

# neox CCaaS

Making every conversation count



## Contact Centre as a Service (CCaaS)

Every interaction brings hidden value in the data and insights it provides. Part of this full big picture context is understanding what customers really think about your agents and offers. Modern customer engagement extends beyond the contact centre to the back office, the branch or store, and the self-service experience. With support from advanced artificial intelligence (AI), Neox CCaaS provides a frictionless and connected experience across all customer engagement channels, devices and use cases. AI-infused automated scheduling tools like IVRs, WFM, Virtual Agents, Chatbot, voice bots automate the time-consuming tasks to facilitate communication and schedule workforce changes and make Agents, customers, managers and decision makers' lives easy.

## Key Highlights

### Contact Center ACD

- Inbound dialer with : Agent skill, CLI, ANI, DNIS, call time, and AI powered lead priority
- IVRs with backend database connectivity
- Call queueing and queue overflow management, disposition management
- CDR and call recording with advance search and filtering options

### CX Analytics

- Customizable dashboards and reports with cross platform compatibility
- Location intelligence to map and visualize data in geographical formats
- "What if" analysis and self-service data discovery
- Multidimensional Key performance indicators with last block drill down analysis
- Image and video analytics

### Flexible Deployment Models and Support

- ON- prem and cloud based deployment with perpetual license model
- Supports high availability, load balancing and geo redundancy
- Various transformation options available: Basic, Omni channel, AI enabled and more
- 24/7 tech support via voice, chat, and portal
- Training and user guides available for easy adaptability

### Powerful Integrations

- Integration to 3rd party gateways (GSM, PRI, Analog), PBX systems, softphone & IP phones through SIP protocol
- Pre-integrated with industry standard CRM and other CRMs through web services/CRM connectors/Click-to-dial
- KeycloakSSO: Seamless conversation across multiple CRMs

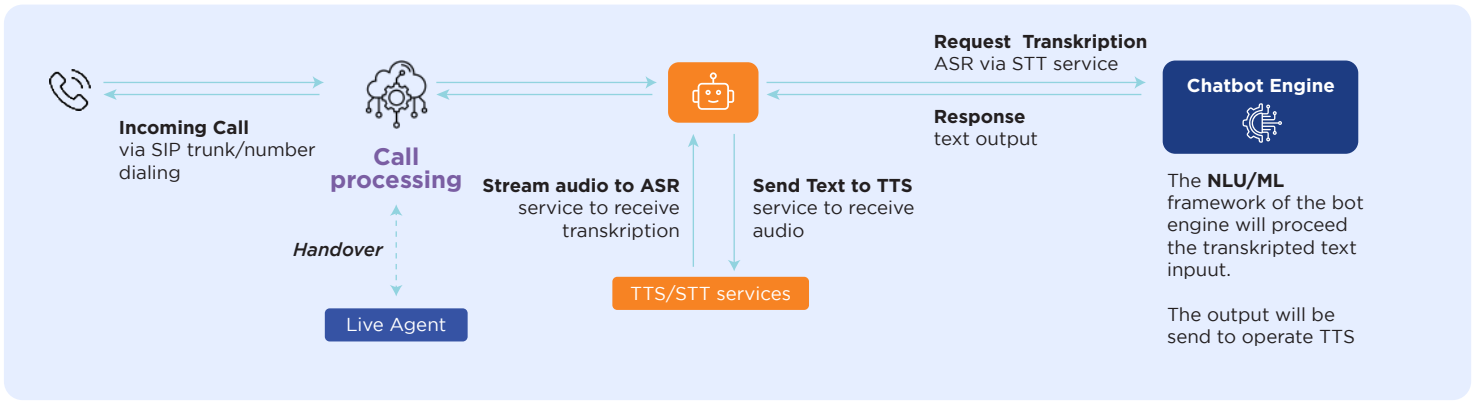
### Conversational AI Powered Bots

- Language agnostic AI powered bots with low code/no code platform
- Bot builder platform with pre trained models and pre-built workflows (ASR, TTS, STT)
- Integration through REST, MRCP, SIP, port mirroring and SIPREC
- Understands and responds to both text and voice commands (LLM Enabled)
- AI suggested responses, guided workflows and smartly composed

### Self Service

- Inbound and outbound IVRS
- 24\*7 availability with auto attendant IVR and voice bot
- Web digital channel: Web forms, AI enabled knowledge base
- AI based chat and voice bots
- GUI based visual call flow development for IVR and ACD

# How AI powers Neox CCaaS solution



## CCaaS Customer Journey Digital Engage

- Seamless routing through single multi-lingual omni-channel channels
- Blended inbound and outbound algorithms
- Fully integrated voice portal for voice self-service applications
- Engagement across entire company (Collabration, PBX, LDAP and Shared Directory)

## Quality Assurance

- Priority on incoming & outgoing calls
- Passive and on-demand call recordings for agent ranking
- Call playback and download
- Performance dashboards with key information about the volume of calls, interaction times, and handle times and much more.
- Feedback and survey tools: Interactive voice blaster with reports
- Feedback Calls/SMS/EMAIL/IVR
- Live call center activity tracking through auto refreshing live dashboards

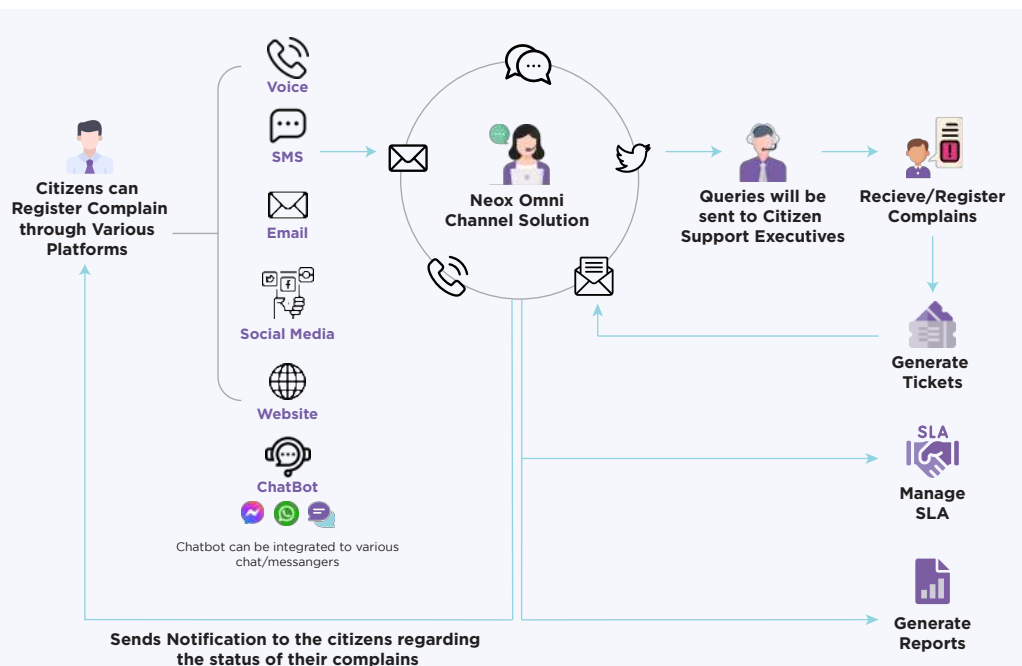
## Agent Empowerment

- Unified interface for simplified consults, call back scheduling, conferences and transfers
- Advanced desktop scripting with screen pop-ups for call guides
- 360 degree view of customer journey
- Agent dashboard: Real-time display of agent performance, productivity, and skills
- Increased agent productivity, pre-definded response templates and canned forms
- Neox Connect: CCaaS mobile app to support WFA and BYOD

## Workforce Management and Automation

- Web-based interactive interface with customizable work flow creation platform
- Work item/case routing
- Integrated SLA, ticketing with incident and tickting wise graphical dashboards
- Customizable campaign management, customer lead management, and ACL management
- Bulk operations, work time /shift management, work output and performance management

## How our Neox CCaaS solution works



# Unleashing Contact Center Excellence: Possibilities Around

## Basic Dial center features

- Interactive/Dynamic Voice Blaster
- Outbound Calling Modes: Predictive, Preview, Progressive and Manual
- Do Not Call List Management
- Audible Queue Position/Queue Wait/Queue count
- Inbuilt Customizable Customer Lead Management CRM
- List Management and List Mix
- Campaign wise Music On Hold
- Multi-level IVR Call Routing
- Multi Digit IVR support
- SNMP based Management and Monitoring
- Miss Call to Call Back
- Time Zone Administration
- Logical Partitioning
- MLPP
- On-hold music (stock or uploaded)
- Inbound call voicemail with email delivery
- Extension-to-extension dialing
- Sticky Agent
- 3 party audio/ Video conferencing
- Alternate No. Dialling Support
- call hold
- Lead load APIs
- Reporting APIs
- Call Parking
- Hotdesking
- Skill Based Routing
- Remote Agents
- Agent Dashboards with Agent CDR
- Call threshold notification
- Pause codes and Break burification
- Customizable Disposition and Pause Codes
- Call Monitoring, Monitoring Whispering and Barging
- 3rd Party CRM and Business Application Integration via Web Service and Screen Pop-up
- Payment Gateway Integration (Optional)
- OSS/BSS integration
- Integration with WFM tools
- Data Integratlon and Call control APIs
- Click to Dial API
- Real Time and Flexible Historic Reporting with advance filters in tabular or graphical formats downloadable in PDF or CSV
- IVR reporting : To see overall use of the IVR, where callers drop out or get stuck.
- Agent Wise Reports: Agent Login Adherence, Agent availability, Agent Breaks, Agent status, Call Barge-In and Call Whispering
- Inbound, outbound, Voice blaster, CDR with Call Recording, Call Queue, Call Volume, Call abandon, Call detail, SLA Reports, Ticket wise reports

## Omni Channel features

- Omni channel Support : Call, SMS, Email, in app messaging, Multi-session web Chat, WhatsApp, Social media (Facebook Messenger, Twitter, etc.), consumer review portals on the Web-site
- Unified Agent Interface
- Customer Journey Tracking
- Integrated ticketing across all platforms
- Customized SLA management
- Workforce Management
- Knowledge Management
- Workflow Automation
- Co-browsing
- channel-wise reports to identify the most preferred channel of customer
- Ticket Trend Report

## AI enable Contact center features

- Speech and Text Analytics/NLP
- Multilingual Text-To-Speech (TTS) and Automatic speech recognition (ASR)
- Personalized and scalable Virtual Assistants available 24\*7 across channels
- Integration and Esclation to live Chat/Agent
- Emotion Analysis
- FAQ Retrieval
- Learning and Adaptation
- Voice and Chat History and Transcript

# Why choose Neox CCaaS solution

## Reliability and Scalability

- Trusted by 500+ global customers with 99.99% uptime.
- Adapts to evolving business needs.

## Seamless Integration and Compatibility

- All-in-One Platform with no vendor lock-in.
- Works seamlessly in diverse environments.

## Enhanced Customer Interaction

- Swift issue resolution through automated actions.
- Empowers advanced interactions with Conversational AI.

## Comprehensive Support and Training

- In-House R&D for constant innovation.
- 24/7 Professional Services and tailored training sessions.

## Compliance and Security

- Transparent Pricing with no separate costs.
- Adheres to logical partitioning and lawful interception standards.
- Homegrown Excellence: 'Make in India' and TEC certified with stringent data protection compliance.

## Compliance and Certifications



TEC Certified



Make in India



ISO Certified



CMMI Level 5 certifications



### About STL - Sterlite Technologies Ltd

STL is a leading global optical and digital solutions company providing advanced offerings to build 5G, Rural, FTTx, Enterprise, and Data Centre networks. The company, driven by its purpose of 'Transforming Billions of Lives by Connecting the World', designs and manufactures in 4 continents with customers in more than 100 countries. Telecom operators, cloud companies, citizen networks, and large enterprises recognise and rely on STL for advanced capabilities in Optical Connectivity, Global Services, and Digital and Technology solutions to build ubiquitous and future-ready digital networks. STL's business goals are driven by customer-centricity, R&D and sustainability. Championing sustainable manufacturing, the company has committed to achieve Net Zero emissions by 2030.



Contact us at:

Phone: +91 9712900567

For queries or demo email us: [presales.neox@stl.tech](mailto:presales.neox@stl.tech)