



BECLOUD
Solutions for innovation

Transcribe, Summarise, Guide

AI Suite

A Practical Demo

to Keep your Customer Service Ahead



Discovering the new
BelnContact AI Suite
and its functionalities



About BeCloud

A history

BeCloud Solutions is a global company with over 20 years of expertise in delivering advanced **Customer Experience** and **Cloud Contact Centre solutions**. As a single-vendor partner for omnichannel implementation, BeCloud offers a comprehensive and flexible portfolio designed to meet the evolving needs of businesses. With a strong focus on performance and innovation, BeCloud helps clients and partners improve the management of communication channels and elevate every aspect of the customer experience.



HEADQUARTER UK

Bournemouth



ITALY REGIONAL OFFICE

Seregno (MB)



CUSTOMERS

24 Countries, 5 Continents, 14 languages & 23 timezones



4 AWS PLATFORMS

Frankfurt, Sydney, San Francisco, Singapore

24/7 Follow the Sun Support
Global Presence



100%
Cloud

1

Single
vendor

+10

CRM
integration



Artificial
Intelligence

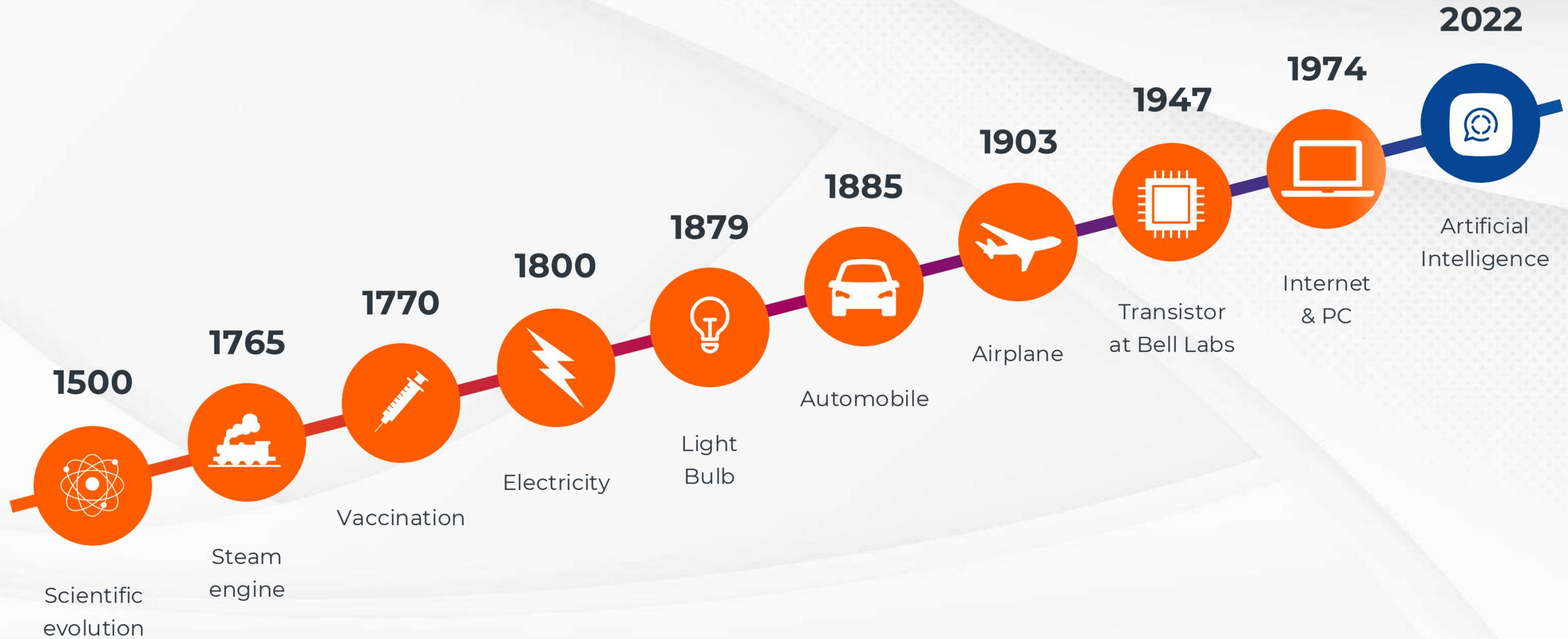


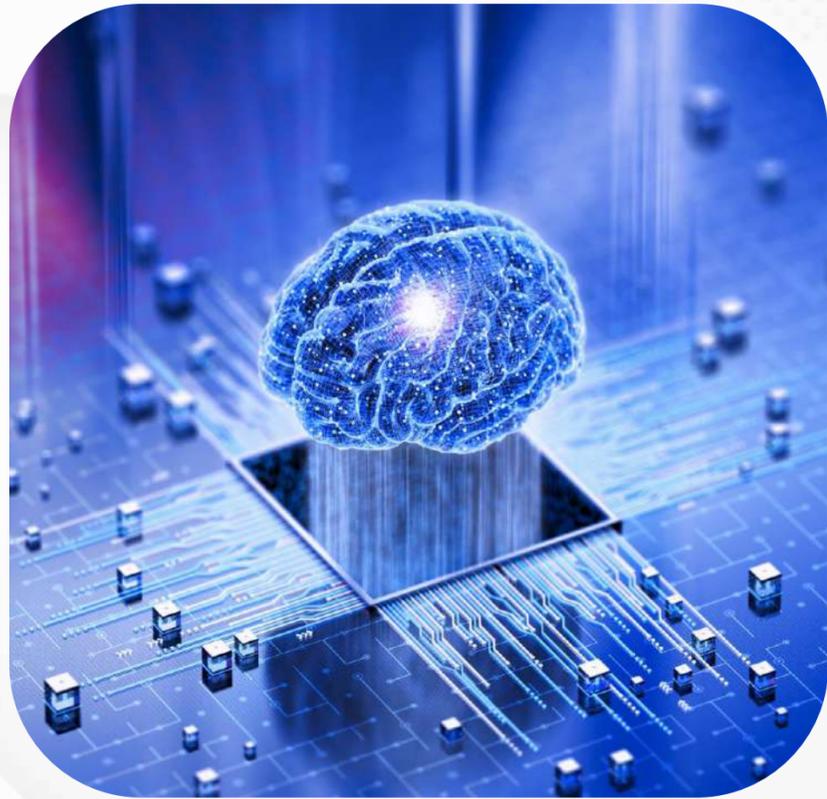
24/7, 365
support



Transformative events

Shaping past and future





Source: mckinsey.com

**By
2030**

Thanks to AI

60%

More automation

AI doesn't replace work
it creates higher-value
automation around it.

\$ 2.6 T

added to global economy

AI massively increases
productivity, unlocking new
revenue stream

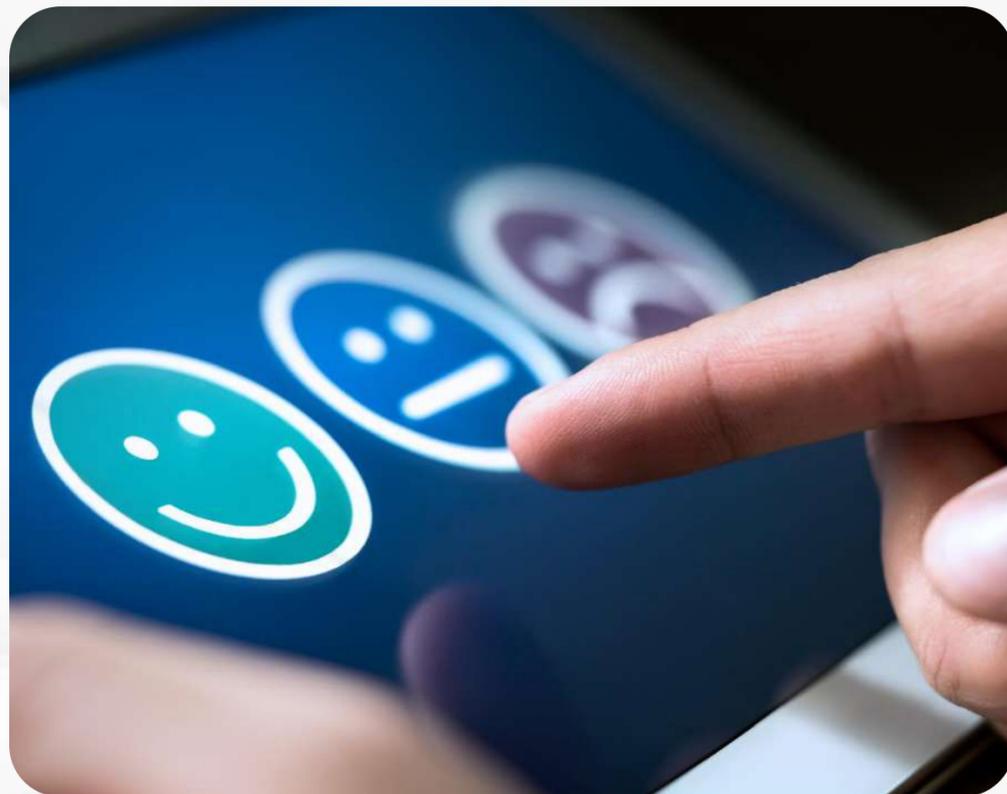
0.5%

improvement of global GDP

AI acts as a global
productivity multiplier across
every industry & Market



Where AI delivers **BEST**



For your business

- Repetitive requests handling
- Instant suggestions
- Smart Routing
- 24/7 Consistent Performance

For your customers

- Immediate responses
- Easy issue resolution
- Wait times reduction
- Smooth Human Escalation



AI concerns

Operator's side

Will AI replace me?

Can I trust the output?

I don't know how to use it



Debunking
AI myths





AI concerns

Business' side

Unclear ROI

Risks & Liability Concerns

It feels too complex to implement



Debunking
AI myths





Introducing



BE INCONTACT

AI Suite



Transcription

Automatic transcripts for every customer interaction. Less typing. Accurate, up-to-date records.



Summarization

AI-powered summaries and CRM-ready notes for every interaction. No typing. No errors. Just clean records.



Teleprompter & AI Agent Assist

Real-time compliance monitoring, live suggestions and instant supervisor alerts.



Transcription

From interaction to text



Our AI Suite automatically generates **a complete and detailed text record of every customer interaction**, reducing the need for manual input while ensuring data is consistent, accurate, and always up-to-date.



Instantly **convert audio and video** into CRM-ready text



Turn every interaction into clear, actionable insights



Cut operational time dramatically



Simplyfy content analysis



Let your agents focus on what *really* matters



Summarization

Summarise your content with AI



Our AI Suite can automatically **summarize the entire customer interaction**, providing a clear and concise overview, or generate **ready-to-use notes** that can be quickly copied into your CRM. This eliminates manual typing, reduces errors, and keeps your records consistently accurate.



Summarize transcripts & conversations,
Automatic **Notes creation**



Review/Edit Capabilities



Keep agents focused on the interaction and
save after-call time



Prompt-based targeted summaries & notes
for specific business outcomes



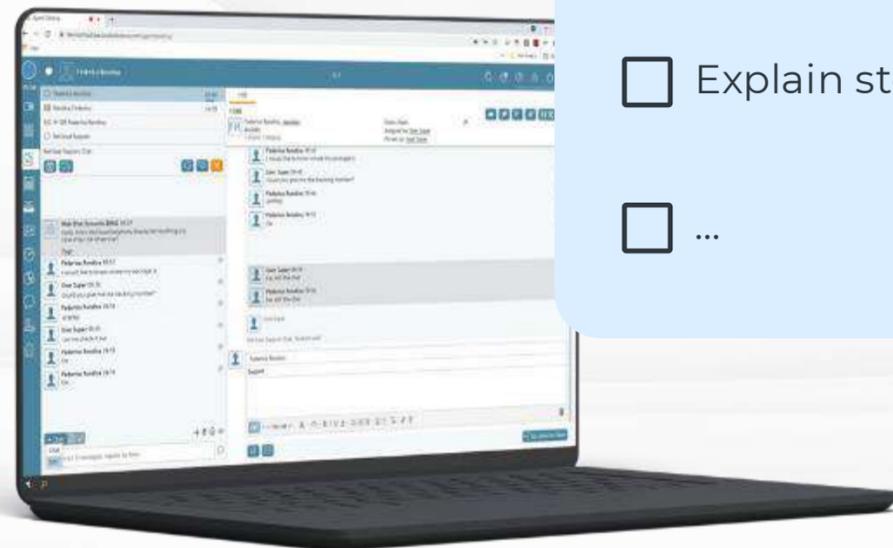
Auto publish to CRM



Teleprompter

Script adherence tracking

The system tracks what is being said and **checks against compliance list** pre-approved by your business. The functionality also alerts supervisors and managers in case of non-compliant interactions



- Greet Customer
- Ask for serial number
- Explain steps to solve problem
- ...



Compliance guidance and tracking



Dynamic checklists



Dynamic scripts



Performance monitoring



BECLOUD
Solutions for innovation

Thank You



Becloudsolutions.com
marketing@becloudsolutions.com