



**BECLOUD**

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



**BE360°**

**Integration Platform as a Service**



# Be360 integration









## IPaaS Integration Platform as a Service

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

Choose the one that best suits your business!

**CRM – ERP – PBX – WFM – SOCIAL  
MEDIA – EMAIL – CALENDAR –  
MESSENGER – APP CUSTOM**

**CRM**



**PBX | WFM**



**Social | Email | Calendar | Messenger**



**Intelligenza Artificiale**

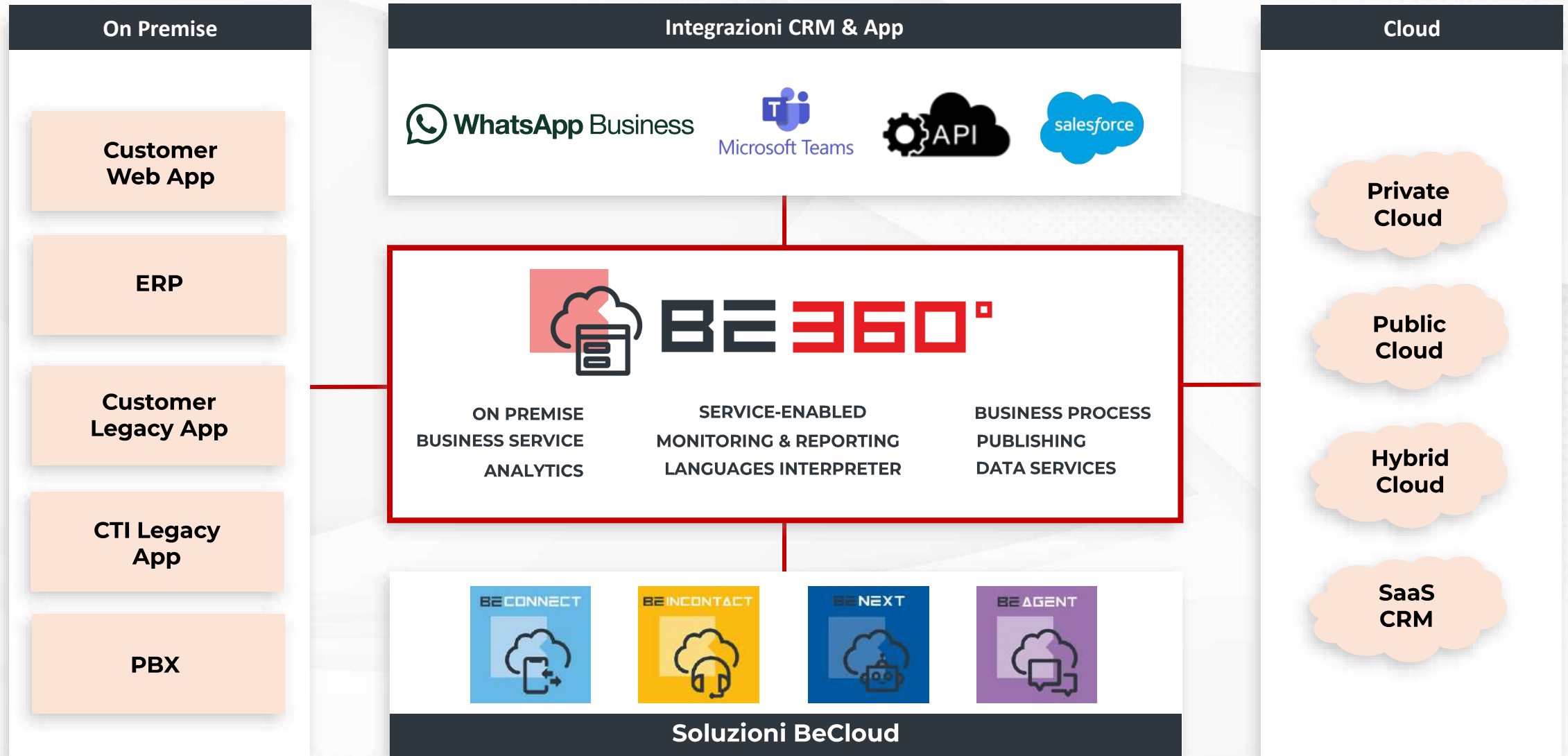


Cloud Text-to-Speech



# Be360

## iPaaS - integration Platform as a Service





# Microsoft Teams

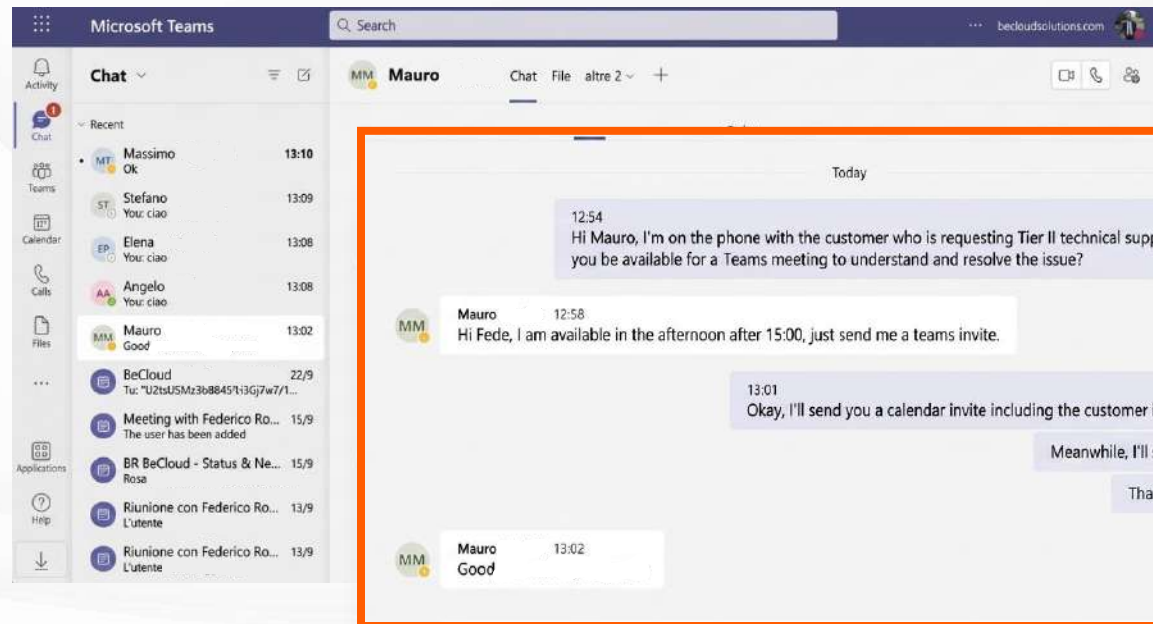
For your internal communication



# Digital Engagement



Empower your contact center agents to do their best work with real-time knowledge sharing and immediate access to information, for a faster, smarter customer service.



## LIVE event reaction

Easily configure **dozens of predefined and customizable alerts** based on virtually any Contact Center event.

## Simplify internal communication

Connect with agents instantly thanks to real-time notifications directly in Microsoft Teams. Agents can stay focused on their tasks without losing sight of what is happening in the Contact Center.

## Keep everything updated

Notify an agent or a team of relevant events to ensure that customer inquiries receive a response from the right agents at the right time.

**Ogni team rimane informato, allineato e reattivo.**



# Comunicazione e Collaborazione

## Focus sul tuo team

La comunicazione è fondamentale in un contact center e consentire agli agenti di aiutarsi a vicenda può ridurre contrasti sia per i clienti che per gli agenti.

Teams consente agli agenti di **comunicare rapidamente tra di loro tramite chat**, dando loro la possibilità di scambiarsi messaggi, allegare file, allegare immagini o chiedere a un esperto senza perdere l'interazione col cliente.

Microsoft Teams può essere integrato nella piattaforma BelnContact, il che significa che gli agenti non devono nemmeno distogliere lo sguardo dall'interazione con il cliente mentre collaborano con i loro colleghi.

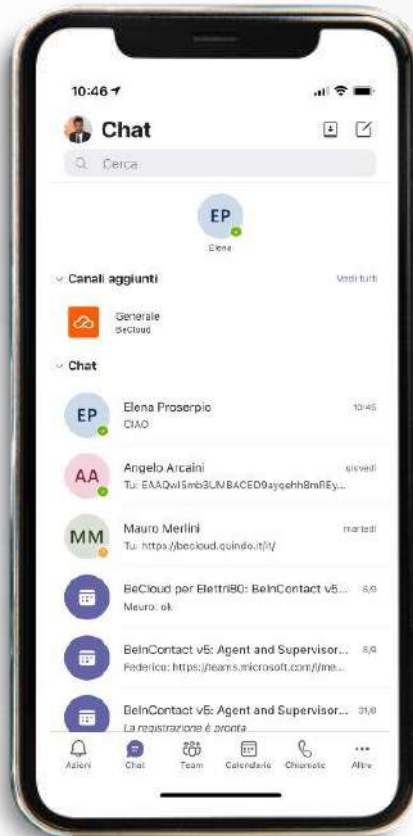




# Scopri l'integrazione con BeInContact

## Migliora la tua CX

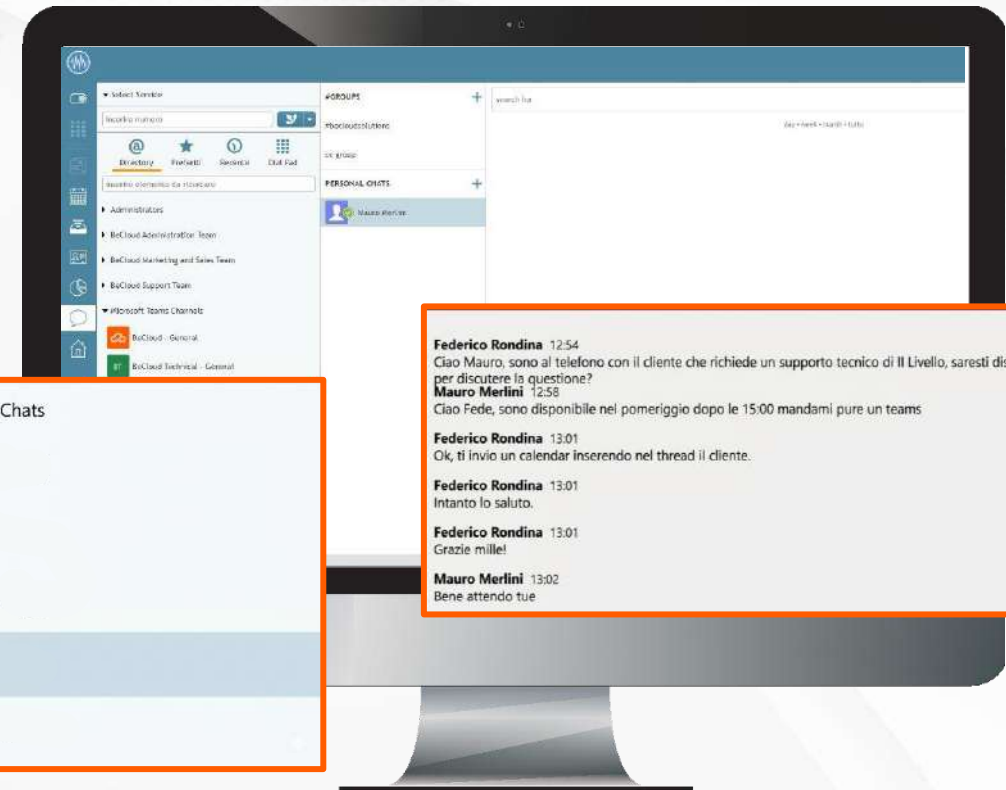
### Tecnico On-site



Assisti il tuo cliente ovunque, in qualsiasi momento.

Richiedere supporto tecnico a un agente o a un membro esterno del team non è mai stato così semplice.

### Agente





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**Thank You**



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