGRATIONS

BE 360°



Cloud integration platform - iPaaS

Integration Platform as a Service

The implementation allows companies to integrate CRM, Custom Apps and new technologies.

WFO - WFM - SOCIAL MESSENGERS - WHATSAPP BUSINESS - MICROSOFT TEAMS - CUSTOM APPS

BE RELAX



Support & Managed services - 24/7x365 in Italian and English languages

BeRelax is the support service designed to manage any reports of malfunctions, anomalies, requests for information or application training. We provide various types of support up to coverage 24/7 x 365 days

BE INCONTACT



100% Cloud Contact Center

Customer Engagement Omnichannel platform to interact simultaneously with all your customers on the different configurable contact channels (voice, chat, email, SMS, WhatsApp Business, Teams, social, etc.). Agents will be able to manage interactions using a single web interface, and have all customer information, optimizing the daily management of processes and increasing the Customer Experience.

IVR - ACD – IN/OUTBOUND VOICE CALLS - CALL RECORDING - CONTACT MANAGEMENT - DATA CENTER - DISASTER RECOVERY - ANALYSIS - REAL TIME AND HISTORICAL REPORTS - PREDICTIVE DIALER - WEBRTC - HTML 5 - EMAIL - SMS - CHAT - SOCIAL - ETC.

BE NEXT



Artificial Intelligence & Chatbot

A suite of multilingual artificial intelligence services capable of learning concepts and automatically improving their performance.

AMAZON LEX - IBM WATSON

BE AGENT



Global Multi skills Agents 24/7

BPO service that allows you to outsource part or all of your Contact Center or Customer Service Business Unit (1.500+ agents in Italy and abroad).

INBOUND - OUTBOUND

INTEGRATIONS



**Cloud integration platform -
iPaaS Integration Platform as a
Service**

The implementation allows companies
to integrate CRM, Custom Apps and new
technologies.

Choose the one that best suits your
company!

PBX - WFM - SOCIAL - EMAIL -
CALENDAR - MESSENGER - CRM - ERP -
CUSTOM APP

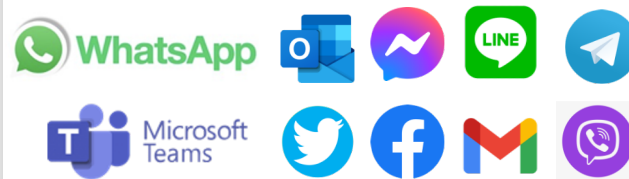
CRM



PBX / WFM / AI



SOCIAL | EMAIL | CALENDAR | MESSENGER



CRM/ APPS CUSTOM



CUSTOMERS AND SUCCESSFUL EXPERIENCES ALL OVER THE WORLD





"BeCloud was the answer to our problems and the implementation of the BeInContact solution integrated with CRM in just 2 weeks allowed us not to lose business and offer a cutting-edge omnichannel customer experience"

Pio Clemente
CTO & CIO



"Thanks to the partnership with BeCloud we have managed to improve the level of Customer Satisfaction and at the same time increase the contact channels with our customers. We believe that teamwork is bringing added value to our customers and to ourselves"

Roberto Sansiveri
IT Software Manager



"BeCloud has proved to be a reliable and available partner in all project phases, from delivery to post live, supporting operational and business in the change management and adoptions phase in all interested countries"

Andrea Barba
IT Solution Delivery Manager



"BeCloud's ability to perceive and develop solutions in an integrated way, increasingly understanding the entire customer management, means that every development of the technological system leads us to an improvement in business processes"

Ezio Maino
IT Manager

Thanks!



Do you need more informations?

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www.becloudsolutions.com

