

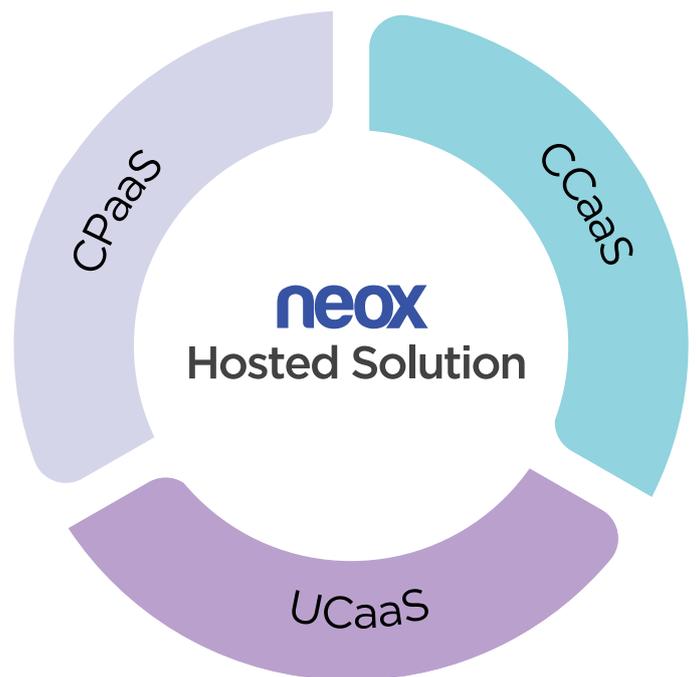
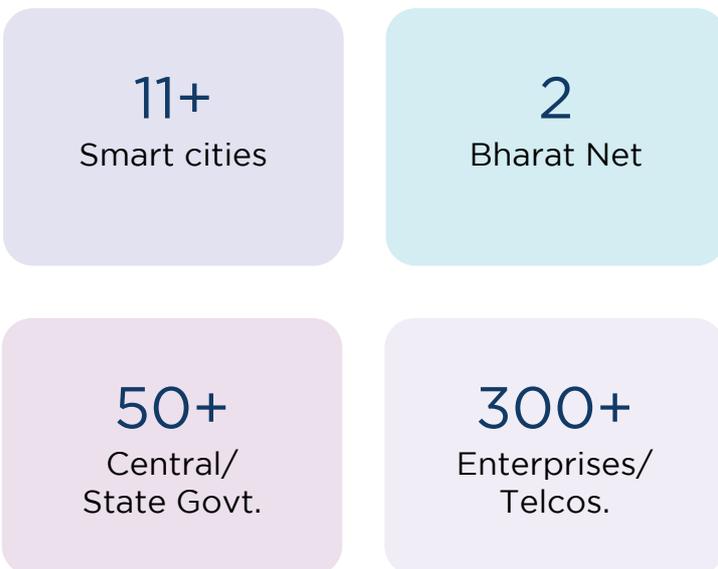
neox

# AI powered communication platform



STL is a leading global optical and digital solutions company providing advanced offerings to build 5G, Rural, FTTx, Enterprise and Data Centre networks. Driven by its purpose of 'Transforming Billions of Lives by Connecting the World', STL's business goals are driven by customer-centricity, R&D and sustainability. Customer Experience (CX) has been a top business priority for a number of years. Along with Optical Fibre cable, STL has a communication platform that revolutionizes the way of how companies stay connected to their customers. STL Neox CPaaS, UCaaS, CCaaS Solution provides Flexible unified communication, AI enabled Omni contact centre and Carrier grade Class-5 softswitch to Telcos, ISPs, Datacentres, Govt., and Enterprises.

## STL Neox has an on ground experience of



## Communication Platform as a Service (CPaaS)

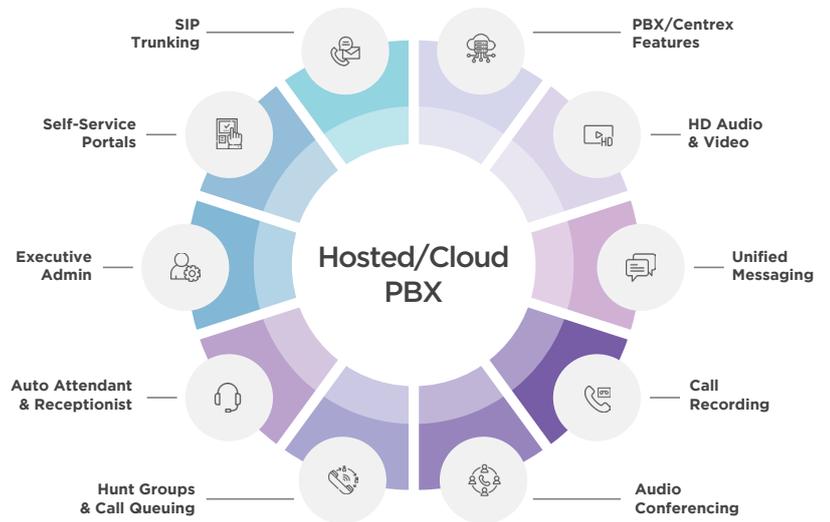
Communication Platform as a Service (CPaaS): CPaaS is a communications-focused PaaS that connects enterprises and customers in a simple and easy-to-use way to enable real-time communication (RTC) between the stakeholders. It enables the Carriers, ISPs, Telcos and service providers to offer a Communication platform supporting secure and reliable Class-5 features, to launch competitive new service for increased subscriber stickiness and revenue generation.

### Neox Soft Switch

It is a VoIP solution, facilitating carriers and service providers in delivering a VoIP platform replete with secure and dependable Class-5 features over packet-based networks. This offering empowers carriers and service providers to promptly and effortlessly roll out competitive novel services, amplifying customer loyalty and bolstering revenue streams.

## The Neox Hosted IP-PBX Platform

It functions as a multi-tenant PBX solution for Telcos/TSPs. This platform enables the launch of a SaaS model (Software as a Service), allowing telcos to provide cloud-based unified communication services to both SOHO/SMEs and large enterprises. Within Neox, multiple tenants can be created, each with different rate plans, services, and features. These encompass essential elements such as admin & enterprise dashboards, video calling, IM/Presence, mobile applications, audio conference bridges, localized voicemail, and various other functionalities.



## Unified Communication as a Service (UCaaS)

UCaaS is made up of following Components:

Mobile App (iOS/Android)

Desktop App (Windows)

Management server IM and Web RTC

Provisioning server

## The Neox Unified Communications system (UC)

Serves as an encompassing concept that entails the amalgamation of diverse enterprise communication tools. These tools encompass voice calling, video conferencing, instant messaging (IM), presence, content sharing, and more, all seamlessly integrated into a singular, streamlined interface. The primary aim is to enhance the user experience (UX) and boost productivity across the board.



## Contact Centre as a Service (CCaaS)

Contact Center as a Service (CCaaS) is a cloud-based solution for managing customer interactions. It offers call routing, multi-channel support, and workforce management through a subscription-based model. CCaaS enhances customer engagement, streamlines operations, and enables efficient, cost-effective service delivery.

### Neox Dial Centre

It is a comprehensive Contact Centre offering that brings together Outbound, Inbound, and Blended voice processes. This solution is augmented by features such as call recording, quality management, extensive reporting, and administrative capabilities, providing a holistic approach to contact center operations.

### Neox ASR-TTS based IVR

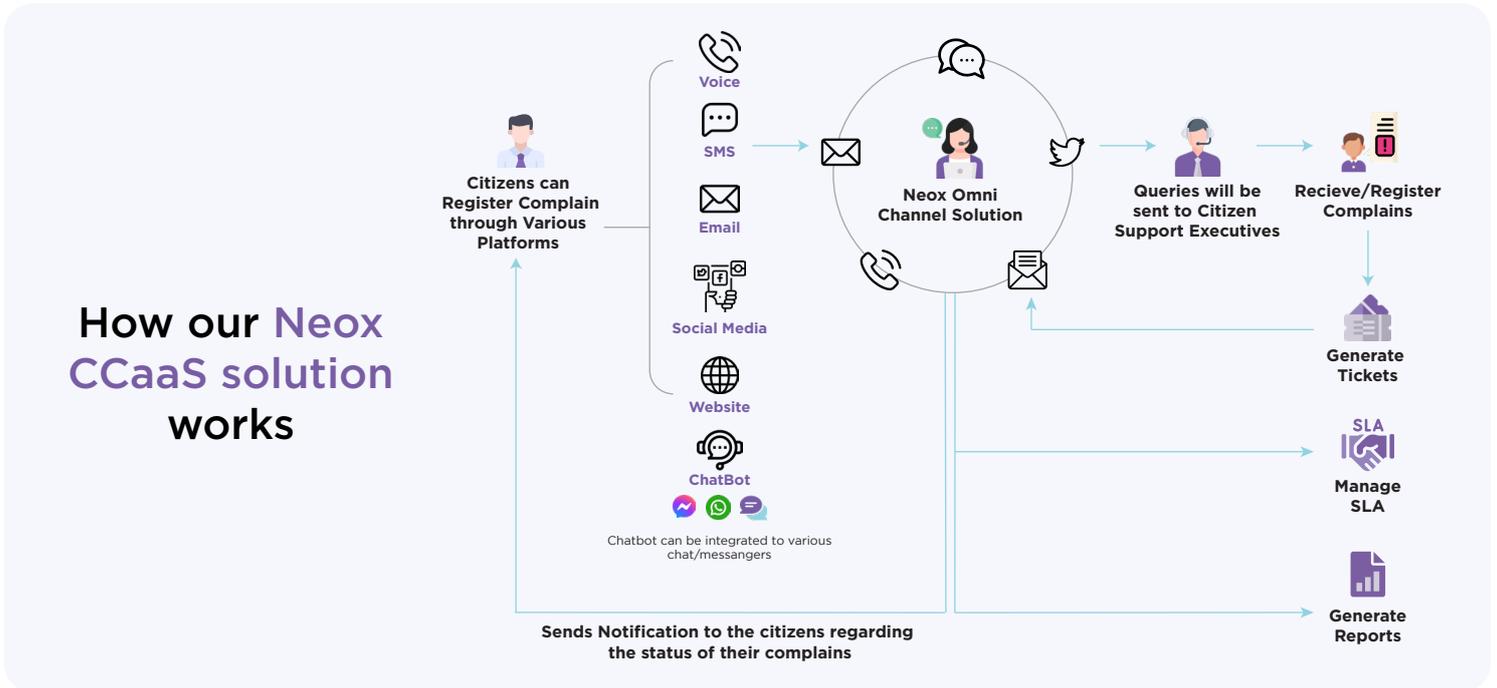
An IVR system, powered by ASR (Automatic Speech Recognition) and TTS (Text-to-Speech) technology, offers advanced communication capabilities. ASR converts spoken language to text, enabling natural interaction, while TTS transforms written prompts into lifelike speech for seamless responses. This dynamic duo enhances user experience, providing intuitive and efficient communication. This IVR system revolutionizes customer interaction with clear, personalized, and effective communication.

### Neox Omni-channel Module

An AI-enabled omni-channel contact center solution transforms customer interactions. It seamlessly transitions between digital channels, retaining context for a cohesive dialogue. This intelligent platform optimizes engagement and agent efficiency through advanced capabilities like sentiment analysis. This ensures personalized and efficient support, driving higher customer satisfaction and operational excellence. Additionally, it offers an adaptable framework for personalized configurations, ticket creation, and streamlined SLA monitoring.

## Neox BI

Neox BI Tool is a comprehensive self-service business intelligence suite, integrating advanced AI capabilities. It empowers users with predictive modeling, intelligent visualization, tailored dashboards, KPIs, and refined reporting. Delivering actionable insights, it provides valuable perspectives on day-to-day operations through intuitive reports and dashboards, ensuring informed decision-making.



## Why Neox?

### Unified Platform Solution

Neox offers an all-inclusive solution on a single platform.

### Market Excellence

Backed by extensive market references and penetration.

### Certified and Made in India

Neox is DoT and ISO certified, proudly contributing to the Make in India initiative.

### In-House R&D Expertise

We boast an in-house Research and Development center, ensuring cutting-edge technology.

### Open SIP Protocol

Developed on an Open SIP Protocol for adaptable and advanced solutions.

### Scalable Deployment

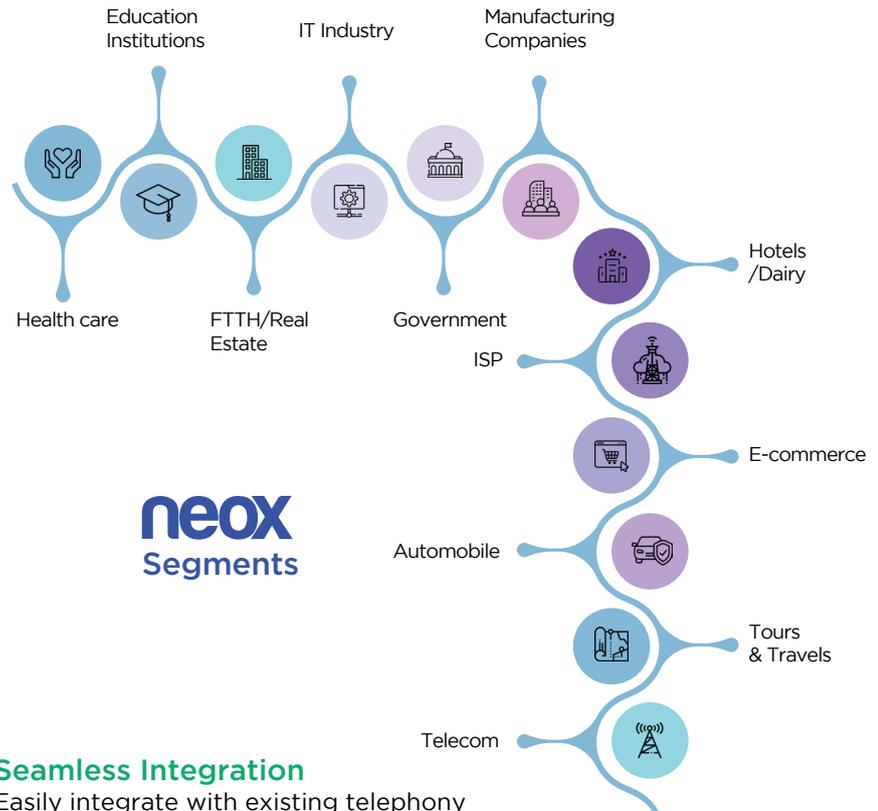
Our flexible deployment model allows for growth at your preferred pace.

### Comprehensive Professional Services

Access 24/7 expert services to support your operations.

### White Labeling for Brand Promotion

Customize Neox as your own for effective brand promotion.



### Seamless Integration

Easily integrate with existing telephony architecture for a smooth transition.

### Tailored Value Propositions

We offer unique value propositions tailored for enterprises, telcos, and data centers.

### Integration Expertise

Seamlessly integrate with O/BSS, IMS Core, and 5G core networks for a connected experience.



#### 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.



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