

# Engagely.ai Contact Center Software

## Giving your Support Center an Edge

Contact centers are no longer just a support function but have become the front face for customer experience. And thus enterprises are making a rapid shift to a more advanced and dynamic contact center environment by replacing their traditional painful IVRs with modern Contact Center Software.

### Why is Contact Center Cloud Transformation more than a Hype?

A single platform catering to all business and customer support needs at each stage of the customer cycle is giving your business an edge for top-line results.

#### **E**mpowering:

Agent with remote work readiness



#### **D**elivering:

Personalized experiences to customer



#### **G**ame changing:

With infrastructure modernization



#### **E**nabling:

Smart Self-service with Faster Deployment of Omnichannel Customer Engagement



The future is **HERE and NOW!** Turn your traditional cost center into a world class customer support and experience center- with deep-level intelligence and real-time adaptability at scale. This will not only give you an edge over completion but will revamp your customer support and experience.





# What is **Call Center Software** and why is it so popular?

Call center software is a smart, effective, secured, and scalable business solution for your support center that consists of software, tools, and services hosted over the cloud. With minimal set up time, flexible deployment and reduced costs, the solution helps businesses manage customer communication over all leading communication channels including- website, phone, email, live chat, SMS text, and social media.

The digital call center software helps businesses achieve optimal customer experiences through processes automation and allow support team representatives to focus on the more meaningful work- building customer relationships!



## Experience the better future for your support center with complete scalability, Visibility and Control



### **Omni-channel Presence**

Be available on customer preferred touch points with the single console and help them reach you without losing context any confusion in the context retention.



### **Interactive Voice Response (IVR) and Self Service**

Make self-service interaction personalized with the smart IVR that interacts with callers and routes the call to the most appropriate agent based on the callers' input.



### **Automatic Call Distribution (ACD)**

With skilled based routing, get the queries resolved with not only basic routing to any agent but to the most suitable agent with the help of information gathered from the caller.



### **Security**

No place for any security flaws that could compromise your business operation. Banking grade security and data privacy ensures that the business processes are set in accordance with the highest security regulations.



### **Reporting and Monitoring**

Dashboards, timely custom reports and actionable insights help analyse performance and make smart & right decisions.



### **Cost-effectiveness**

Say goodbye to unexpected costs associated with new hardware set-up, maintenance and support overheads.



### **100% Browser-based Contact Center**

Replace your legacy calling system with a complete browser friendly API-driven modern contact center.



### **Web Real Time Communication (RTC)**

Set up softphones at agents' workstations so that they can connect and engage with customers either from on premise or remotely with a simple "Click-to-Call" button.



### **Inbound and Outbound Calling**

Increase First Contact Resolution (FCR) and connect rate with the modern computer telephony capabilities and features for all your inbound and outbound calls.





# Elevate agent efficiency whilst improved customer support and experience with Cloud Contact Center Software all in one solution

**Engagely Live Agent Assist:** Scale up the operational efficiency by supporting human expertise with real-time assistance of sophisticated AI Live Agents!

## NLP based recommendation Engine

Our voice bot listens to the voice conversation between the customer and the agent and recommends the responses to the agent in real time. Customer information is also available during real-time conversation on voice and different channels along with context retention and previous history, improving overall customer experience.

## Speech to Text

The previous call history is available to agents in the form of text so that the agent can have a better understanding of the previous conversations. Also the entire call history is available as text for audit and analytics. This automatically provides client-curated smart replies and real-time, step-by-step assistance without involving an agent's time and bandwidth.

## Knowledge bank for the agents

The Chatbot on the agent console helps agents find the answer to the complex queries quickly. This reduces the time to on-board a new agent significantly.

## Go Omni-channel

Engage with your customers on the channels of their choice and give agents the flexibility to connect with customers on multiple channels simultaneously - WhatsApp, Webchat, mobile App, etc. Moreover, retain the context of the conversations across channels.

## Agent to Agent chat

A real time agent communication channel where agents can take help from their peers or supervisors.

## Easy Integration with New or Existing ticketing systems

Right from help desk and existing/new email ticketing to live chat assistance, you've got your customer support executive covered for all kinds of customer queries.

# Go beyond legacy system by leveraging AI automation with Cloud Contact Center Solution

## Engagely Automation Cloud:

Streamline your complete communication channel with Engagely.ai driven Chat, Email and Voice Bot automation. Empowered with advanced NLP, these bots are more than capable of handling 95% of complex queries 24/7 with great care and precision.



### Voice Automation

Driven by the Advanced NLP model, the Voice Bot effortlessly identifies multiple intents, assesses customer mood and delivers voice solutions with carefully computed sentiment scores.



### Text Automation

The AI Chatbot is intelligent enough to handle complex customer queries with sentiment-based chat automation.



### Email Automation

AI Based Email Automation Bot is trained to handle end-to-end email communication with ease.

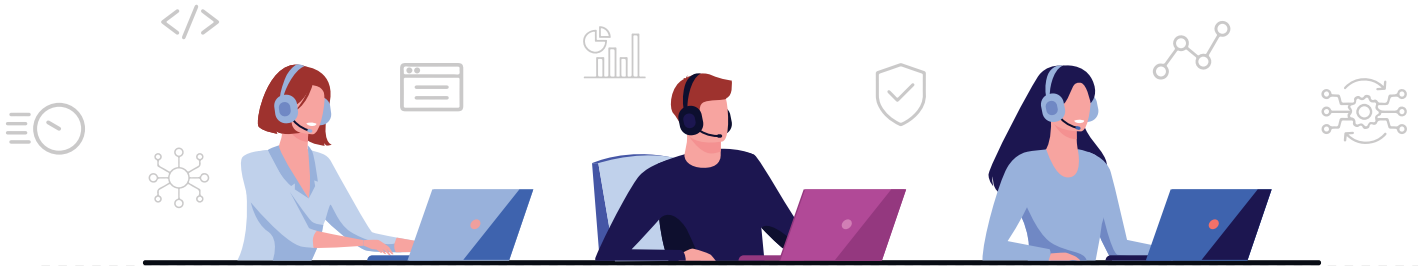




## Customer Analytics Cloud:

Gain deep insights from the customer data using AI driven Analytics cloud. Deduce meaningful data such as behavioural insights and customer patterns from the vast pool of customer data.

**Rich features that will incentivize you to take the digital leap**



<b>No-code</b>	<b>Omni-channel</b>	<b>Easy to use Interface</b>	<b>Lightning fast Go-Live</b>	<b>Advanced Analytics</b>	<b>Banking-grade Security</b>
<b>Remote Work Readiness</b>	<b>Journey Orchestration Engine</b>	<b>Pre-trained NLP</b>	<b>UI based API integration engine</b>	<b>Single Window Console for Agents</b>	<b>Improved Agents' Productivity</b>

## Why Engagely.ai

- Contextual conversations
- Passionate team with domain knowledge
- Banking grade security
- Customer success approach
- Lightning fast Go-Live
- Easy creation with low code builder platform

### Seamless integration with your enterprise eco-system of CRM'S and software using API'S



### Deployment as per your preference i.e. cloud, on-prem or hybrid



Present in 10+ Countries | Trusted by 150+ Customers | Serves 10+ Industries  
| Present on 35+ Modern Enterprise Channels



Feature	Basic	Standard	Smart	Intelligent
Customised IVR	✓	✓	✓	✓
Automatic Call Distributor (ACD)	✓	✓	✓	✓
Call Transfer	✓	✓	✓	✓
Attended Call Transfer	✗	✗	✓	✓
Call Conference	✗	✗	✓	✓
API Integrations	✗	5	10	20
Call recording (Voice Logger)	3 months	6 months	1 Year	3 Years
Call Scheduler (Call Back management)	✗	✗	✗	✓
Text transcripts (Call) ***	✗	✗	✗	✓
Predictive Dialler	✗	✓	✓	✓
Autodialler	✗	✓	✓	✓
Customer Info (Customer Preview)	✗	✓	✓	✓
Dynamic customer info (Dynamic data from API)	✗	✗	✓	✓
Real time agent recommendation (Voice)***	✗	✗	✗	✓
Agent knowledge Chatbot	✗	✗	✓	✓
Agent to Agent group chat	✗	✗	✓	✓
Real time Call supervision (Call monitoring & Whisper)	✗	✓	✓	✓
Call Barge In	✗	✗	✓	✓
Out of office hours	✓	✓	✓	✓



# Feature

Basic

Standard

Smart

Intelligent

Out of office hours (Team Specific)	✗	✗	✓	✓
Capture Call notes	✗	✓	✓	✓
Text transcripts of past voice conversation***	✗	✗	✗	✓
Agent Analytics	✓	✓	✓	✓
Real time Monitoring Analytics	✗	✗	✓	✓
Queue Management	✗	✗	✓	✓
Break	✓	✓	✓	✓
Break Disposition	✗	✗	✓	✓

