



beautiful contact center solutions



## True All in One

We believe in making agent's work simpler, organized and more enjoyable. We are convinced that this is the only way to achieve real customer satisfaction. We help our customers to achieve this by making our software platform a simple and flexible solution. As we know every customer is unique, we created development tools for them to be able to personalize everything.



Cloud & On Premise



Development Platform



WebRTC



Omnichannel



Intelligent Routing

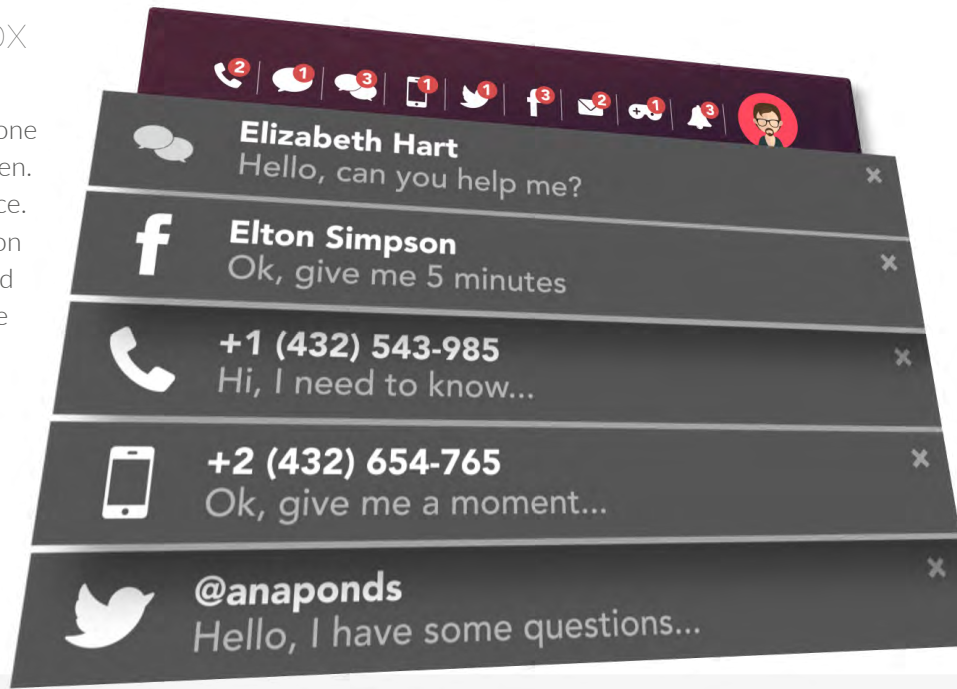


Easy Integration

# Omnichannel unified inbox

Traditionally, agents could only serve one customer, in one channel, and on one screen. This negatively impacted customer experience. With uContact, increase customer satisfaction by having meaningful and personalized conversations with customers through the channels they prefer.

uContact enables you to provide integrated customer support through email, SMS, webchat, social networks and more. With the unified inbox your agents are able to handle interactions without changing applications or switching tabs.



## Features

voice



**VOICE**  
inbound, outbound & blended



**RECORDING**  
multiple filters & downloads



**PBX**  
desktop & mobile softphone



**IVR**  
interactive voice response



**VOICE BROADCAST**  
massive voice messages



**DIALERS**  
preview, progressive, power & predictive

omni



**SMS**  
bulk & 1 to 1 text messages



**WEB CHAT**  
live assistance with audio and video call



**CLICK2CALL & CALL BACK**  
web interactions



**EMAIL**  
templates, bulk and 1 to 1



**SOCIAL MEDIA**  
facebook & Twitter



**BOTS**  
automate interactions

tools



**REAL TIME DASHBOARDS**  
omnichannel monitoring



**QUALITY MANAGEMENT**  
quality forms and tag recordings



**WORKFORCE MANAGEMENT**  
forecasting & reporting



**GAMIFICATION**  
reward and motivate agents



**MONITORING**  
spy, coaching & collaborating



**REPORTS**  
statistical and historical