

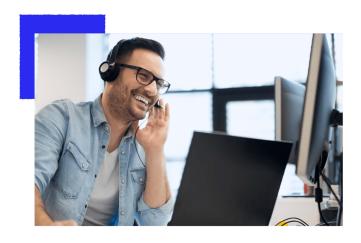
CxEngage

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	 ACD IVR Agent Desktop (Skylight) Reporting & Dashboards Administration Silent Monitoring & Bargelin Queued Call-Back Flow Designer Single Sign-On Call Recording Channels 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 	Everything in Quick Start and the following: • Workforce Engagement Management • Quality Management • Workforce Management • WFM Intervals and Real-Time Adherence APIs • Storage (40GB Named, 60GB Concurrent) • Call Recordings • Screen Recordings • Digital • Suite API access	Everything in Advanced and the following: Complete Digital SMS Chat Email Work Item Facebook Messenger WhatsApp Customer Care (Inbound) Storage (60GB Named, 80GB Concurrent) Call Recordings Screen Recordings Digital
Add-Ons	 Quality Management Workforce Management WFM APIs CRM integration: Salesforce, Zendesk WhatsApp Template Message (Outbound) 	 CRM Integrations: Salesforce, Zendesk WhatsApp Template Message (Outbound) 	CRM Integrations: Salesforce, Zendesk WhatsApp Template Message (Outbound)

