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

Flexible Deployment Models and Support

- ON- prem and cloud based deployemnt with pepetual liscense model
- Supports high availability, load balancing and geo redundancy
- Various tranformation 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
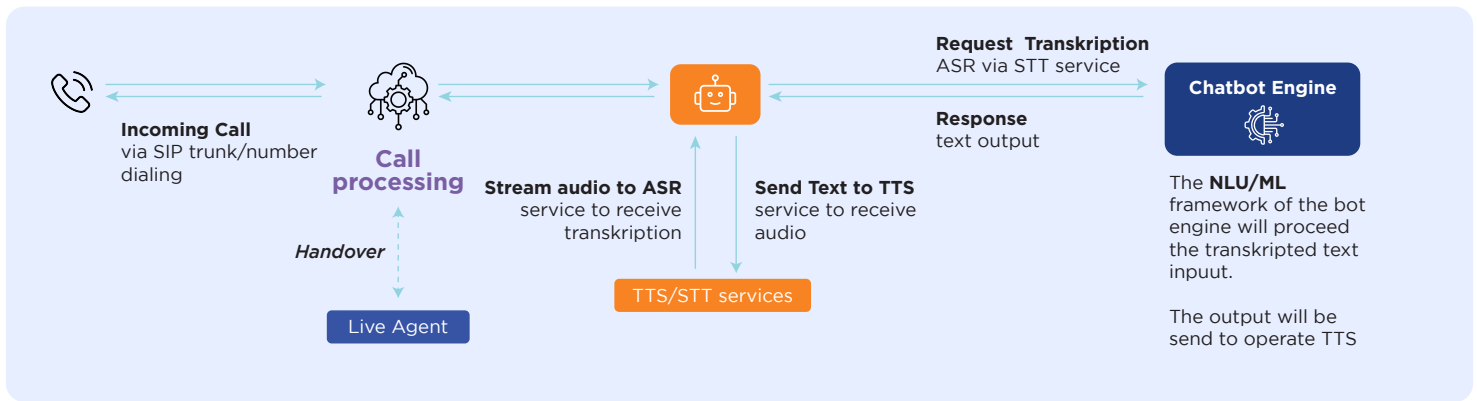
Conversational AI Powered Bots

- Language agnostic AI powered bots with low code/no code platform
- Bot bulider 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

CX Analytics

- Customizable dashboards and reports with cross platform compatability
- 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

Powerful Integrations

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

Self Service

- Inbound and outbound IVRS
- 24*7 availability with auto attendent 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

Incoming Call
via SIP trunk/number dialing

Call processing

Handover

Live Agent

Stream audio to ASR service to receive transkription

Send Text to TTS service to receive audio

TTS/STT services

Request Transkription
ASR via STT service

Response
text output

Chatbot Engine

The **NLU/ML** framework of the bot engine will proceed the transkripted text inpuut.

The output will be send to operate TTS

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
- Enagement 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
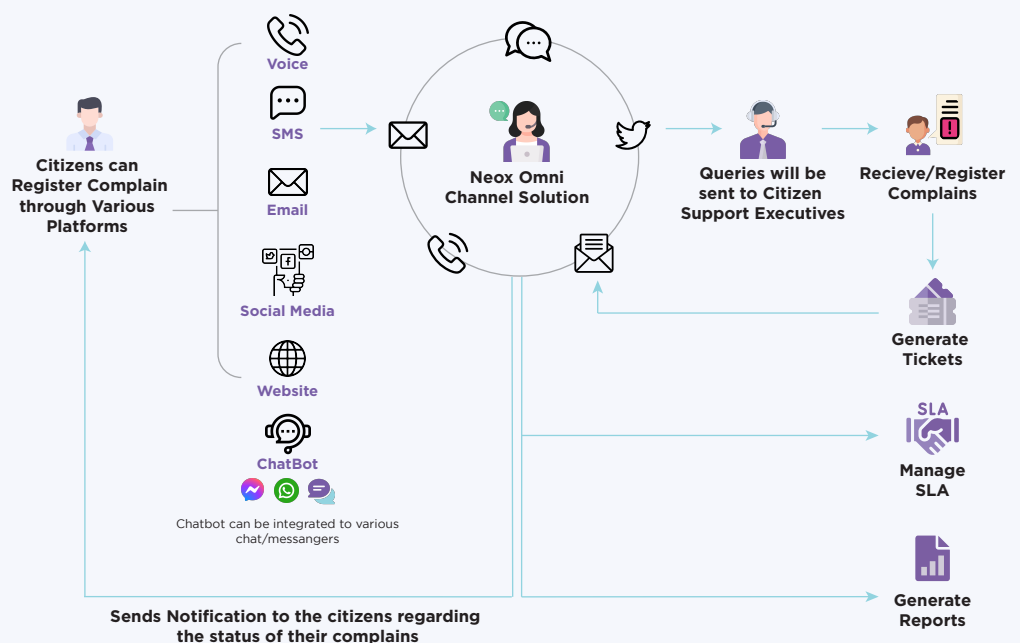- Audit and Log Management

Agent Empowerment

- Unified interface for Agent Chat, 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-defined 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

Citizens can Register Complain through Various Platforms

Voice

SMS

Email

Social Media

Website

ChatBot

Chatbot can be integrated to various chat/messangers

Neox Omni Channel Solution

Queries will be sent to Citizen Support Executives

Recieve/Register Complains

Generate Tickets

Manage SLA

Generate Reports

Sends Notification to the citizens regarding the status of their complains

Unleashing Contact Center Excellence: Possibilities Around

Basic Dial center features

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

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 prefered 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 CDigital 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