



BECLOUD

Solutions for innovation



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



About BeCloud

Our vision

BeCloud empowers organisations to deliver outstanding, AI-powered multichannel customer engagement through a full-cloud, enterprise-grade platform. Highly reliable and flexible, the solution supports all inbound and outbound processes required to provide a truly complete and omnichannel service.

Our platform helps companies enhance customer interactions, boost operational efficiency, and ensure a seamless, consistent experience across every communication channel:

- **Easy to adopt:** Go live in just a few days, without the long implementation timelines typically required by traditional systems.
- **Easy to use:** Designed with simplicity and usability in mind. You have full control of the entire platform, just as if it were installed directly on your premises.
- **Easy to integrate:** Connect effortlessly with leading CRMs and business applications. Alternatively, our APIs and web services allow seamless integration with the tools and systems you already use or have developed over time.

Some of our strategic Partnerships



**Salesforce
IVS Partner**



**Salesforce
AppExchange**



**Amazon
Technology Partner**



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

BEAGENT



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



Why BeCloud?

Fragmented contact centre solutions?

BeCloud unifies Voice, WhatsApp, Email, SMS and other channels into a single cloud platform. Centralized management, consistent data and fluid processes.

Unintegrated CRM?

BeCloud integrates natively with Salesforce, Dynamics and all major CRMs on the market, bringing all customer information directly to agents. Faster operations, a smarter customer journey, zero silos.

Complex, costly systems?

BeCloud is cloud-native, scalable, and secure, with no complex infrastructure to manage. Fast deployment, cost reduction, and immediate time-to-value.





Partner Program

Available Partner Levels



Referrals and agents who prefer to introduce BeCloud, without handling sales and support



Per System Integrators & Service Providers looking to resell BeCloud services, managing sales and pre-sales activities



Per System Integrators & Service Providers looking to resell BeCloud services, managing sales and pre-sales activities, set-up, configuration and first-level support



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Thank You



+ 44 204 571 0710



marketing@becloudsolutions.com



becloudsolutions.com