

XCALLY Motion V2

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XCALLY MOTION v2 represents the state of the art about the most advanced XCALLY customer care suite.

It is also one of our Long Term supported software release.

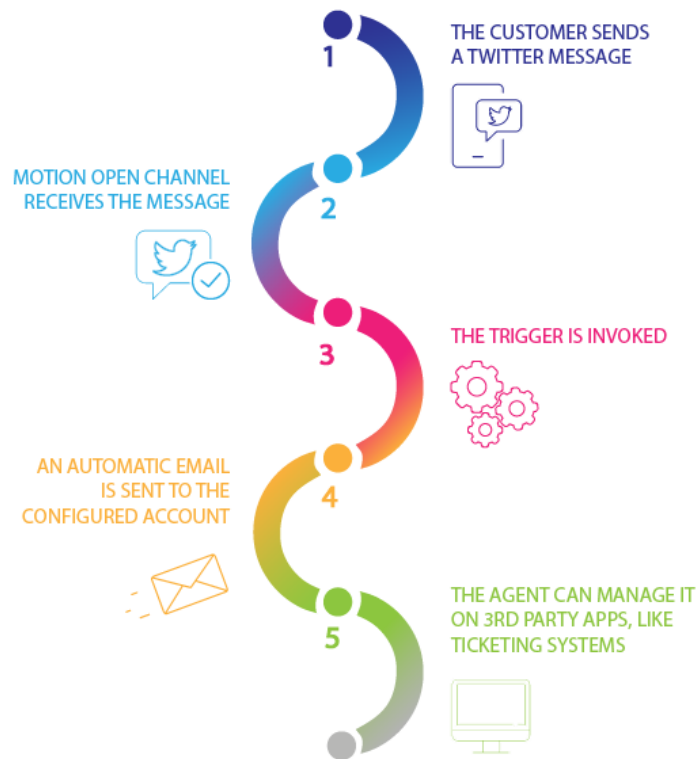


XCALLY MOTION v2 provides you a comprehensive **Omni Channel** solution for your customer care, focusing on to the following main benefits:

- **Native Omni Channel** Design: both server and client applications are designed omni-channel from scratch
- Powerful and **simple to use** User Interface (**UX**) for both supervisors and agents.
- A full set of multiple channels – **ready to be used** - where you can configure the skills and seamless routing strategies for your **customer interactions** (Voice, Web Chat, SMS, Email, Fax).
- **Open Channel** concept: a simple API set in order to add the channel you need. Are you interested to provide your customer with the possibility to interact with your customer care via **Twitter, Facebook, Telegram** and your favorite social media? Or also notify a group of agents inside a queue about a specific event occurred from an **IoT** sensor, or anything happening elsewhere? ...With Open Channel you can do it!



- **Integrations:** some external CRM and Ticketing solutions are already integrated with XCALLY (i.e. Zendesk, Salesforce, Sugar etc...). Many others can be added using the powerful **XCALLY RESTful API**.
- **Omni-Desktop:** your customer care agents can use the XCALLY MOTION Phonebar along to the Web interface in order to maximize the Omni Channel experience.
- **Contact Manager (CM):** the supervisors can easily manage different customer lists, create custom contact fields, import contacts, and provide CM pop-up for the agents
- **Proactive Experience** to the customer (CX optimization)
- **Customer Journey:** every customer interactions can be tracked and correlated each others, so to provide you a comprehensive tool beyond the usual standard customer care reports
- **Automations:** using the XCALLY Triggers, you can easily configure effective **Workflows** to better manage your **Business Processes:** for example one trigger could track each time a new Open Channel Twitter or Facebook message is managed by an agent, and automatically escalate the message to another channel (i.e. the Email channel) which will be eventually able to feed an external CRM or Ticketing system.



- **Motion Bull**: whether you need a Progressive, Power Dial, **Predictive** dialer, or a smart **Call Back** application, Motion Bull is the right tool for you. We have worked hard to make it robust, simple to use and effective to monitor.
- **Ease deployment**: you can start running XCALLY MOTION on a simple Virtual Machine with few resources and scale up to several seats when you need, increasing the resources step by step, so preserving your investments and operational costs. We provide a full installation procedure simple and quick to use.
- **Smart updates**: you just need to press a Web button in order to perform the software updates as soon as they are available, so to keep your XCALLY version up-to-date and benefits from the continuous new features we are adding to the solution.
- **Scalability and Security**: both ones have improved a lot inside XCALLY MOTION V2. The solution has been designed to scale quickly and respect the most security standards.
- **Real Time Dashboards**: the **MOTION Asynchronous technology** has been improved to work totally multi-thread and multi-processes now, thus allowing better performances and scalability.

XCALLY MOTION v2 is all about that and much more...

We invite you to explore the product features following the guide here available and to send us feedback for our continuous solution improving! Thank you!

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