

ConVox CCS 4.0.2

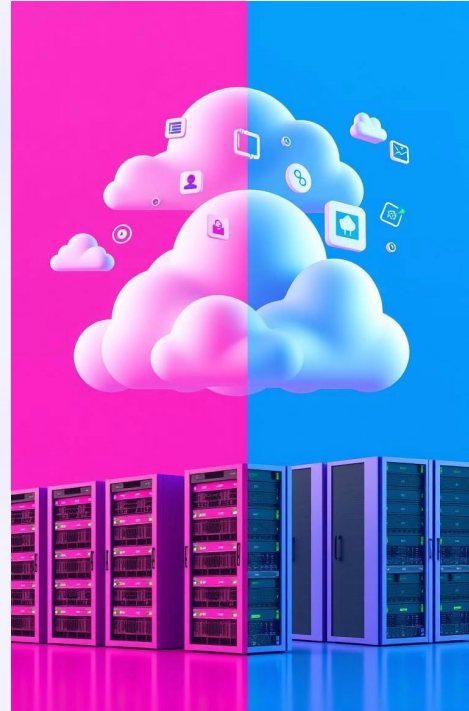


Deployment Models: On- Premise, Cloud and Hybrid



On-Premise Deployment

Installation at client premises, providing complete control over infrastructure and data through dedicated local servers and hardware.



Hybrid Setup

Hybrid setup combines on-premises infrastructure and cloud integration, ensuring control, security, scalability, and flexibility with dedicated local servers and cloud resources.



Cloud Deployment

Hosting from AWS, Azure, or GCP Cloud, offering scalability, flexibility, and cost-effectiveness through distributed cloud infrastructure.

Technology Upgrades

Operating System

Upgraded to the latest OS version -
Ubuntu 22.

Voice Platform

Adopted latest voice platform - Asterisk
20 and Free switch.

Inbuilt WebRTC Softphone

Eliminates external third-party
softphone and ensures high-quality
voice.



Voice Features: Enhancing Customer Experience



ACD



Personalized
IVR System



Auto Dialling
Modes



Number
Chasing



Multi Campaign
Facility



Customer Call
History



Voicemail & Call
Recording



Call Barge-in/
Whisper



Lead Rechurn
(Auto-manual)



SMS/Email
Integration



DNC Management



Five Party
Conference



Call Control
(Daily/Monthly)



Business Hours
Lock



PTP
Reminders

Voice Features: Enhancing Customer Experience



Predictive Dialing

Automated dialing for maximum call connects



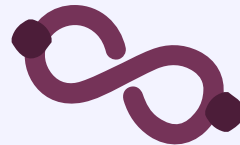
Progressive Dialing

Automated dialing, controlled by admin to reach out important customers



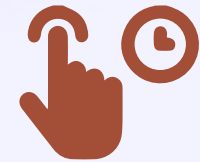
Preview Dialing

Selective click to call dialing



Blended

Agent can take Inbound & Outbound in single login



Manual Dialing

Agent can type-in the number and dial

Voice Features: Enhancing Customer Experience

- **Web RTC :**

Enables real-time, plugin-free communication of audio, video, and data

- **Skill routing:**

Quickly route calls to the right agent or department.

- **After Hour Calls:**

Divert calls that arrive after work hours to agents in another time zone, IVR, or voice mail.

- **Sticky Agent:**

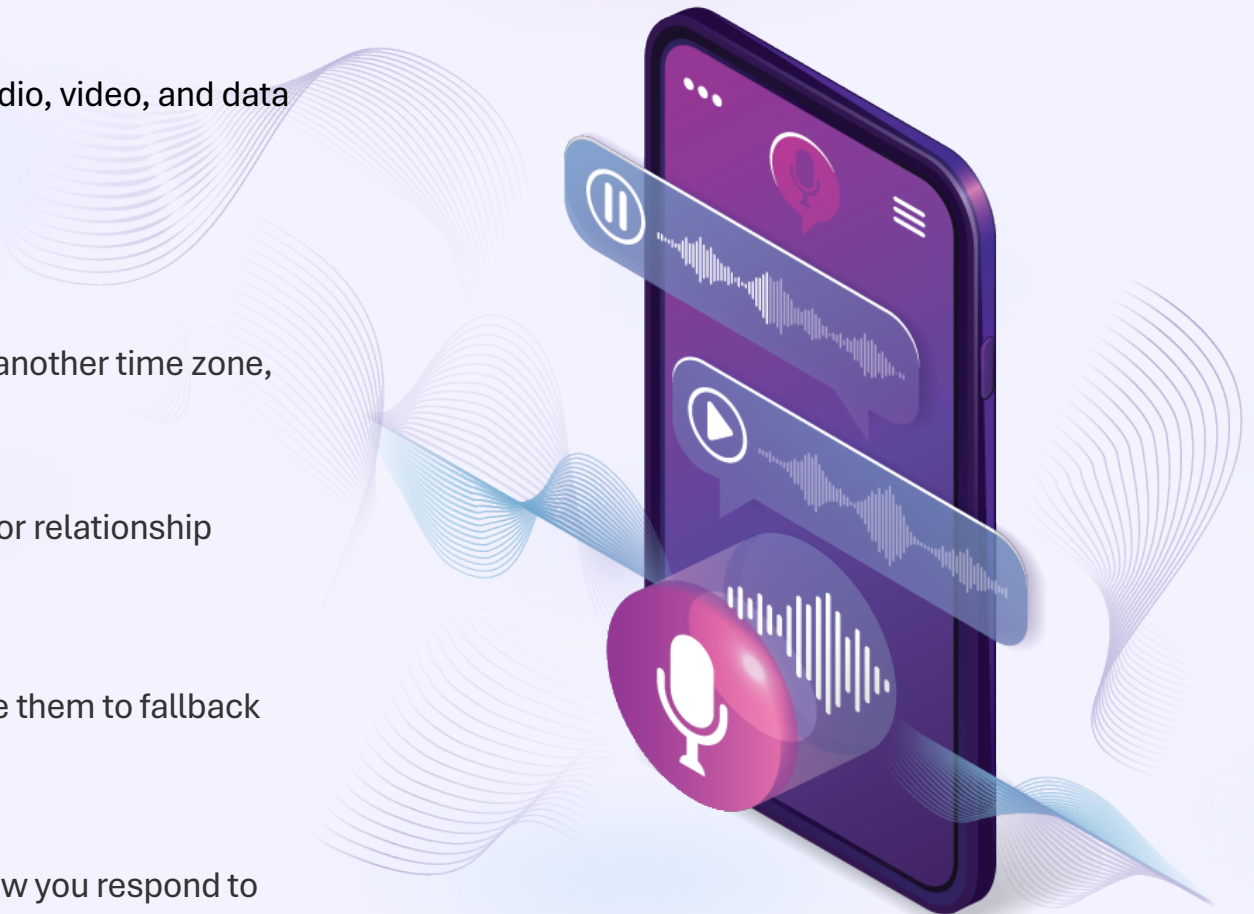
Customer calls can be auto routed to their account or relationship manager.

- **Fallbacks:**

Instead of keeping callers waiting in a queue, reroute them to fallback agents, or offer voice mail and/or callbacks.

- **Priority Routing:**

Integrate your ACD with your CRM to personalize how you respond to different customer segments.



Management features



live dashboard



Campaign management



Agent monitoring



REST APIs (jwt token)



Sticky control panel



CPaaS API



Reports and tracking



Call Barge-in/ Whisper



Business Hours Lock



WhatsApp Agent Bot: Seamless Customer Service

General



Dashboard



Multimedia Sharing



Transcription



Chat History



Build chat rules



WhatsApp bot

Inbound



User management



Chat Transfer



WhatsApp Settings



Auto Chat Distribution



WhatsApp Sticky



Parallel Chat Handling

Outbound



Broadcasting Campaign



Bulk Data Upload



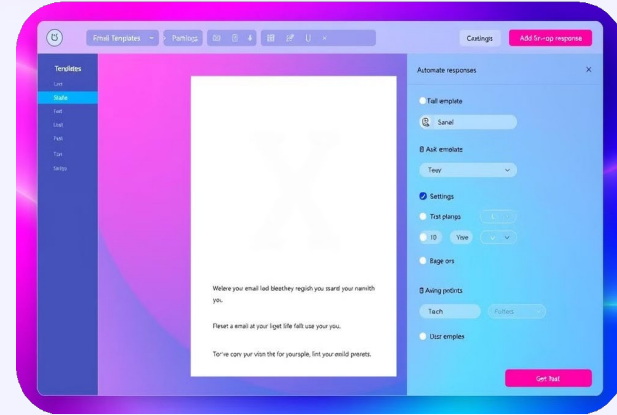
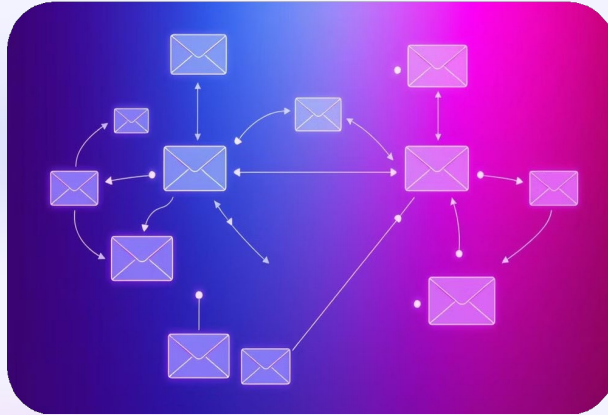
Notification



Scheduling



Email System: Streamlining Support



- **Email Conversion:**

Automatically convert incoming customer emails into support tickets.

- **Automated Routing:**

Route tickets to the most appropriate agents or departments.

- **Automated Replies & Templates:**

Use per-configured email templates and auto- mate responses.

- **Communication Tracking:**

Email trail has a comprehensive view of the customer's history.

- **Email Categorization:**

Categorize tickets based on issue type or department.

- **SLA Management:**

Escalate complex issues to higher-level support.



Social Media Integration: Centralized Communication

Leverage the power of largest virtual networks such as Facebook, Twitter, Instagram etc., to centralize and streamline communication with customers by integrating with Contact Center Solution.

Multi-Platform Integration:

Unified interface for all medias.

Social Listening:

Monitor brand mentions and Messaging to proactively respond to customers.

Customer Profile Insights:

Build & Access customer profiles from social media interactions.

Smart Routing:

Direct messages to the most appropriate agents.

Multimedia Support:

Media sharing such as images, videos, and documents.

Chat Transfer:

Live transfer of chats between agents.



Quality Analysis

The Manual Quality Module in ConVox is designed to enhance call monitoring and performance evaluation by enabling manual review and scoring of interactions. This module helps supervisors and quality analysts assess agent performance, ensure compliance, and improve customer satisfaction through structured evaluation.

Key features:



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ADMIN admin

			ANSWER . 1/0 ANSWER	ANSWER . 2		
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5	1004	▶ 0:00 / 1:15	★★★★★ Answer: No Answer	★★★★★ Answer: No Answer	Answer: Excellent	👁️
6	1004	▶ 0:00 / 1:23	★★★★★ Answer: No Answer	★★★★★ Answer: 3	Answer: Modarate	👁️
7	1003	▶ 0:00 / 0:22	★★★★★ Answer: No Answer	★★★★★ Answer: 5	Answer: Good	👁️
8	1004	▶ 0:00 / 0:17	★★★★★ Answer: No Answer	★★★★★ Answer: 4.5	Answer: Modarate	👁️
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External CRM integration

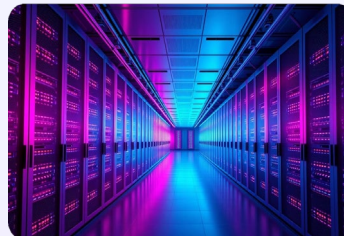
Integrating an external CRM system with the ConVox Dialer enhances customer interactions by providing seamless access to customer data, call automation, and performance tracking. This integration streamlines workflows, improves efficiency, and ensures better customer engagement.

Integration leading CRM solutions

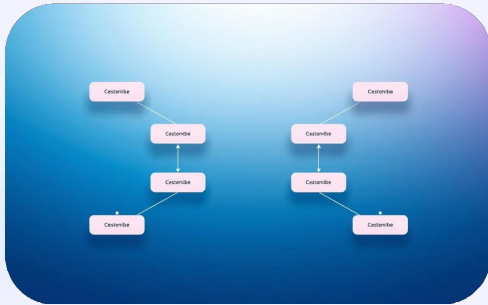


Advanced Features

- 1 Advanced Dashboards**
Centralized control of dashboards, DNC, lead reattempts, lead uploading, etc. across multiple instances.
- 2 VAPT - Security**
Enhanced security features with VAPT.
- 3 Scalable System**
Handles 1000+ agents in a single instance, providing enterprise-grade scalability for large operations.

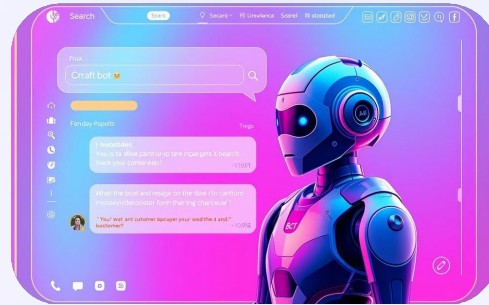


AI Chatbot: Enhancing Customer Engagement



Customized Bot Flow

Dynamic bot design tailored to specific requirements.



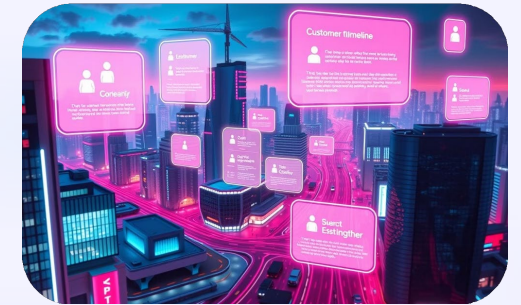
Auto Responder

Configure bot to share knowledge base with customers.



Agent Connect

Automatic chat distribution to agents with parallel chat facility.



Customer History

Track customer interactions from chat and other channels.



Thank You

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