



A Contact Center Built in the Cloud

Xima's Contact Center or Contact Center as a Service (CCaaS) is a cloud-based, dynamic, and easy-to-use solution that provides a smooth experience for your employees and, most importantly, your customers.

Xima's contact center software provides in-depth skills-based-routing, queue callback (callback assist), Cradle-to-Grave insight, custom reporting, real-time wallboards, and interactive chat options for your agents and customers.

Every Channel, Unified

Voice

Voice is the channel where tone, empathy, and human connection truly shine. Ensure you get it right the first time, delivering exceptional service and building meaningful relationships with every customer interaction.

Web Chat

Engage customers in real-time through web chat. Enable seamless communication on your website, empowering your agents to assist customers quickly and efficiently.

Email

Xima's Email Management solution empowers contact centers to deliver exceptional customer service through the power of email communication. Seamlessly handle customer inquiries, support requests, and issue resolution with efficiency and precision.

SMS

Engage customers in a convenient and personalized manner, fostering stronger relationships and enhancing customer satisfaction. With Xima's SMS Engagement, you can unlock the full potential of SMS communication and create impactful customer experiences that drive loyalty and success.

WhatsApp

Xima's WhatsApp Integration takes customer engagement to new heights by leveraging the power of the popular messaging platform. With Xima's robust platform, you can leverage features such as automated message routing, conversation threading, and agent collaboration tools to streamline communication workflows.

Social

You can now efficiently track and manage direct messages across popular social media platforms. Gain valuable insights into customer sentiment, identify emerging trends, and deliver personalized support to enhance customer satisfaction.

Customer Engagement



Call Queuing

Handle high call volumes efficiently and reduce customer wait times. By implementing an organized and efficient queuing system, you demonstrate your commitment to delivering exceptional service, leaving a positive impression on every customer.

Queue Callback

Say goodbye to long hold times and frustrated customers. With our queue callback feature, customers have the option to request a callback, allowing them to continue with their day while maintaining their position in the queue. Increase customer satisfaction and reduce abandonment rates with this powerful feature.

Skills-based Routing

Ensure every customer is matched with the most suitable agent. Our intelligent skills-based routing system intelligently directs inquiries to the right personnel, optimizing response times and ensuring exceptional customer experiences.

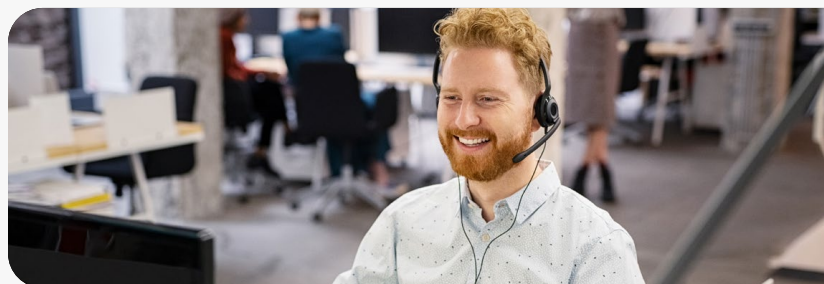
Call Recording

Call Recording allows you to monitor every call and ensure the customer is getting a consistent experience.

Auto-attendant

Streamline customer journeys and enhance self-service capabilities with our robust auto-attendant system. Empower your customers to effortlessly navigate through menus and resolve inquiries quickly, all while freeing up your agents to focus on more complex tasks.

Workforce Optimization



Workforce Management

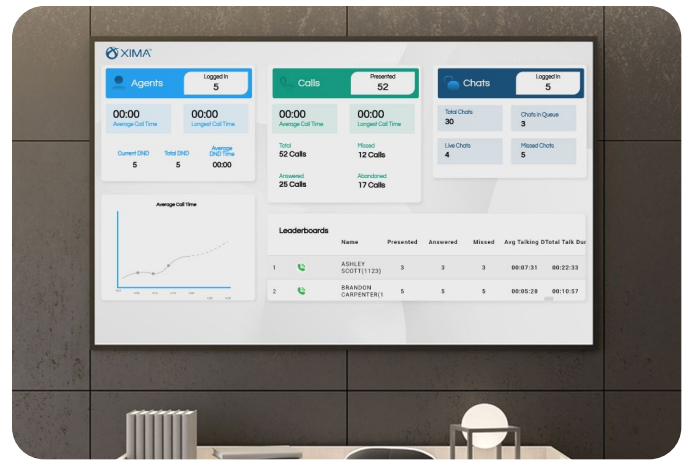
Xima's Workforce Management solution is a powerful and comprehensive feature designed to allow you to manage resources easier and get the most out of your contact center.

Quality Management

Xima's Quality Management solution empowers contact centers to elevate customer experiences and drive agent excellence.

Strategic Insights and Actionable Data

Xima Software equips users to measure key metrics, including call volumes, average handling time, and customer satisfaction scores. Armed with this comprehensive data, businesses can make informed decisions to optimize their customer service delivery, ensuring enhanced performance and client satisfaction.



Better Reporting

Standard and Custom Reports

With over 30+ carefully designed templated reports and the ability to create custom reports, you gain valuable insights into agent performance, customer satisfaction, and critical contact center metrics. Our user-friendly interface ensures easy navigation and offers real-time and historical data visualization options. Make informed, data-driven decisions to optimize your operations and drive success with Xima's advanced reporting suite.

Cradle-to-Grave

With this powerful functionality, gain comprehensive visibility into every customer interaction, from the moment a call is received until its resolution. Xima's intuitive interface allows you to easily access and review call details, agent performance, and customer experiences. Enhance your contact center operations and deliver exceptional service with the invaluable insights provided by Xima's Cradle-to-Grave feature.

Speech Analytics

Powered by advanced speech recognition technology, our analytics tool automatically transcribes and analyzes customer calls in real-time. Extract meaningful data, detect sentiment, identify trends, and uncover customer needs and preferences. Gain deep understanding of agent performance, compliance adherence, and opportunities for process improvement.

Realtime Wallboards

With over 30+ carefully designed templated reports and the ability to create custom reports, you gain valuable insights into agent performance, customer satisfaction, and critical contact center metrics. Our user-friendly interface ensures easy navigation and offers real-time and historical data visualization options. Make informed, data-driven decisions to optimize your operations and drive success with Xima's advanced reporting suite.

Scorecard & Evaluations

With this powerful functionality, gain comprehensive visibility into every customer interaction, from the moment a call is received until its resolution. Xima's intuitive interface allows you to easily access and review call details, agent performance, and customer experiences. Enhance your contact center operations and deliver exceptional service with the invaluable insights provided by Xima's Cradle-to-Grave feature.



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