



BECLLOUD

Solutions for innovation

About us



BeCloud Solutions' revolutionary cloud and AI technology delivers the industry's simplest, most powerful **Cloud Contact Center**. It's new, it's different, and it's designed to transform how fast, effortless **Customer Service** is delivered. With feature-rich capabilities, rapid deployment, and an intuitive, easy-to-use interface, BeCloud Solutions enables organizations to provide exceptional customer experiences—quickly and efficiently.



HEADQUARTER UK
London (Bournemouth)



ITALY REGIONAL OFFICE
Milan (Seregno)



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

Our Offer



BECONNECT



API Communication & SIP Trunk

National and international local and toll-free numbers in 109+ countries, with competitive rates.

NATIONAL & INTERNATIONAL NUMBERS – NUMBER PORTABILITY – SMS – RCS – SIP TRUNK – IP-PBX INTEGRATIONS

BE360°




IPaaS – integration Platform as a Service

Seamless integration with CRM, custom apps, and AI technologies alike.

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


BE RELAX



24/7, 365 Support & Assistance

A comprehensive support service that handles report issues, system anomalies, information requests, and training, offering round-the-clock assistance every day of the year.

BEINCONTACT



AI CCaaS - AI Contact Center as a Service enterprise edition

An omnichannel platform for managing all customer interactions with full insights from a single interface.


AI SUITE – IVR - ACD - PREDICTIVE DIALER - CALL RECORDING- CONTACT MANAGEMENT SYSTEM - REPORT AND ANALYSIS

Softswitch Edition

Software-based system that manages voice over IP networks

SOFTSWITCH – CALL ROUTING – VOIP GATEWAY

BE NEXT



AI Pro Agent

Multilingual chatbots and voicebots that autonomously manage customer interactions.

AI CHATBOT & VOICEBOT

BE AGENT



BPO – Business Process Outsourcing

BPO services that provide partial or full management of all units within your Contact Center or Customer Service operations.

INBOUND - OUTBOUND

BeInContact

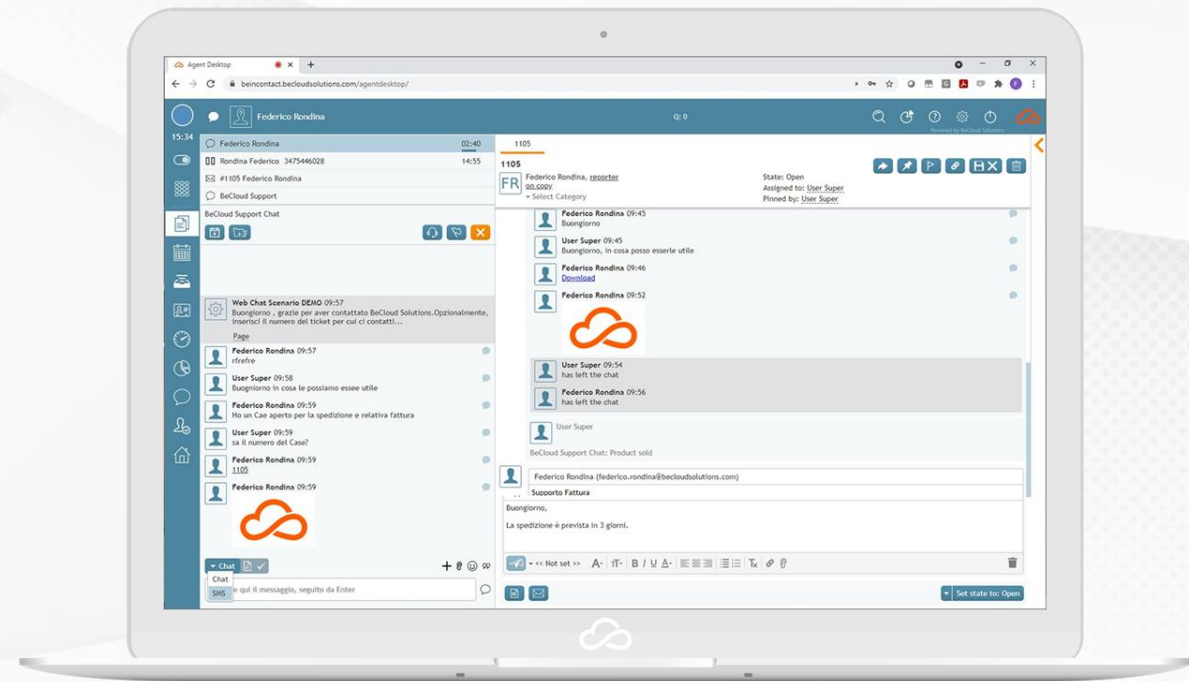
AI-Powered Omnichannel Contact Centre



BeInContact is a multi-tenant, omnichannel platform that enables **seamless management of multiple contact channels through a single, unified interface:** the Agent Desktop.

Designed to maximise operational efficiency, the Agent Desktop empowers agents to manage interactions across voice, email, chat, and more / all within one intuitive workspace.

With a **built-in softphone, advanced call controls,** and **cutting-edge voice-data integration,** it streamlines workflows and enhances responsiveness. This powerful tool boosts agent productivity, improves service quality, and ensures a consistent, high-level customer experience across every channel.



BeInContact

Features



Channels & communication

- Omnichannel ACD
- Voice, Email, SMS, etc.
- Socials
- Webchat
- WebRTC/incorporated Softphone

IVR, automation & self service

- Graphical and conversational IVR
- Automated IVR campaign
- Multichannel interaction management via IVR
- Multilingual Text-to-Speech
- ASR – native Speech-to-Text integration with third-party providers
- Self-Service and Device Service

Outbound campaigns

- Campaign Manager with predictive, progressive, and preview dialer
- Email & SMS campaigns
- Dashboard for outbound campaign analytics

Routing, scenarios & workflow

- Scenario Builder Designer
- Multiskill routing rules and skill level
- Post-interaction workflow with graphic designer

Monitoring, reporting & quality

- Custom reports with graphical designer
- Real-time reporting (SLA, KPI, etc.)
- Wallboard with graphical builder
- Integrated Quality Management tool (voice/video/screen)
- Multichannel and screen recording
- Multichannel activity history tracking

Agent management & operativity

- On-demand agent licenses for seasonal peaks
- Language-specific guides for Agents, Supervisors, and Administrators (also available online)
- BeTracker – integrated Contact Management System

BeInContact

Features



Integrations & API

- Native CRM integrations (Salesforce, Microsoft Dynamics, Zendesk, SAP, ServiceNow, Oracle Service Cloud,.....)
- Microsoft Teams integration
- PBX integration
- Workforce Management integration
- WhatsApp Business integration
- APIs for custom solution integrations

Cloud & infrastructure

- 100% Cloud Multitenant (public, private, hybrid)
- HTML5 – Pura web interface
- WebRTC Technology
- 99.99% uptime – Business Continuity
- Fast Go Live
- Active Directory & SSO
- Virtual PBX functionalities

AI & advanced embedded functionalities (NEW)

- AI Suite - Real Time & Async
 - Virtual Agent
 - Agent Assist
 - Transcription
 - Summarization
 - Note taking
 - Interaction Analytics
 - Teleprompter
 - Autoscoreing
 - Omni QM with Autoscoreing



BeInContact

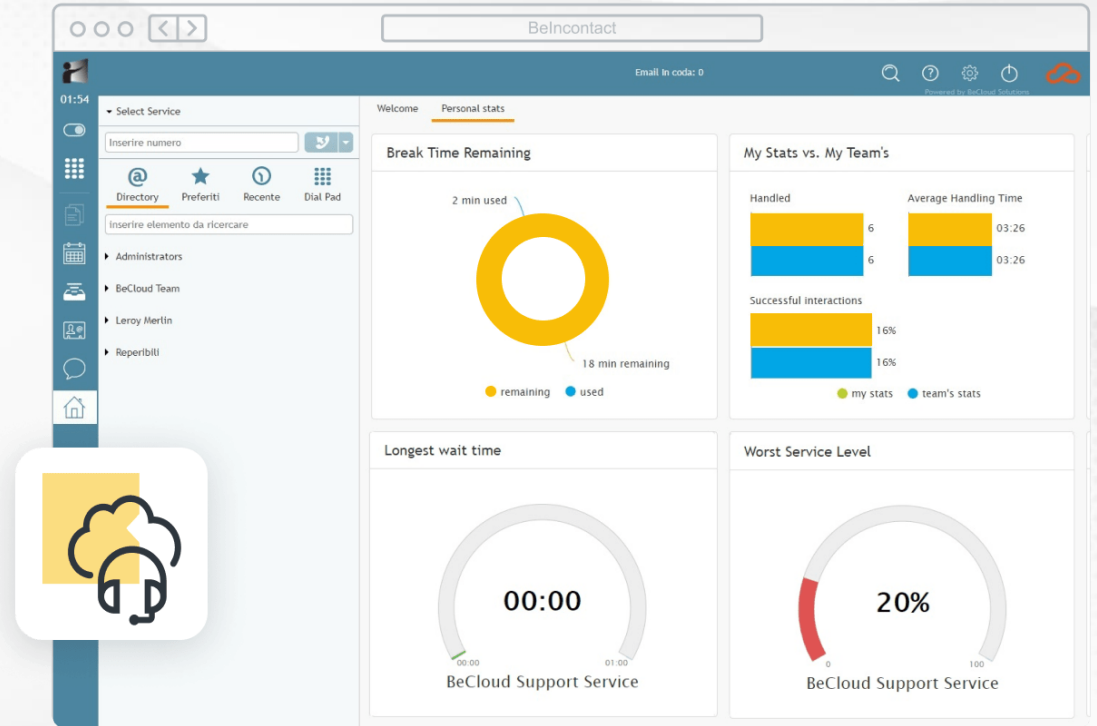
Some outbound functionalities

Campaign Management

BeInContact Campaign Manager lets you **launch phone campaigns**, emails, SMS, social messages, and more from a single platform. Ideal for **appointment reminders, lead generation, surveys, and phone-based sales**, it boosts agent productivity by eliminating manual dialing and wasted time. With Call Process Analysis, intelligent workflows, and built-in call-to-action tools, agents have everything they need to run fully integrated campaigns and deliver a seamless, satisfying CX.

Call Process Analysis

BeInContact's Call Process Analysis (CPA) provides advanced tools for qualitative campaign management, allowing you to design workflows and call-to-action processes that equip agents with everything they need to deliver the best possible customer experience.





BE INCONTACT

AI Suite



BeInContact



AI Suite

AI Virtual Agent

An autonomous system that can proactively act to achieve a goal. It can orchestrate complex, multi-step workflows across different applications.

AI Agent Assist

AI works to support every interaction - surfacing answers, automating routine work, and guiding agents through complex conversations.

Transcription

The process that creates a complete text record of an interaction, reducing manual work and ensuring consistent, accurate data.

Summarization & Note-taking

A tool to automatically summarise the entire customer interaction, providing a clear and concise overview. Additionally generate ready-to-use notes that can be quickly copied into your CRM.

Teleprompter

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

Autoscoreing

Automated, unbiased assessments of agent performance evaluations and customer surveys.

Interaction Analytic

AI and linguistic models automatically analyses customer interactions to understand the customer behaviour towards the business and the offered customer support.

OmniQM

A structured process for ensuring that your contact center delivers consistent, high-quality customer service and improves over time through a plethora of AI-powered tools and services.



BECLOUD

Solutions for innovation

Thank You



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