

xCally Omni Channel Contact Centre

Presented by ScopServ Integrated Services

Engage your customers with the xCally Motion unique technology; Open Channel, Real Time, Powerful, Effective and Totally Integrated with Asterisk. Provide the best Customer Journey Experience allowing your contacts to interact with you using Video, Voice, Web Chat, E-Mail, SMS, Fax and many other channels.

Building and managing the backbone that powers the ERA of enterprise communication.



Features



Omni Channel

Enjoy Voice, SMS, Web Chat, E-Mail, Fax and Social Channels on the same unified solution.



Auto Dialer

Maximise your Agents talk time using preview, progressive or predictive dialing.



Automations

Make things automatically happen according to previously defined timing and actions.



Custom Dashboards

Every Contact Centre is unique: build your own custom dashboards to monitor and improve its performance.



Real-Time Monitoring

Use the RealTime panels to monitor your Agent's performances and to make dynamical changes in case of urgency needs.



Contact Manager

Manage your customer's information and keep track of their interactions across multiple channels.



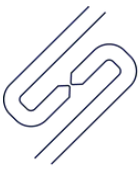
Open API Channel

Develop your favorite custom channels (social networks, video....) in just few steps. Your Agents will then manage customer interactions inside a single omni channel desktop interface.



Agent Phone Bar

Your Agents can login to their queues, manage multiple status and perform different tasks, according to their assigned skills, using the Windows Motion phone bar.



xCally Omni Channel Contact Centre

	OMNI GOLD	DIALER GOLD	ULTIMATE
Voice	✓	✓	✓
IVR	✓	✓	✓
Call Recording	✓	✓	✓
Whisper and Barge in	✓	✓	✓
Analytics and reports	✓	✓	✓
API	✓	✓	✓
Contacts Manager	✓	✓	✓
SMS	✓		✓
Web-chat	✓		✓
Email	✓		✓
Fax	✓		✓
Open Channel	✓		✓
Predictive Dialer		✓	✓
J-Scripty		✓	✓

Price available on request

