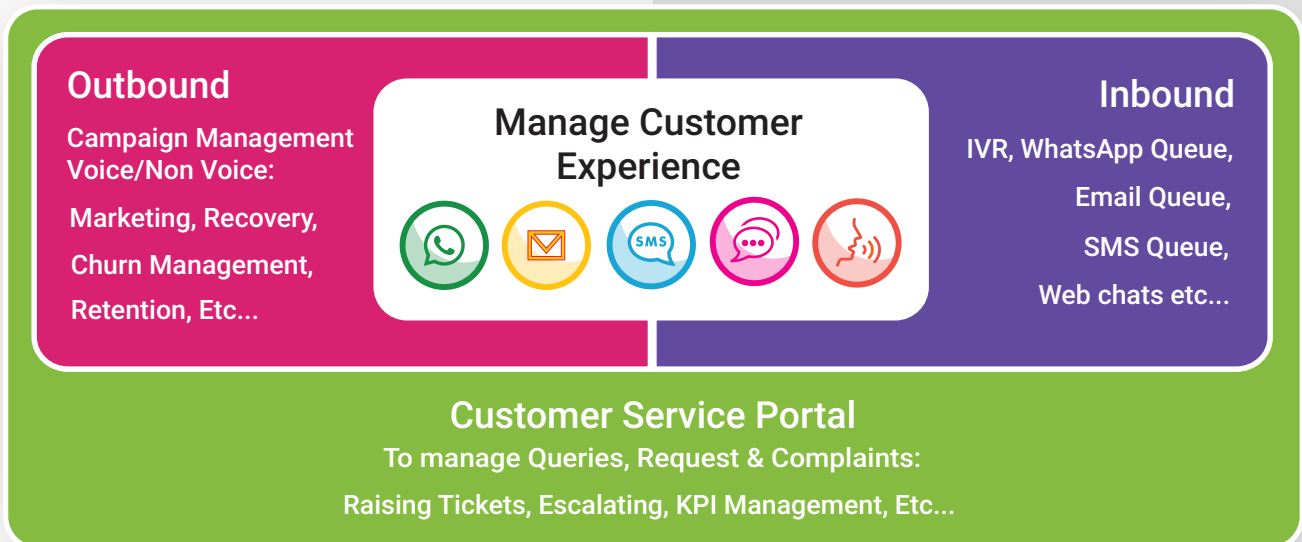


iPhonik Omnichannel Contact Center Version 10.0 is released

Omnichannel Contact Center Experience To Your Customer Allowing Them To Access Your Contact Center Through Multiple Channels.



NextConnect Contact Center by iPhonik provides all the critical functionality that enterprise businesses need for a cost-effective, worthwhile solution. NextConnect uses Asterisk as the core switching engine. As a more robust call distribution engine, Asterisk delivers a carrier-grade solution with a 99.999% uptime.

NextConnect Contact Centre is an omnichannel contact center solution designed for midsize and large companies who believe customer relation is the key to success. It offers omnichannel contact management, automatic call distribution (ACD), interactive voice response (IVR), and computer telephony integration (CTI) within a suite. Nextconnect enables customer agents to handle both inbound and outbound communications from multiple communication channels, such as telephone, email, fax, Webchat, and SMS.

With the help of the ACD functionality, the software automatically routes customer calls based on routing algorithms so that the queries reach the most appropriate resources.



Fashcloud makes it possible to offer outstanding sales and customer service as enterprise companies but without the armies of technical personals up-front costs, complex infrastructure, and truckloads of hardware. Using the cloud, you can scale seats as needed, deploy in days, and pay as you go.

Flashcloud helps contact centers of all types and sizes take control of their operations and get up and running quickly. Technical and non-technical people can easily administer the Flashcloud system. Even informal contact centers can significantly benefit from a cloud solution due to its flexibility, power, and ease of use.

With Flashcloud, you can harness the cloud's speed and flexibility while getting all the robust features of on-premise systems. Whether you're seeking inbound, outbound, or blended contact center software, Flashcloud has the solution for you. Flashcloud contact center platform deployed on Dialog's cloud platform, which enables customers to choose their connectivity to the platform through Dialog's VPN routers or internet.



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