



100% Cloud
Omnichannel Contact Center solution



100% CLOUD OMNICHANNEL CONTACT CENTER

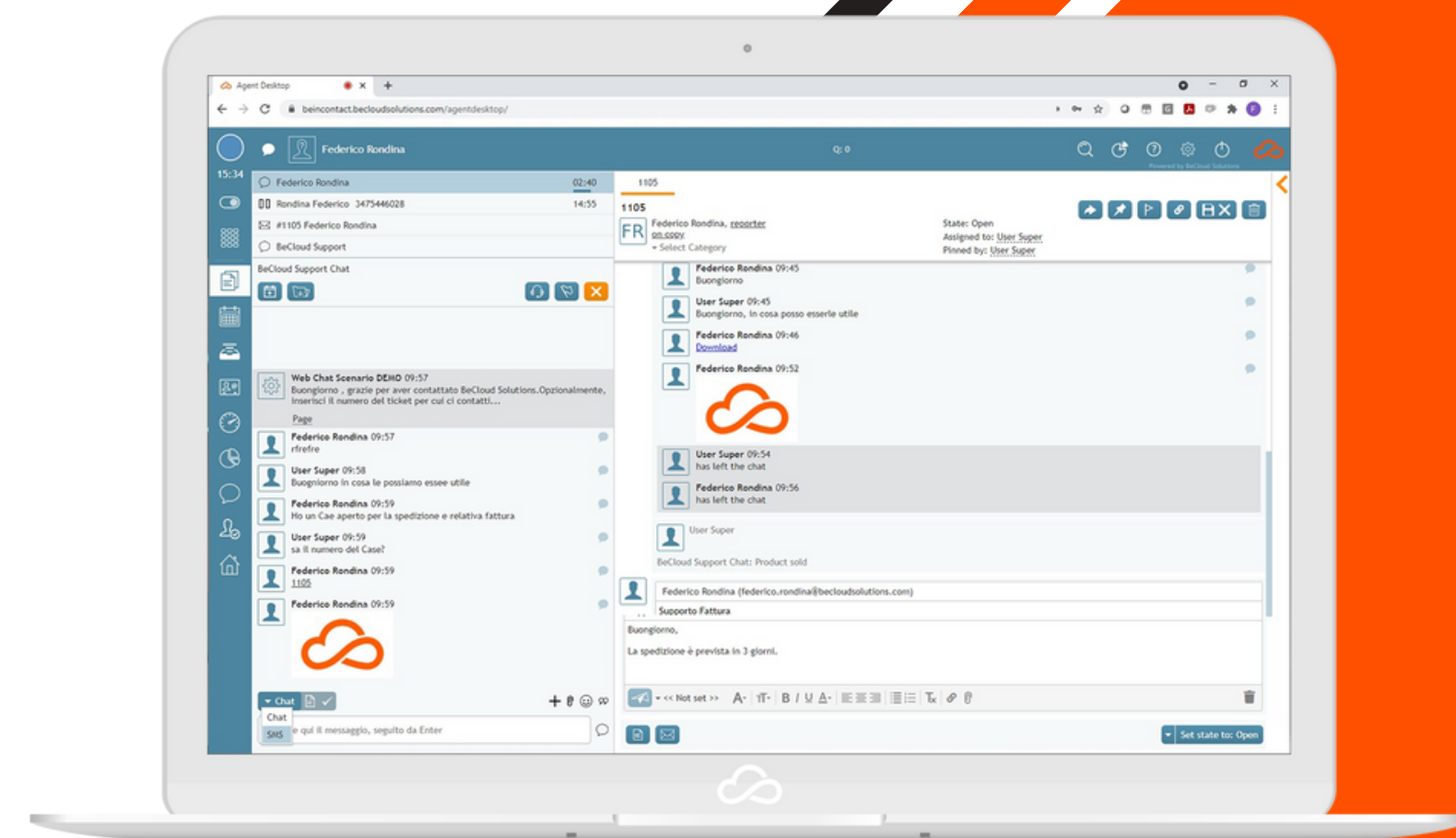
A **100% Omnichannel Cloud Contact Center** solution aiming to bring client interactions on different, customisable contact channels using a single, unique web interface. Agents can manage various interactions while having all the clients informations at hand, making a daily optimization of the Customer Experience.

OMNICHANNEL AGENT DESKTOP

As a Multi-Tenant omnichannel platform, with **BeInContact** it is possible to configure countless contact channels. The interaction on each channel can be managed on a single **Agent Desktop** aiming at the optimization of the agent's operativity. Thanks to BeInContact's Agent Desktop the operator will be able to manage different interactions from various services with the help of a modern, innovative **phone bar** and its relative keybindings and voice-data integration.

READY TO USE ARTIFICIAL INTELLIGENCE

BeInContact merges innovative **AI Powered Omnichannel Contact Center systems** and escalation rules on operator morfing simple, natural, conversational language into an essential component to a successful experience.





CAMPAIGN MANAGEMENT

By creating record lists within BelnContact **Campaing Manager** it's possible to send **phone campaigns and ads, mails, SMS, social and much more** to all contacts using one unique platform and user interface. **Creating appointment memos, making market research, lead detection or vocal order** phone business sales is also possible. Agent's productivity is also enhaced. BelnContact's CPA (Call Process Analysis) grants unique integrated campaign quality, thanks to workflow and call to action. Your agents will be equipped with the best instruments to guarantee a much more satisfying Customer Experience.

PREDICTIVE DIALER

Our Predictive Dialing System allows call center to quickly and efficiently initiate outgoing calls in a simplified manner.

Using customisable algorithms BelnContact's ACD system is able to predict the listed contacts conversation times and dialing times in order to automatically compose the number and find an operator. **The system optimizes working times** granting more productivity and sales opportunity.

PREVIEW METHOD

Records are proposed to the campaign manager agent. They can review a client's details before proceding in making the phone call.

PROGRESSIVE METHOD

The system automatically calls the listed records waiting, if necessary, for another call to end before starting a new one.

PREDICTIVE METHOD

The system automatically calls listed records based on already processed, unanswered calls and agent avaiability's algorithms and statistical analisys in order to better understand when calls can or can't be managed.

AUTOMATIC IVR

The system automatically calls listed record based on already processed algorithms and statistical analisys, connecting aforementioned calls to virtual IVR enabling the process thoroughout automated self service without the need of human operators.



BEINCONTACT

Custom features

You decide the number of working seats, features and service type. **An all inclusive solution** will dispell any need of system updates, maintenance or buying new hardware components. BeInContact grants unlimited availability, flexibility and elevated performances making the difference in your Contact Center selling activities, marketing activities and Customer Service as well. We can establish **nominal licenses and/or concurrent ones** as well as **Pay-per-use** licences that can be activated based on the business performance.



STARTER

Our base package to start communicating

- Inbound & Outbound voice calls
- ACD
- IVR
- Customer Profile
- Reports & Dashboard basics
- Salesforce basic integration
- CRM basic integration
- and so much more...



DIGITAL

Exclusive package for all your digital channels

- Email
- Chat
- SMS
- Social
- Customer Profile
- WhatsApp Integration
- Facebook Integration
- Microsoft Teams
- Telegram
- Twitter
- and so much more...



VOICE

Our mainly voice calls-focused package

Featuring the **starter** package, plus:

- Reports & Dashboards
- API Access
- Call Recording
- Full Salesforce integration
- Full CRM integration
- and so much more...

POPOLARE



DIALER

The package for all your massive outbound activities

Featuring the **starter** package, plus:

- Preview dialer
- Progressive dialer
- Predictive dialer
- CPA
- Agent seat map
- Quality monitoring
- Automatic lists uploading
- and so much more...



PROFESSIONAL

Full package for all your needs

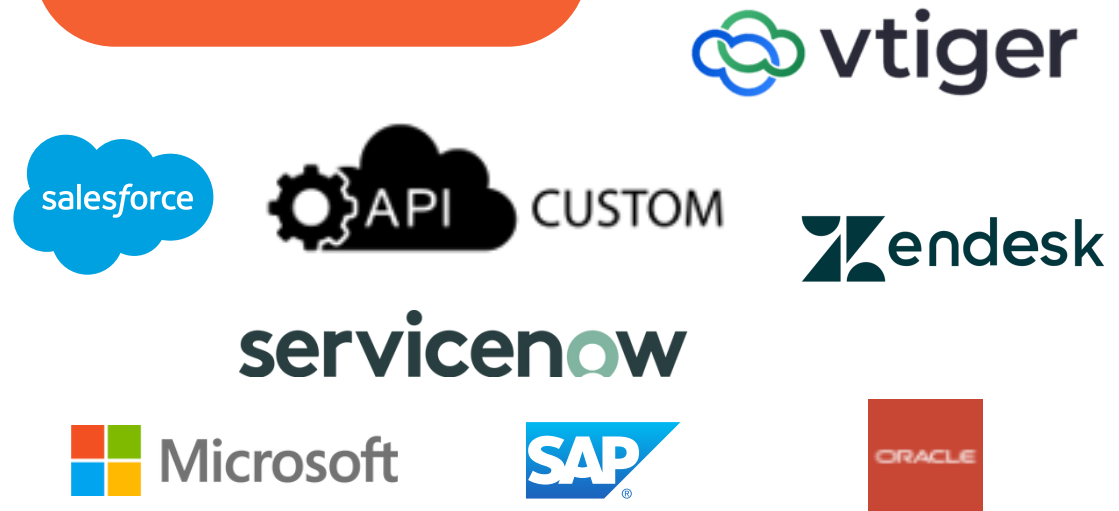
Featuring **VOICE, DIGITAL** and **DIALER** package, plus:

- Supervisor licenses
- Admin licenses
- Custom Wallboards
- Custom Reports
- API & Web Services
- and so much more...



available integrations

CRM & CUSTOM



SOCIAL, MAIL, CALENDAR, MESSENGER



PBX, WFM, AI



Thank you!



Do you need more information or a consultation?

Contact us Monday to Friday, 9am to 6pm or send us an email.
We'll reach back to you as soon as possible.



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