



# ProCloud Customer Connect

## Highlights

- Patented visual IVR solution that improves the customer experience
- Easily deploys across any digital touchpoint
- Includes real-time contextual data and analytics around inbound calls
- Integrates easily into existing Contact Center and CRM applications
- Expands global reach and reduces telco costs

## Leverage the Power of Digital and Human Interaction

ProCloud Customer Connect is a highly customizable visual IVR that integrates easily into existing Contact Center and CRM applications.

This scalable, user-friendly solution includes a patented visual directory that enables calling from any digital touchpoint including websites, mobile apps, PDFs, email, social media, and mobile browsers.

ProCloud Customer Connect helps companies improve their customer experience while providing valuable data and insight on each interaction.

# ProCloud



## Improve Customer Experience

More than two-thirds of customers prefer talking to a live person over IVR.<sup>1</sup> ProCloud Customer Connect helps reduce customer frustration by eliminating tedious IVRs.

Through a visual directory, customers can navigate and select the appropriate contact or department and connect via any web browser or mobile device. This solution bypasses cumbersome and frustrating IVRs, and helps customers feel empowered and in control of their path to resolution.

## Implement Across Any Digital Touchpoint

ProCloud Customer Connect is easily deployed on websites, mobile apps, PDFs, emails, online ads and more. Businesses can utilize the visual directory as a call to action across different digital campaigns. The visual directory's appearance and features are customizable to match a company's brand and colors.

APIs and SDKs allow for many different implementation options. With advanced Telco configuration, you can choose to integrate into existing Telco structure, providing additional cost saving opportunities.

<sup>1</sup>Source for stats: <http://hrsuite.com/visual-ivr/>

## Capture Insight with Native Data and Analytics

ProCloud Customer Connect includes a powerful, intuitive dashboard with insights into call source, duration and location. Clear metrics and advanced analytics enable businesses to make decisions and evaluate what tactics are driving activity and revenue.

## Empowering Contact Center Agents with Information

ProCloud Customer Connect is even more powerful when integrated with Contact Center and CRM applications, including NICE inContact, Genesys PureCloud, ServiceNow and Salesforce.com. Contextual data helps improve the customer experience by delivering information contact center agents need to efficiently handle customer issues.

## Expand Reach and Reduce Costs

Hosting multiple toll-free numbers, especially international, can be costly. With ProCloud Customer Connect, businesses can reduce expenses and expand their global reach with real-time calling from any internet-enabled device, anywhere in the world.

Additionally, ProCloud Customer Connect's platform is secure, with double encryption ensuring the highest certification and compliance standards. All interactions are placed through a secure WebRTC channel, and has the ability to mask numbers and block specific IP addresses for additional privacy.





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