



CxEngage

Reach your customers like never before!

A video-ready contact center solution designed for today's global, digitally transforming business.

CxEngage is a cloud contact center solution designed to meet your needs and work in your environment. Unlike monolithic architectures and on-premises solutions, CxEngage is a 'born-in-the-cloud' platform delivering true omnichannel support with voice, video, and digital channels. You will benefit from all the up-to-date capabilities required by today's contact center. And designed to 'just work' while powering up your customer experience.

- Omnichannel (voice, video, digital)
- Video-ready
- All-in-one, easy-to-use
- Scaled for anywhere, anytime use
- Low total cost of ownership



A Market Leader in Cloud Contact Center and Video Conferencing

CxEngage

Contact Center Packages offering Rapid Time to Value

	Quick Start	Advanced	Premium
Included	<ul style="list-style-type: none"> • ACD • IVR • Agent Desktop (Skylight) • Reporting & Dashboards • Administration • Silent Monitoring & Barge-In • Queued Call-Back • Flow Designer • Single Sign-On • Call Recording • Channels <ul style="list-style-type: none"> • Video Enabled • Voice: PSTN, SIP, BYOC, On-Demand (separate charge) • Digital: Pick 2 (SMS, Chat, Email, Work item, Facebook Messenger, WhatsApp Customer Care (Inbound)) • Storage (20GB Named, 30GB Concurrent): Call Recordings, Digital 	<p><u>Everything in Quick Start and the following:</u></p> <ul style="list-style-type: none"> • Workforce Engagement Management <ul style="list-style-type: none"> • Quality Management • Workforce Management • WFM Intervals and Real-Time Adherence APIs • Storage (40GB Named, 60GB Concurrent) <ul style="list-style-type: none"> • Call Recordings • Screen Recordings • Digital • Suite API access 	<p><u>Everything in Advanced and the following:</u></p> <ul style="list-style-type: none"> • Complete Digital <ul style="list-style-type: none"> • SMS • Chat • Email • Work Item • Facebook Messenger • WhatsApp Customer Care (Inbound) • Storage (60GB Named, 80GB Concurrent) <ul style="list-style-type: none"> • Call Recordings • Screen Recordings • Digital
Add-Ons	<ul style="list-style-type: none"> • Quality Management • Workforce Management • WFM APIs • CRM integration: Salesforce, Zendesk • WhatsApp Template Message (Outbound) 	<ul style="list-style-type: none"> • CRM Integrations: Salesforce, Zendesk • WhatsApp Template Message (Outbound) 	<ul style="list-style-type: none"> • CRM Integrations: Salesforce, Zendesk • WhatsApp Template Message (Outbound)

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