



CUSTOMERS ARE MULTICHANNEL. WHAT ABOUT YOU?

EVERY CUSTOMER CONVERSATION COUNTS. CAPTURE OPPORTUNITIES NO MATTER THE CHANNEL.

Where your customers are slipping through:

- Calls delayed, voicemails missed.
- When the queue is full, callers hang up - and there's no way to keep them.
- Long wait times push customers to competitors.
- No real-time view on who's waiting, on which channel.

Every missed conversation is a missed opportunity.

Satisfy every customer on their preferred channel:

- Let your customers reach you the way they prefer
- Route every call to the right person.
- Offer callback or webchat when the queue overflows.
- See every conversation in real time, in one console.

SMART CONTACT

EVERY CONVERSATION, CAPTURED.

Voice, webchat, WhatsApp, SMS — your customers use them all. Without unified routing across channels, every misdirected conversation is revenue walking out the door, silently.

MULTICHANNEL CX. NO NEW INTERFACE.

Multichannel CX extends your ACD with WhatsApp, webchat, SMS channels - unified routing, one agent app.

- **Right conversation, right person:** every time, on every channel, without manual intervention.
- **No more blind spots:** full visibility on calls, messages, wait times and team load — in real time.
- **Zero disruption for your teams:** same agents, same app — routing changes, the way they work doesn't.
- **Reduced waiting and transfers:** route to the right person from the start, on voice or chat.

GROWS WITH YOUR BUSINESS.

Multichannel CX gets you running fast, with minimal setup and cost. Begin with the volumes and channels you handle today.

- Add channels and capacities as your volumes grow.
- Add supervision, wallboard and richer reporting as your team grows.

QUESTIONS YOU MAY BE ASKING

- **"We already have a phone system that works. Why do we need Multichannel CX?"**
Having Direct phone lines is no more sufficient to capture business opportunities. Multichannel CX routes every interaction to the right person on the right channel — and offers webchat or callback when the queue overflows.
- **"What about WhatsApp and webchat?"**
Same Multichannel CX, one app. Start with an efficient ACD today, then introduce WhatsApp, webchat, SMS in a smooth way.
- **"Is this a contact center project?"**
No. That's a Multichannel Customer Experience. A smart management of voice and messaging. Simple onboarding. Controlled activation of channels.
- **"Won't this disrupt IT or our teams?"**
No. No new infrastructure, no new software. Only activation on top of your existing phone system.

**STOP MISSING CUSTOMER INTERACTIONS.
START LEVERAGING OPPORTUNITIES.**