



# CUSTOMER ENGAGEMENT



**HoduCC**

Contact Center Software



VOICE



VIDEO



EMAIL



SMS



CHAT



SOCIAL  
MEDIA

Coming Soon...

# HIGHLIGHTS



Inbuilt Webphone



Single-Tenant & Multi-Tenant



Multilevel IVR



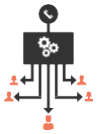
Remote Agent



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

## MORE FEATURES

- ✓ Dashboard
  - Real Time
  - Platform
  - Registration Status
  - Queue
  - Campaign
- ✓ Multi-lingual Support
- ✓ Trunk / Gateway Management
- ✓ DID Management
- ✓ Campaign Management
- ✓ Configurable Scripts
- ✓ Lead Management
- ✓ Easy Agent Management
- ✓ Inbuilt Basic CRM
- ✓ Agent Callback Management
- ✓ Outbound Job Scheduler
- ✓ Easy to Configure Call Routing
- ✓ Voicemail
- ✓ Music on Hold (MOH)
- ✓ Advanced Dialers:
  - Predictive
  - Auto
  - Progressive
  - Promotional
  - Manual
- ✓ Answering Machine Detection
- ✓ Sticky Agent
- ✓ Barge-in / Coaching / Whisper

✓ Call Transfer to:

- Agent
- Queue
- Supervisor
- External Number

✓ Call Conference with:

- Supervisor
- External Number

✓ Automatic Missed call / Abandoned Call Dialing

✓ DNC Control

✓ Call Disposition Details

✓ Agent Break Details

✓ Recording Playback & Download Options

✓ Real Time Queue & Agent Status

✓ Real Time Call Status

✓ Real Time Campaign Monitor

✓ Multi Users Login

✓ User wise Time Zone

✓ Theme Selection

✓ Time Conditions based Inbound Call Routing

✓ Week Off Mode

✓ Holiday Mode

OUR STRENGTH



**1000+**  
Concurrent  
Calls



**Secure**



**Attractive  
UI / UX**



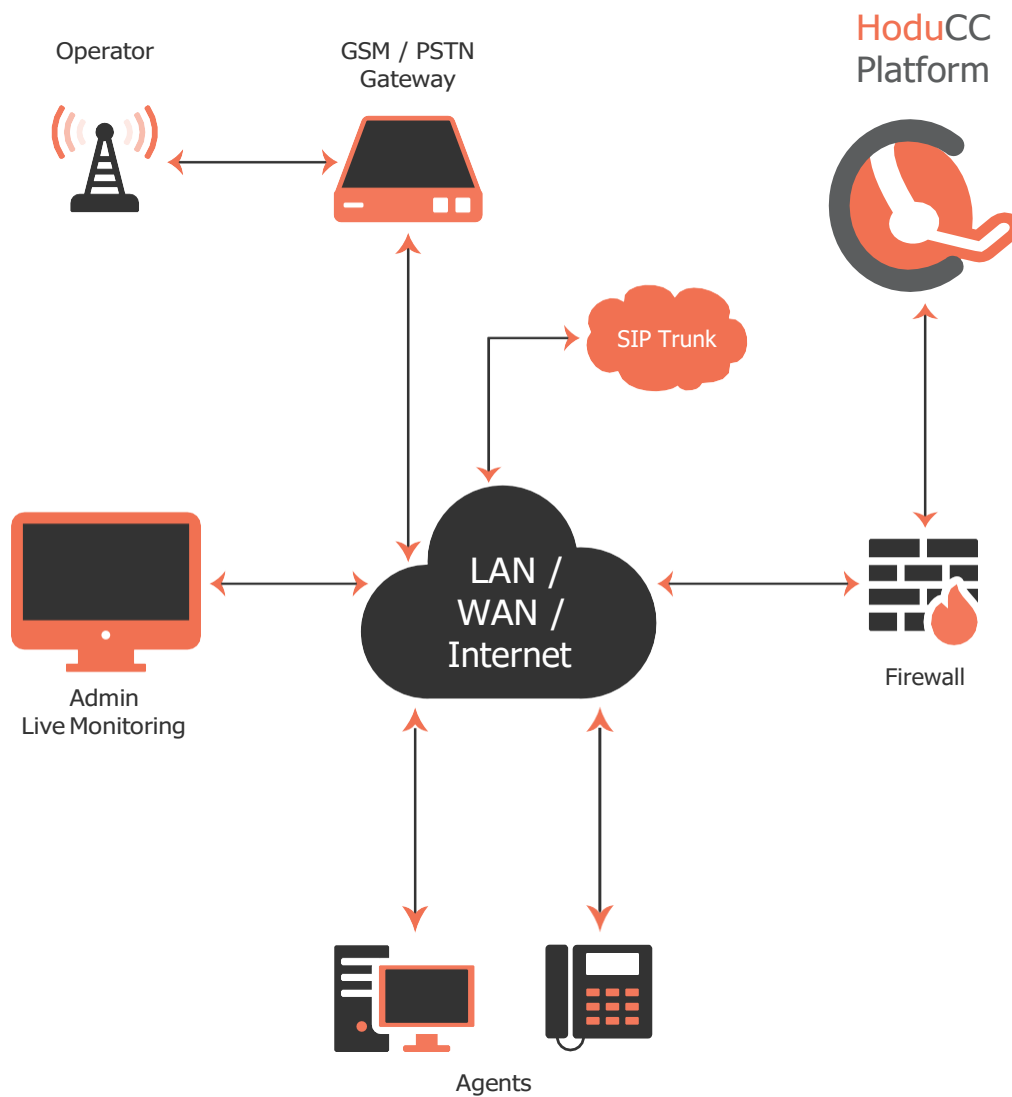
**250+**  
Agents



**Easy  
Deployment**



**Product  
Customization**



FREE TRIAL  
4 WEEKS

LIMITED?  
BUDGET?

OPT FOR  
MONTHLY  
SUBSCRIPTION






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