



MiCloud Engage Contact Center



Cloud Contact Center

MiCloud Engage Contact Center is the highly secure, true multi-tenant, and instantly scalable multi-channel Cloud Contact Center as a Service (CCaaS) platform that transforms the way businesses and individuals interact and perceive each other.

Designed to enable exceptional customer experiences anywhere anytime - it drastically reduces the complexity and frustration associated with multiple legacy tools and provides better insight into data and performance than ever before possible. And with the industry's most massively open API architecture you can effortlessly integrate with existing systems and instantly scale to meet demand without sacrificing performance, reliability, or security.

Command & Control Architecture

MiCloud Engage Contact Center uniquely solves the cloud contact center industry's two biggest problems, call quality & call latency, by using API commands to queue and route calls – reducing the number of call legs by up to 50%. Calls never leave the PBX, which means better performance and significant savings in monthly telco fees.

Multi-Channel Routing & Universal Queue

Voice

Inbound and outbound calls can be made via webRTC, PSTN, or SIP. Use agent skills, real time and historical event data, agent availability, messaging keywords, and CRM data to ensure each call is managed in a way that provides the best customer interaction and experience.

SMS

Engage with mobile customers to maintain constant communication and quickly respond to inbound SMS requests, or send outbound SMS reminders and communications individually or in bulk to save time and money.

3rd Party Work

Queue and route work-items such as CRM email, service requests, cases, faxes, and trouble-tickets to the best skilled and available agent to fulfill front and back-office requests and realize a significant reduction in both response and resolution times.

Email

Increase email efficiency with email templates, transcripts, intelligent keyword routing, a rich text editor, integrated reporting, and zero setup needed by an agent.

Chat

A rich Messaging SDK enables quick and easy deployment of interactive chat on your website for customers to instantly reach out to agents. Reduce call volumes, give customers a more immediate channel to engage, and improve customer satisfaction and conversion rates.

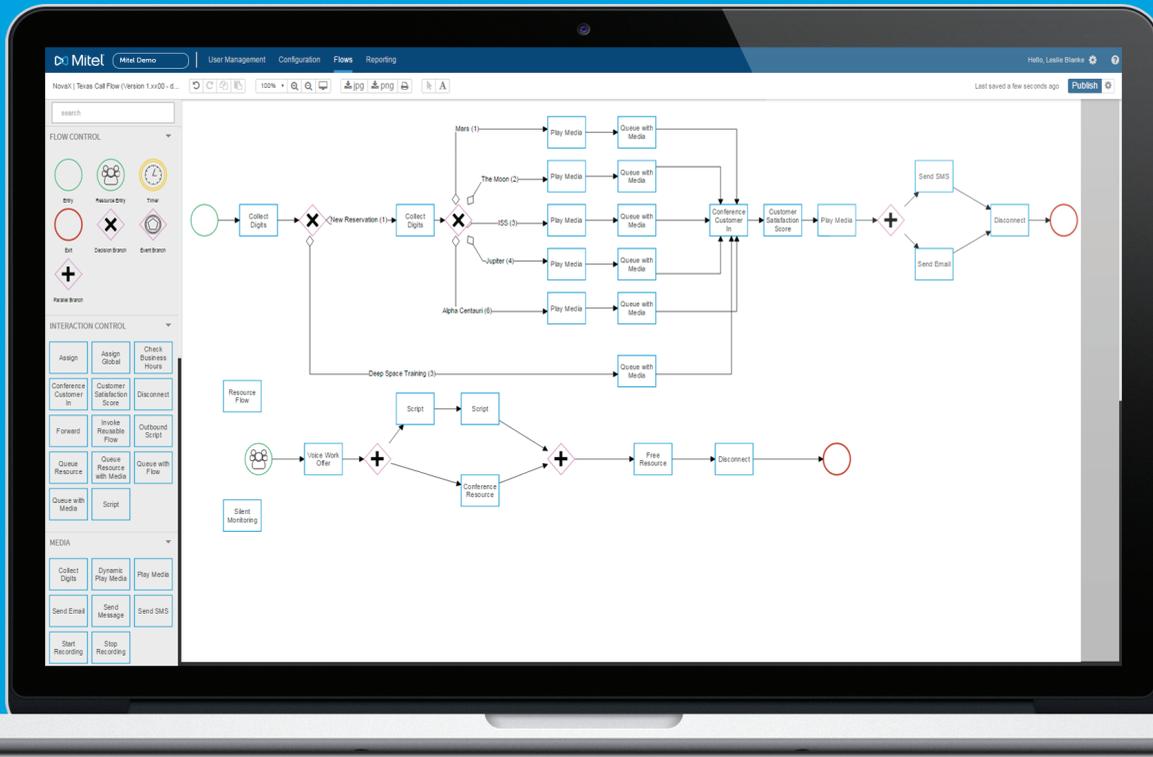
Facebook Messenger

Over 1 Billion people use Facebook Messenger. Get in touch with your customers and chat one-on-one where they're most likely to share their customer experience with the rest of the World.

Future Ready

MiCloud Contact Center Engage's API-first architecture means that it not only supports both out of the box and custom integrations with current third party applications, but also whatever comes next. This means that customers maintain flexibility and leverage to negotiate and accommodate carriers and technologies that may be needed to scale their business in the future – without having to anticipate them today. RESTful APIs offer unmatched flexibility, composability and integration quality.

Effortless Administration



Instant Provisioning

Provision and manage tenants, sub-tenants, & business units through the configuration console or API, reducing contact center deployment time from days to minutes - all without the need for IT involvement.

Advanced Flow Designer

Leverage an intuitive drag-and-drop interface to create sophisticated interaction flows without complex programming. Quickly develop interaction flows using re-usable templates or create flow templates unique to your business for copy & paste-like functionality.

Intelligent Routing

Create teams with specialized knowledge or skills to ensure customers are routed to agents best suited to address their needs and further improve service levels on every channel by using real-time and historical event data or messaging keywords to prioritize routing paths.

Global & Remote Workforce Ready

100% browser based with no software or equipment to install makes it easy to support remote workers or a fully virtualized workforce. Compatible with PSTN, SIP, or webRTC technologies for ease of integration into existing infrastructure and rapid scalability - up in capacity and out geographically.

Reduced IT Footprint

Integrate with your own CRM for data exchange and enhanced self-service capabilities or use the integrated customer contact management solution with complete interaction history for powerful CRM functionality, without the CRM cost.

Informed Performance

A single data pipeline for both real-time and historical reporting across all tenants means a single source of truth making it easy to use the system and understand your data



Custom Statistics

Create widgets to visualize your data in bar charts, bubbles, columns, stacked columns, donuts, gauges, lines, tables, or as a plain value

Custom Dashboards

Drag & drop your widgets to design your own custom dashboard so key performance indicators are front and center without having to run individual reports.

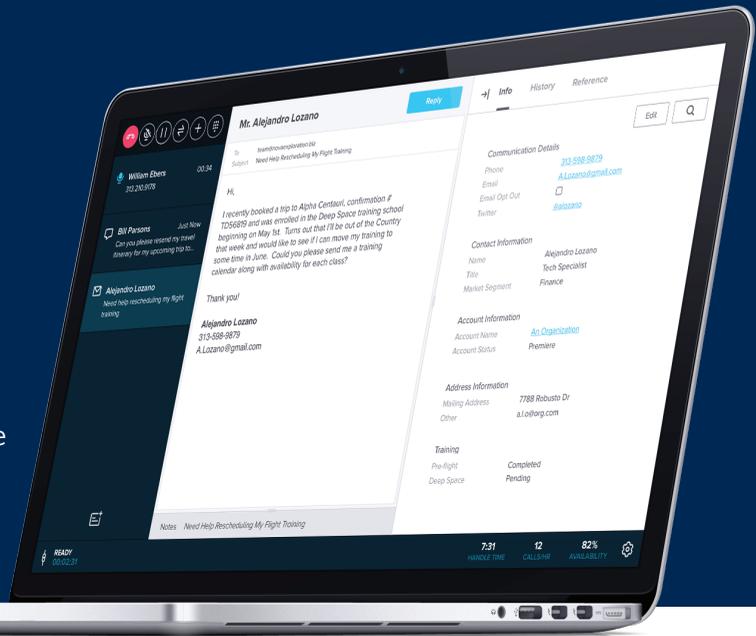
Real-Time & Historical Reporting

Make sure every decision within your contact center is based on current & actionable data with real-time statistics, key performance indicators, and business analytics. Display contact center metrics such as call volume, service level, handle time, & wait time over any given time-period for data-driven decision making.

Reporting APIs

Readily access real-time and historical data and stream relevant statistics to third-party applications.

Simplified Agent Experience



Choose the agent workspace that fits your business. Agents can support simultaneous interactions on a variety of channels through a unified desktop with integrated customer contact management or through an embeddable toolbar to work directly from within the CRM.

Customer Journey Mapping



Full visibility into customer profiles and historical interactions including notes, call recordings, and chat / email transcripts that synchronize with each interaction so agents can focus on the customer rather than the tool.

Guided Interactions



Increase customer retention and drive sales growth by guiding agents with real-time scripting and messaging templates for voice, chat, SMS, & email.

Reference Library



Link to a knowledge base, product catalog, or external website to draw from a limitless store of information while reducing the number of windows an agent must manage.

Performance Monitoring



Customizable agent metrics and presence states integrated directly into the global footer for real-time feedback and self-management of daily goals.

Less is More



Fewer applications to switch between means greater agent productivity and the ability to support a higher volume of interactions.

Data Exchange



Sync contact information and interaction history with your CRM in real-time.

AWS Global Infrastructure & Availability

Deployed on AWS, MiCloud Engage Contact Center offers unparalleled scalability, redundancy, and performance, along with built-in support for global compliance, data privacy and residency requirements. Reliable & Secure with high availability and failover capabilities in every region.



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