

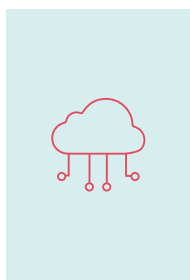
Cloud and truly Omnichannel experience.

Manage all your interactions with the agility your business needs.

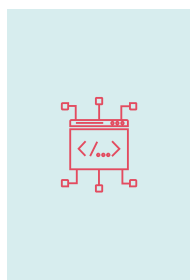


All in one

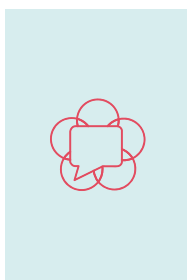
We believe in making agent's work simpler, organized and more enjoyable. We are convinced that this is the only way to achieve real customer satisfaction. We help our customers to achieve this by making our software platform a simple and flexible solution. uContact is a development solution that can adjust to every company's operations, helping our clients improve their service, increase productivity and reduce costs. We know every customer is unique, that is why we have created development tools for you to be able to personalize everything.



On premise & Cloud



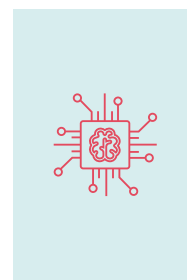
Development platform



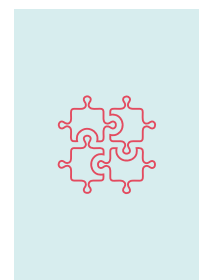
WebRTC



Omnichannel



Smart routing



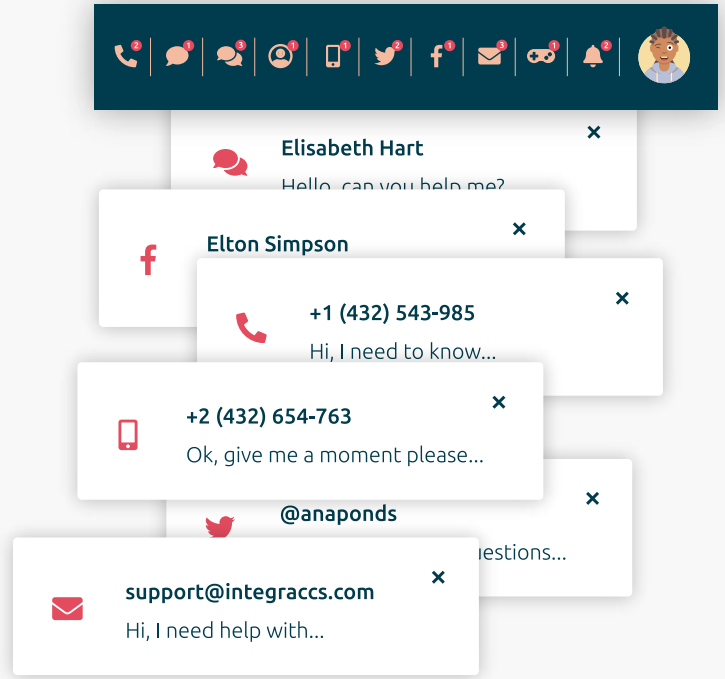
Easy integration

Omnichannel Unified Inbox

Traditionally, agents could only attend one customer at a time, through a single channel, in different screens. This had a negative impact on their Customer Satisfaction levels.







With uContact, you can reach true Customer Satisfaction with personal and significant interactions with them through whichever channel they prefer.

uContact enables the integration of email, SMS, webchat, social media and many more platforms. With its Unified Inbox, agents can manage all their interactions in the same place, without having to switch from one tab to the other.









TALK

With uContact you can manage all the voice interactions in just one place. Inbound, outbound or blended

 <p>Voice Inbound, Outbound & Blended.</p>	 <p>PBX Desktop and mobile Softphone.</p>	 <p>Recordings Multiple filters and downloads.</p>
 <p>IVR Interactive Voice Response.</p>	 <p>Voice Broadcast Massive voice messages.</p>	 <p>Dialers Preview progressive power & predictive</p>

OMNI

The ability to manage all the interactions in just one place: The unified inbox.

 <p>Sms Bulk & 1 to 1 text messages</p>	 <p>Webchat Live assistance with audio and video calls</p>	 <p>Bots Automatization of Interactions</p>
 <p>Email Templates, Bulk and & 1 to 1.</p>	 <p>Social Media Facebook & Twitter.</p>	 <p>WhatsApp WhatsApp messaging</p>

TOOLS

Monitor the entire operation in an organized way without breaking your flow.

 <p>RT Dashboards Omnichannel monitoring.</p>	 <p>Quality Formularios de calidad y tagueo de grabaciones.</p>	 <p>Gamification Recompensa y motiva agentes.</p>
 <p>Alerts Forecasting & reporting</p>	 <p>Monitoring Spy, (audio & screen), coaching & collaborating</p>	 <p>Analytics Estatistical and historical.</p>