



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

CTI Integration with ZENDESK



CTI integration with Zendesk



Be360° is a Cloud Integration platform — iPaaS (Integration Platform as a Service). **It enables the integration of different applications** (Cloud, On-Premise, Legacy) without the need to add architectural complexities such as additional software, appliances, or custom code.

Thanks to the implementation of the CTI Phone Bar within the Zendesk layout, it is possible to **manage communications across all contact channels** and **allow agents and operators to handle incoming interactions** enriched with all the information stored in the CRM.



Browser

Google Chrome, Firefox, Edge o Safari



Phone

Softphone embedded to the platform, IP Softphone, or PSTN line



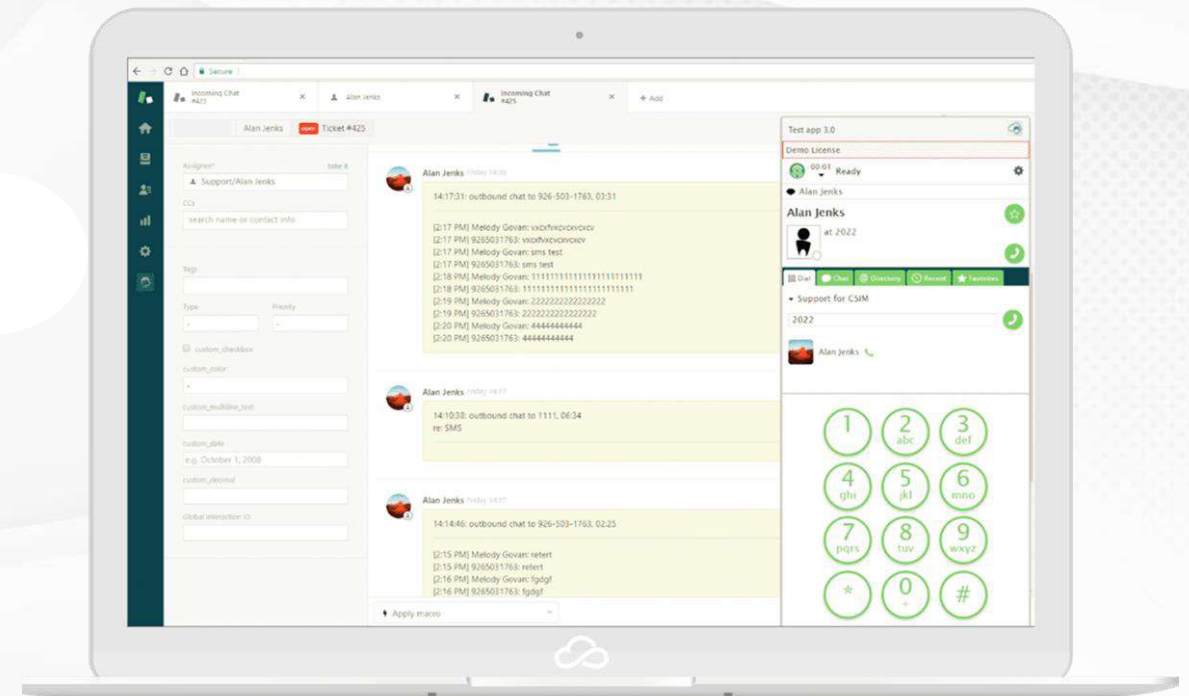
Chat

Webchat, SMS, WhatsApp Business, Microsoft Teams



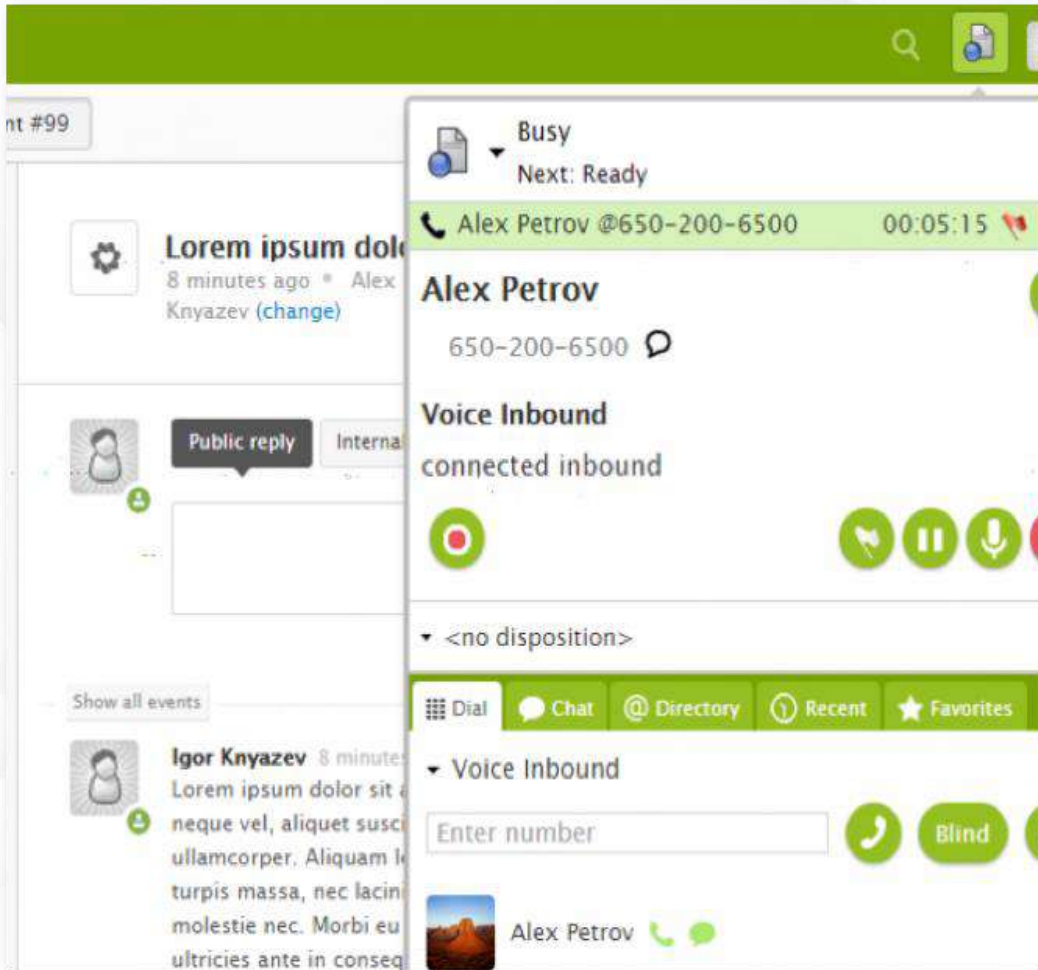
Single Sign On

BeInContact single sign on



CTI integration with Zendesk

Some features



Identification & Screenpop

Identify the caller based on variables such as phone number, incidents, and fields, and assign them a priority according to the data.

Self Service & Automation

Automatically create tickets for after-hours calls or voicemail, and read, update, or delete cases after a call or chat interaction.

Automatic list sync

Profile lists in Salesforce to configure a campaign and filter fields, automatically importing the content into BelnContact.

Predictive, Progressive, Preview dialer

Use different automatic dialling methods based on business needs.

Unified supervision

Operator status display and real-time call monitoring.



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Thank You



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