

iCX Omnichannel Contact Center is a customer engagement platform that manages both inbound and outbound communication processes across a multitude of channels. iCX transforms your existing telephony platform into a complete omnichannel communication management solution without compromising or replacing your existing voice infrastructure. And because iCX is deployed in the cloud, it can scale as your business does, allowing you to add channels and users as needed.

iCX leverages the service quality and reliability of your existing telephony system while adding digital channels and significantly boosting the experience of customers, agents, and supervisors alike.

## CUSTOMER

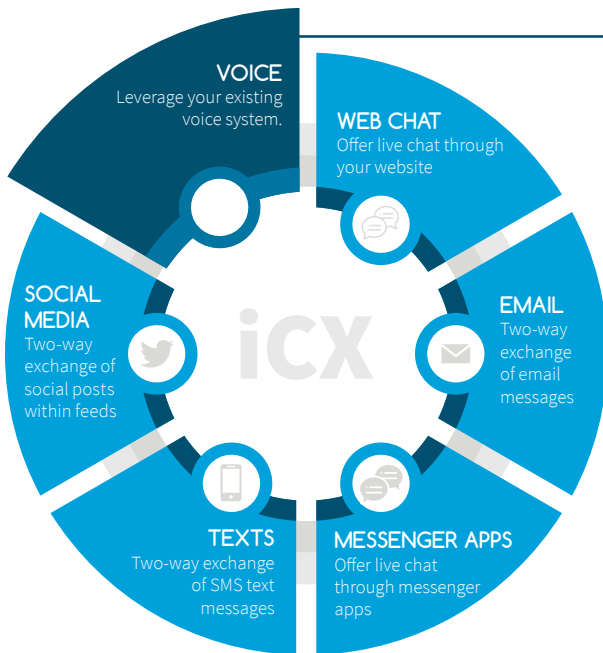
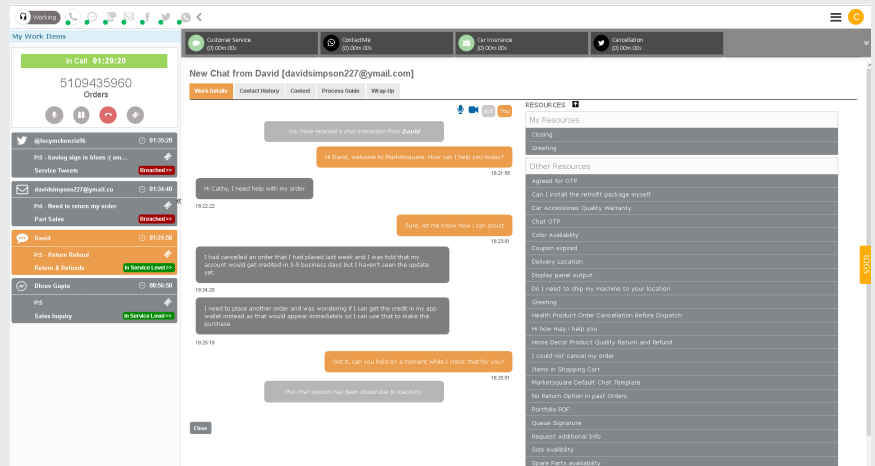
Improve customer experience by engaging them on their preferred digital channel while providing personalization and higher first contact resolution.

## SUPERVISOR

Contact Center supervisors can track real-time statistics, monitor live interactions, control response quality, track campaign performance, and analyze trends all within their iCX desktop.

## AGENT

iCX provides a unified communication management desktop to view, manage, and control communications across multiple channels in a single UI. With deep integrations for both your voice system and your CRM, agents can automate administrative tasks and streamline work flows, creating a better, more productive workday.



## ADD CHANNELS AND ENHANCE YOUR TELEPHONY

**Agent Softphone:** iCX gives your supervisors and agents a softphone for their telephony system, enabling call control all within the iCX desktop client.

**Advanced Routing:** iCX enables advanced call work flows using CRM data and client history to determine the call treatment and priority level of each unique customer.

**Multichannel Callback:** iCX gives clients the ability to request a callback from any of the multiple channels available when wait times are too high. Whether they'd like a callback based on their position in the queue or at a scheduled time, iCX frees your customers and agents from wait time frustrations.

**Outbound Dialer:** iCX Dialer adds an automatic outbound dialer and voice campaign management system to your existing telephony system. By providing both preview and progressive dialing campaigns, iCX dialer is built to fit your business needs.