



# Cloud Contact Center



In today's highly competitive environment, the dynamics of business success have shifted significantly towards customer's success. In this information age of well connected world, customer today is highly informed, vigilant and responsive. A happy customer can actually help you boost your business and a frustrated customer can be detrimental to your business. Hence, businesses are highly vulnerable to the outcome of customers' engagement at any given point.

The customers are highly demanding as per their expectations from the perceived (products and services) "value" along with their experience across various touch points with your customer facing representatives throughout the customer life cycle. The customer lifetime value is pegged on the experience he has gone through while buying, paying, using, maintaining, disposing, providing feedback for the products/ services. Hence, the contact center can be seen as a "strategic asset" for your business.





## TEXO.CC

### Agile Customer Interactions Hub

Texo.cc is an agile customer interaction hub on cloud, built for businesses striving to provide innovations to their connected customers. It challenges the status quo of traditional inbound, outbound, or blended contact centers where each process change may require multiple systems and technical Intervention. Texo.cc allows business to take control of their operations by implementing faster changes to Customer Interaction Initiatives and engaging employees which results in increased Sales, Collections, better Service, and ultimately acquire loyal Customers & create happy Employees.

- ▶ Best Practices for specific processes and verticals
- ▶ A multi-channel Hub for an integrated outreach
- ▶ People driven technology for path breaking customer and employee experience
- ▶ Powered with analytical capabilities to bring actionable insight
- ▶ 24X7 support across US, India & Philippines
- ▶ 100% on cloud with easy accessibility over Web

## TEXO ADVANTAGE

**Connect the right agent with the right prospect at the right time. *Achieve More!***

- ▶ 400% increase in prospect outreach
- ▶ 100% increase in Agent productivity
- ▶ More than 300% increase in Sales

TEXO.CC Cloud Contact Center offers proactive out-reach methods to enable and manage B2C & B2B telemarketing, promotions, collections and customer surveys. TEXO.CC connects expert agents having the required skill set with the prospects that you focus for your business operations; in not only within the best time, but at the right time when there is a high probability of prospect availability.

# TEXO FEATURES

## Top 5 features\*



### FocusConnect

#### **IntelliLeader - Focus on the Right Prospects with effective lead targeting**

IntelliLeader offers contact centers to sort, prioritize and provide weightage for the leads generated. This enables the agents to focus on the prospective leads, making the system efficient and productive. Prospective leads don't remain prospects forever, because of the competition out there.

#### **Adjustable AMD – No dead calls, detects in less than 2 secs**

Adjustable Answering Machine Detection is a configurable AMD technology that allows contact centers to adjust the intensity of dropping machine answered calls. Adjustable AMD offers a balance between Aggressive AMD and Subtle AMD, that can be determined to fit the needs and requirements of the business; specifically a campaign. With Adjustable AMD, the contact center can improve on its efficiency by identifying answering machines quickly, minimizing the delay involved in doing so, and, eliminates false positives; where the dialer incorrectly recognizes a live speaker as a machine and hangs up the call.



### PromptConnect

#### **Intellicycle - Ultimate weapon to get 20% faster lead penetration**

Intellicycle is a pre-configured algorithm based on pre-defined business rules around customer behavior, call history and other available data. Based on this data, customers are automatically segmented for further processing of queries as per the needs of the business process.

*\*Included based on the selected package*

*Intellicycle... (contd.)*

Intellicycle provides for better lead selection and productivity. By establishing a more intelligent contact strategy based on customer profiling parameters, contact centers not just connect better to their customers but also achieve significant reduction in nuisance calls to customers.

## **Real time Lead Injector – Respond to hot leads on-time**

Every organization has potential customers that initiate an interaction with the company. These are prospective customers that directly interact with contact centers, and are to be given highest priority in the lead list. Real time Lead Injector serves this purpose by inserting these potential customers in the lead list and giving them high weightage.



## **ExpertConnect**

### **ACD – Intelligently distribute Calls**

With unlimited capability to configure process specific components and define custom skills, Texo's ACD is perfect for businesses having high call influx from multiple locations with a high ratio of customers looking for specific information. It can gather usage statistics, balance the use of phone lines, and provide many other services.

### **Preferred Agent Router – Make interactions personalized**

Customers prefer to communicate with agents that they have communicated with before, or agents that is able to understand their query or needs. Preferred Agent Router directs customer call to preferable agents based on various parameters; data-based, where call from customers in his lead list will be routed to him if he is available, and skill-based, the call is routed to agents of preferable skill sets.

## Parallel Predictive Dialer – Map outbound campaigns to agents

PPD (Parallel Predictive Dialer) is a feature to address the prevailing issues in outbound contact center environment. Defining the contact strategy by assigning appropriate agent-skills was limited to inbound processes until now. With PPD in action, contact centers can apply skill-based dialing for targeted outbound campaigns.

## VQ Pass

This feature provides an opportunity to contact centers to reduce their call abandons due to longer wait times for callers during peak calling hours. With VQ-Pass, the callers get an option of ‘Passing’ the queue and connecting directly to the agent after the expected wait time of requesting a callback at a convenient time. Since, the callers are presented with options to best utilize their time, the call center is successful in satisfying the customer with an intelligent service.



## MassConnect

### Outbound campaigns for mass audience

An innovative, mass communication technique allowing contact centers to send hundreds or thousands of phone calls instantly and simultaneously. With MassConnect, a prerecorded message is sent to thousands of phones from a targeted dialing list. It enables to conduct effective communication anywhere across the network.



## LocalConnect

LocalConnect is a technology that automatically displays a local caller-id to customers when receiving a call from the organization. It enable sales representatives to increase the connect rates and make more sales, because there are customers that restrain themselves from answering a call from another area code.

# TEXO FEATURES

The available packages for TEXO.CC Cloud Contact Center are STANDARD and PREMIUM with the features as listed below.

CATEGORY	FEATURE	Standard	Premium	Optional
Dialing	Predictive Dialer	✓	✓	
	Progressive Dialer	✓	✓	
	Preview Dialer	✓	✓	
	Manual Dialer	✓	✓	
	Pacing Ratio (Adjustable)	✓	✓	
	Parallel Predictive Dialing		✓	
Blending	Inbound Campaign (1 DID - 1 Agent free)	✓	✓	
	Additional DIDs/Multiple Inbound Agents#			✓
	Intelligent ACD#			✓
	IVR#			✓
	Preferred Agent Router#			✓
List Management	Lead Filtering	✓	✓	
	IntelliLeader - Lead Sorting/ Prioritization/ Weightage	✓	✓	
	DNC	✓	✓	
	AMD (Adjustable)	✓	✓	
	Control Contact Frequency	✓	✓	
	Lead Performance Analyzer	✓	✓	

## TEXO FEATURES *(contd.)*

CATEGORY	FEATURE	Standard	Premium	Optional
List Management <i>(contd.)</i>	Multiple Contacts Preview		✓	
	Support Multiple Numbers		✓	
	Real Time Lead Injector		✓	
	Intellicycle - Predictive Analytics		✓	
Campaign Management & Monitoring	Manage multiple campaigns	✓	✓	
	Real time campaign Monitoring	✓	✓	
	Reporting	✓	✓	
Agent Coaching & Monitoring	Score agent performance		✓	
	Coach - Whisper/ Barge/ Chat	✓	✓	
	Real time Agent Monitoring	✓	✓	
	Voice Logs/ Snoop	✓	✓	
	Performance Reporting	✓	✓	
	Self Activity Monitoring	✓	✓	
Intuitive Desktop	Schedule Call Back	✓	✓	
	Agent Daily Activity Snapshot	✓	✓	
	Single Sign-In	✓	✓	



## TEXO FEATURES *(contd.)*

CATEGORY	FEATURE	Standard	Premium	Optional
Intuitive Desktop <i>(contd.)</i>	Knowledge Base - Website	✓	✓	
	Integrated Soft phone	✓	✓	
	Click to dial	✓	✓	
	Chat	✓	✓	
	CTI pop up	✓	✓	
	Call Scripter	✓	✓	
	Dynamic Scripter		✓	
	CRM integration			✓
ADD-ons	Voice Recording			✓
	Email/ SMS Auto-response			✓
	Email Marketing			✓
	Voicemail			✓
	MassConnect			✓
	LocalConnect			✓

# PROFESSIONAL SERVICES



01

## Consulting

We understand your business goals and act as your partner to help you achieve them. Consulting is an integral part of our services which is initiated in the very beginning when our product advisor engages with you. Consulting is carried out even post-rollout to help you respond to the evolving business needs.

02

## Implementation

In a typical deployment, TEXO.CC is configured and third party enterprise systems (like CRM etc) are integrated as per frozen business needs, to actualize business value for the customer.

03

## Training

Our product is designed, keeping in mind usability experience as the key focus area. Our training team provides extensive and quick training to your agents, supervisors and other associated users in the allocated timeframes.

04

## Support & Maintenance

We provide our award winning Support Service. The dedicated support team will provide round-the-clock assistance to issues faced related to the use of the product.

- ▶ 24X7 Support
- ▶ Improved efficiency through TEXO Ticketing System
- ▶ Multi-channel support
- ▶ Time-based Automatic Escalation

# TEXO PRICING

## components



### Product License & Add-ons Cost

Product License costs is charged per agent depending on the chosen product and the corresponding package. The package is chosen by the customer as per internal assessment.

# Additional Inbound Agents will have respective license cost per agent under standard package clubbed with features such as IVR, intelligent ACD.



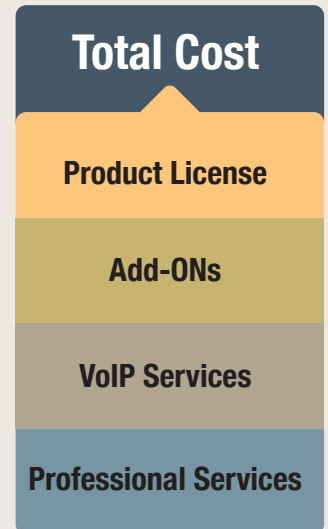
### Professional Services

One time Implementation fee is essentially charged from the customer based on the CRM integration and customization. Training, Consulting and Support comes along with the product free of cost. We provide award winning support services and consulting support from our proven experience gained over last 10 years in the industry.



### VoIP Services

VoIP calling tariff based on your inbound/ outbound calls (and channels required) will be charged on monthly basis along with one time set-up fee, DID number costs or other associated costs (if applicable). Prepaid balance per agent needs to be maintained at the starting of every month.



## AMEYO LLC

Texo is built on the robust architecture of Ameyo, a leading Enterprise Software and Contact Center Technology provider with clients over 1500 across multiple verticals from all over the globe. Ameyo has been built for businesses looking to create delightful customer experience and supercharged productivity without the need of investing in legacy infrastructure. It challenges the status quo of traditional customer interaction management solution with an easy to use, all-in-one contact center platform that is built by thinking Customer at the Center of business.

**1,500+ Customers and over 50 partners  
across 40 countries worldwide**

**200+ Man Years of R&D investment on  
building the product**

**8.6% Market Share of IP Agent Shipments in  
APAC in 2013**



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