

MiCloud Connect CX Value Card

SOLUTION OVERVIEW

MiCloud Connect CX contact center platform is a cloud-native solution for contact centers with over 500 seats. It combines an enterprise-class modern cloud architecture and consumer-like experience, enabling over 1,400 innovative companies to power their customer interactions.

WHY PEOPLE CHOOSE MiCLOUD CONNECT CX



Powerfully Simple

Drive more productivity with an enterprise cloud contact center that's fast to implement and easy to use.



Seamlessly Connected

Over 50 pre-built integrations plus open APIs that enable integration across every facet of your ecosystem.



Endlessly Adaptable

Exceed evolving customer expectations with a nimble platform. Make changes with clicks, not code.



Enterprise Class

MiCloud Connect CX offers scalability, reliability and security, including SOC II, GDPR, HIPAA and PCI-DSS, certifications.

MiCLOUD CONNECT CX BENEFITS

- **Implement in weeks not months – Fastest Order to Cash in the industry**
- **Fast agent ramp up**
- **Higher agent productivity**
- **Higher CSAT**
- **Higher operational agility**
- **Elastic capacity/easy agent provisioning**
- **High reliability, voice quality and security**

KEY FEATURES



VOICE

Callbar
Call Control Transfers
Voicemail Drop
Much More



ROUTING

ACD • IVR • Skills
CRM Data • Dips
CX Manager



QUALITY MANAGEMENT

Call monitoring
Call Recording
Slack integration
Speech Analytics



REPORTING

Historical Reporting
MiCloud Connect CX Live
Salesforce Integration



APPCONNECT

WFM • WFO • Dialer
Adv Reporting
Speech Analytics
Much More



INTEGRATIONS

Salesforce
ServiceNow
Microsoft Dynamics
50 other business tools

MiCLOUD CONNECT CX SWEET SPOT OPPORTUNITIES

CUSTOMERS WHO HAVE:

- Salesforce CRM
- Legacy on-prem systems (high maintenance costs, potentially facing forklift upgrade)
- 200-2,000 seats
- High growth and/or seasonal peaks
- Dispersed agents (multiple centers, at-home, etc.)
- Issues with reliability and/or call quality

CUSTOMERS WHO WANT:

- Higher customer experience and agent productivity
- More operational agility and flexibility
- Less reliance on IT, professional services and vendors to make changes
- Tighter integration to current systems
- More reliability
- Ability to manage one logical global contact center regardless of agent location
- Ongoing innovation with new features three times per year
- Lower capital expenditures (OPEX vs CAPEX)