

Product Description



Digital transformation obligates to manage different communication channels each of them with different engagement rules and functionality, how to integrate them in a seamless environment that provide uniform customer experience through all of them.

In1Cloud Digital Communication platform integrates all channels in one user interface optimizing the agent time and enhancing customer experience, the same agent can attend multiple interaction channels at the same with a manage experience through all of them.

Increase satisfaction, manage the experience and exacerbate the agent productivity Adding multichannel and omnichannel capabilities to your business interactions.

All in1 Cloud Channels can be integrated to any existing PBX, ACD or CRM platform.



Flexible license plans, you pay for what you use or if you prefer, get a perpetual license, in1 Cloud the right solution for every business.

Whit our all in1 Cloud solutions your business will maximize your business communication capabilities you will discover all the ways your customers can touch your organization and how you can create synergy through all the channels creating an extraordinary experience.

From Contact Center to Social Media and conversational AI you don't have to go anywhere, with us you have all in1 cloud solution.

FEATURES

- ACD with skill base routing
- A Variety of dialing options (manual, predictive, proactive, preview)
- Multilevel IVR and automatic attendant
- Omnichannel Platform (WhatsApp, Twitter, Facebook, Telegram, SMC, mail, etc.)
- Call Recording
- QA
- Cloud delivered or on premise
- Multi campaign
- WEB RTC Phone
- Real time analytics and reporting
- CRM Integration
- Workflow Integration

KEY FEATURE

- Multi-Tenant Support
- Multi-Lingual Support
- Multiple Dashboards
- Google Single Sign ON
- Skill Based Mapping
- Multi-Level IVR
- IVR Routing for Pre-authentication
- Trunk/Gateway Management
- DID Management
- Campaign Management
- Configurable Scripts for Agents
- Lead Management
- Easy Agent Management
- Agent Callback Management
- Easy to Configure Call Routing
- Voicemail
- Music on Hold (MOH)
- Sticky Agent for Call, SMS, Email, social media
- Queue Call Back
- Access Restrictions
- Response Message Scripts
- Auto Response Messages for SMS and Social Media Channels
- Templates for SMS, WhatsApp and Email
- URL Config (iFrame Support)
- Auto Pause Agent

- Document Sharing
- Barge-in / Coach / Monitor
- Abandoned Call Dialing
- DNC Control
- CID Routing
- Blacklist Number
- Answering Machine Detection (AMD)
- Week Off and Holiday Mode
- Random ANI Group
- Prefix Time Zone Dialing
- TTS (Text to Speech) 3rd party
- Cepstral Integration
- Outbound Job Scheduler
- Job Query Filter
- System Codes (For use of External Softphone/IP Phone)
- Remote Agent (PSTN/VOIP)
- Customizable Widget (For Webchat, Audio and Video calls)
- Call Recording Encryption Agent, Queue, Job, Call SLA
- API for Third-party Integrations



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