

# Cloud Customer Experience Technology



Voice | Web Chat | Email | SMS

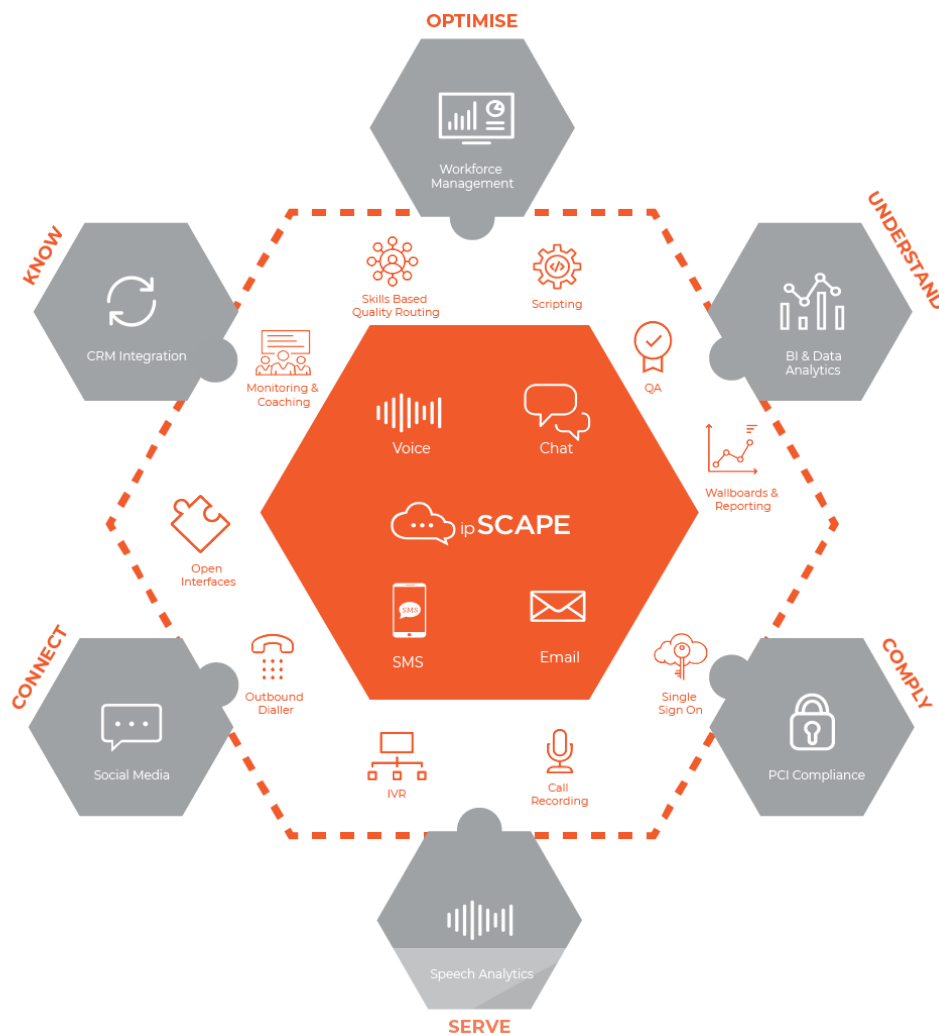
## Customer experience is integral for business success

In a rapidly changing world, businesses need the tools and technology to enable multi-channel communications with a customer-centric approach. To achieve optimal customer experiences you need access to the latest technology with features that are easy to use.

ipSCAPE is a true cloud, feature-rich and scalable customer experience solution that offers advanced integration capabilities. The platform helps businesses connect with their customers through Voice, Web Chat, Email and SMS.

The ipSCAPE platform provides you with all the features you need to run a world-class contact centre without cumbersome upgrades and high maintenance fees.


## ipSCAPE Feature Ecosystem





# ipSCAPE Capabilities

ipSCAPE provides you access to the latest innovations through cloud technology, enabling you to focus on creating exceptional customer experiences.


 **Feature Rich**  
Deliver enhanced customer engagement via ipSCAPE's multi-channel capabilities

 **100% Cloud**  
Enjoy remote agent access with ongoing monthly upgrades

 **Total Cost of Ownership**  
OPEX model provides a simple pay-as-you-go license fee

 **Open API Functionality**  
Connect applications easily with open and mature APIs. Pre-built CTI adaptors for native integration with Salesforce, ZenDesk and ServiceNow

 **Client Care**  
24/7 support - Local Australian-based support

 **Telephony Agnostic**  
Leverage your existing telephony investment

## How we can help your business

✓ **Reduce Costs**  
Lower upfront fees and pay-as-you-go OPEX model. Furthermore, there are no additional costs for upgrades

✓ **Improve Customer Experience**  
Create intelligent self-serve options and smart routing paths such as Maintain Position in Queue to reduce wait times and enable agents to focus on more complex tasks.

✓ **Improve Agent Productivity**  
The Agent Toolbar enables agents to manage a multi-channel customer experience, whether a communication is made through Voice, Web Chat, Email or SMS.

✓ **Achieve Compliance**  
Call Recordings, Quality Assurance modules and features such as 'Play Announcement' are all included in ipSCAPE and can assist a business to be compliant with laws and regulations.

✓ **Enable Customer Self-Service**  
IVRs can be easily created and customised enabling customers to self-serve. Integrate with a Web Service to create an intelligent IVR that feeds customer information. Utilise ipSCAPE Pay to take PCI compliant payments.

✓ **Be Flexible and Scalable**  
ipSCAPE can be accessed anywhere and ensures business continuity. Should a site be compromised, calls can be redirected to another site in minutes. A business can also scale up or down during busy periods as an agent instance can be easily created.

✓ **Increase Sales**  
Outbound dialler increases contact rates by only connecting calls to agents if a customer answers, removing wait times when calls transfer to voicemail or go unanswered.

✓ **Achieve a Single View of Customer**  
ipSCAPE can be integrated with any CRM to provide a single-screen experience, boosting agent productivity.

