



CONSIDERING TAKING YOUR

CUSTOMER ENGAGEMENT

TO THE NEXT LEVEL



Contact Center Software



VOICE



EMAIL



CHAT



VIDEO



SMS



SOCIAL MEDIA

HIGHLIGHTS



Inbuilt
Webphone



Single-Tenant
& Multi-Tenant



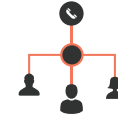
Multilevel
IVR



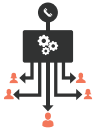
Remote
Agent



Advanced
Dialers



Skill Based
Mapping



Automated
Call
Distribution



Real Time
Analytics and
Reports



Third Party
Software
Integration



Omni-channel



100% Voice
Logging



Live Call
Monitoring



In-Built Basic
CRM



Real-Time
Dashboard



Answering
Machine
Detection (AMD)

WFH FEATURES



Remote
Agent



In-Built
WebRTC Phone



Browser
Based



Call Forwarding
to Mobile



Call
Bridging



Call
Recording



Highly
Secure

ADD - ON MODULES



Quality Analysis



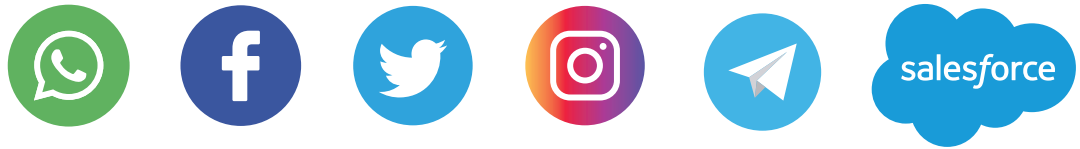
Survey Module
(IVR and Agent)



SMS
Broadcasting

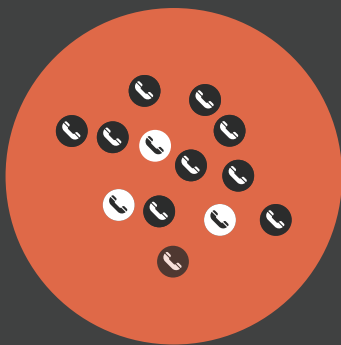
MORE FEATURES

- ✓ Dashboard
 - Real Time
 - Platform
 - Registration Status
 - Queue
 - Campaign
- ✓ Configurable Scripts
- ✓ Lead Management
- ✓ Easy Agent Management
- ✓ Agent Callback Management
- ✓ Advanced Dialers:
 - Predictive
 - Auto
 - Progressive
 - Promotional
 - Preview
 - Manual
- ✓ Multi-lingual Support
- ✓ Outbound Job Scheduler
- ✓ Ticketing System
- ✓ Trunk / Gateway Management
- ✓ Easy to Configure Call Routing
- ✓ Sticky Agent
- ✓ DID Management
- ✓ Voicemail
- ✓ Barge-in / Coaching / Whisper
- ✓ Campaign Management
- ✓ Music on Hold (MOH)
- ✓ Call Transfer to:
 - Agent
 - Queue
 - Supervisor
 - External Number
- ✓ Recording Playback & Download Options
- ✓ Call Conference with:
 - Supervisor
 - External Number
- ✓ Real Time Queue & Agent Status
- ✓ Real Time Call Status
- ✓ Real Time Campaign Monitor
- ✓ Automatic Missed Call / Abandoned Call Dialing
- ✓ Multi Users Login
- ✓ User wise Time Zone
- ✓ DNC Control
- ✓ Theme Selection
- ✓ Call Disposition Details
- ✓ Time Conditions based Inbound Call Routing
- ✓ Agent Break Details
- ✓ Week Off Mode
- ✓ Holiday Mode



ZOHO Phonebridge

OUR STRENGTH



1000+
Concurrent
Calls



Secure



Attractive
UI / UX



250+
Agents



Easy
Deployment



Product
Customization

OUR PRESENCE

200+

CUSTOMERS

31

COUNTRIES

6

CONTINENTS

51

PARTNERS

THEY HAVE ALREADY TRUSTED US



Balai
Sertifikasi
Elektronik



& counting more...

PARTNERSHIP BENEFITS

Let's Build It Together!

No
Investment

Accreditation
as our Official
Partner

Extensive
training
for your Sales
and Support
team

Increased
Loyalty and
Engagement

Transparency
and Trust

Mutual
Success
and Growth



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