



**BECLOUD**  
Solutions for innovation

**servicenow**

**Omnichannel solution  
integrated to your CRM**



**BeCloud Solutions** revolutionary cloud technology is the industry's simplest, most powerful **Cloud Contact Center**.

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



## UK-Headquarter

Bournemouth



## ITALY

Milan

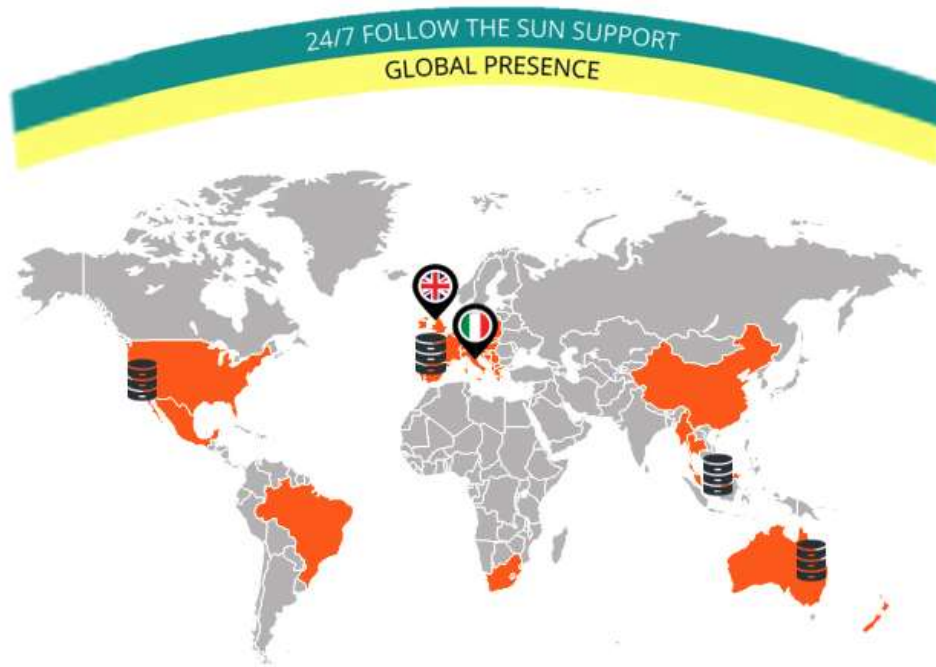


**CUSTOMERS:** 24 Country, 5 Continents,  
14 languages and 23 different time zones



## 4 AWS PLATFORM:

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



100% Cloud

1

Single Vendor

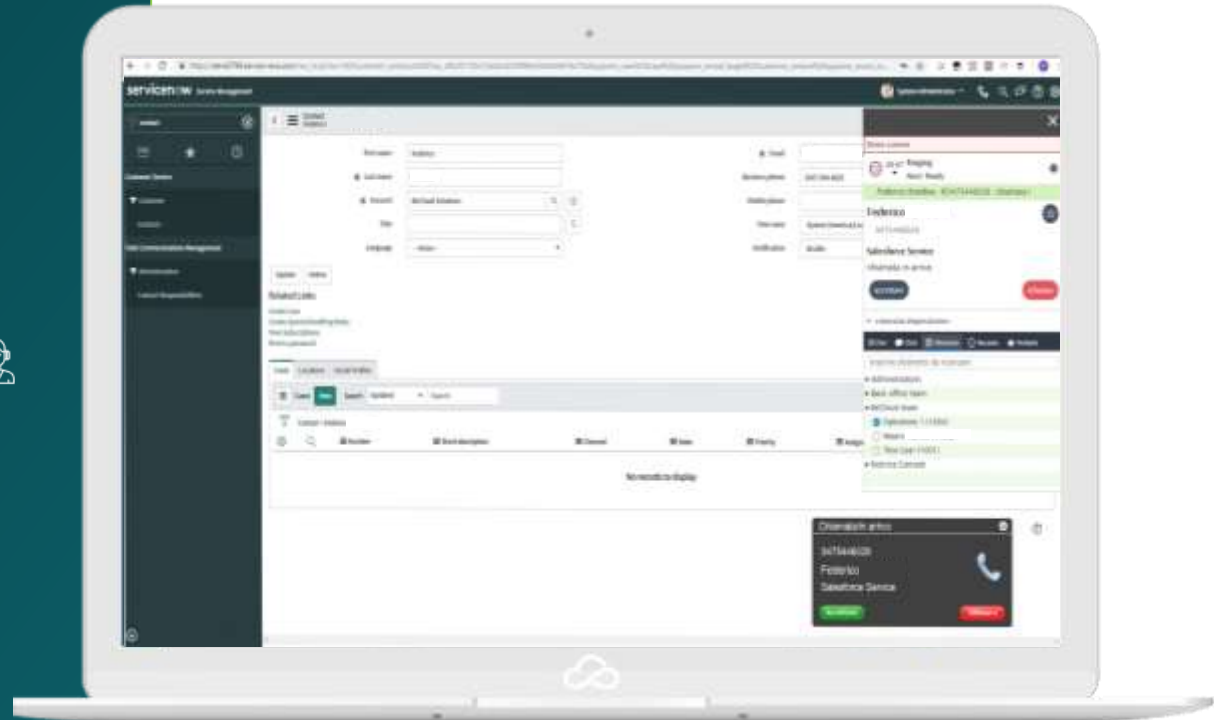
10+

CRM Integrations



AI & Automation

# BeInContact: CTI servicenow integration



## Find out the integration with our CTI Phone Bar



Be360° is a **Cloud integration iPaaS – integration Platform as a Service**. It allows different application integration (Cloud, On-Premises, Legacy) without architectural complexities such as software, appliances, or custom codes.

Implements the CTI Phone bar within the Servicenow layout to manage communications on all contact channels, also allowing the operator to manage incoming interactions accompanied by all the information recorded within the CRM, optimizing the management of the contact and information sharing.



**BROWSER:** Google Chrome, Firefox, Edge or Safari



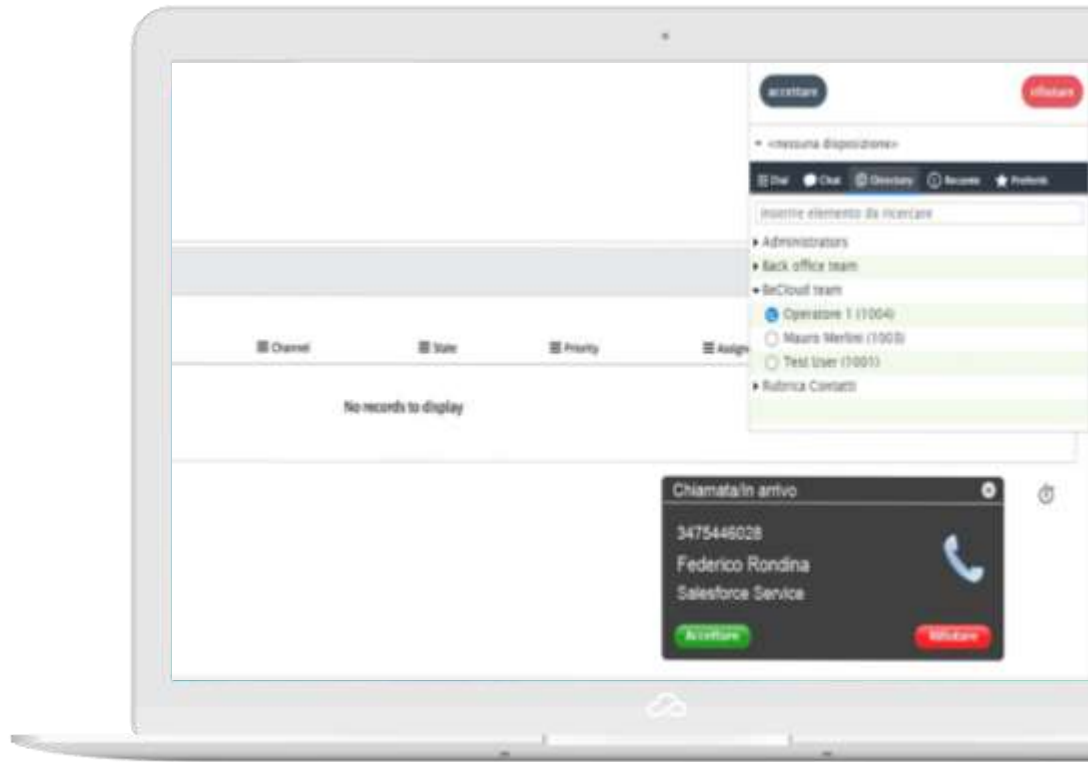
**PHONE:** Softphone embedded to the platform, IP softphone or external phone on PSTN line

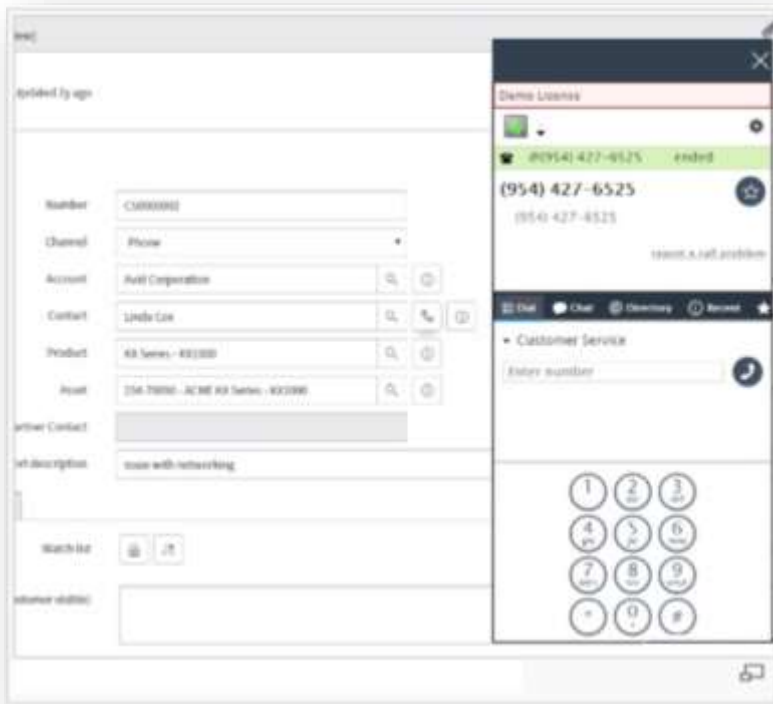


**CHAT:** Web Chat, SMS, **WhatsApp Business**, **Microsoft Teams**



**SINGLE SIGN ON:** Login to BeInContact in one-single-step





## IDENTIFICATION AND SCREENPOP

Identify the caller on variables such as phone number, incidents, fields and prioritize them based on their data

## SELF-SERVICE & AUTOMATION

Create automatic Tickets for after hour or voicemail calls, read, update or delete cases following a call or chat interaction

## LISTS AUTOMATIC SYNCHRONIZATION

Profile the lists in Servicenow to configure a campaign and filter the fields, automatically importing the contents into BelinContact

## PREDICTIVE, PROGRESSIVE, PREVIEW DIALER

It uses different automatic dialing methods according to business needs

## UNIFIED SUPERVISION

See operator status and monitor calls in real-time

## SINGLE SIGN ON

Automatically log into BelinContact after logging into servicenow



### DATA SHARING

Data allows agents a quick answering, diminishing waiting times and providing a personalised experience.



### CLICK TO CALL

Optimise agents daily operations. Number dialing won't be needed: the softphone will do it automatically.

### CALLER VISUALISATION

Allows the agent to immediately identify the callers informations thanks to already available data stored in CRM.



### PERFORMANCE ANALYSIS


Allows activities and performances monitoring to better analyse data, boost goals achievement and manage CX improvement.




# Thank you!



Do you need more informations? Contact us!

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