

CONSIDERING TAKING YOUR

CUSTOMER ENGAGEMENT

TO THE NEXT LEVEL



Awards & Recognised by

Gartner®



HoduCC

Contact Center Software



VOICE



EMAIL



CHAT



VIDEO



SMS



SOCIAL MEDIA

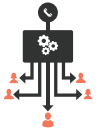
HIGHLIGHTS



Inbuilt
Webphone



Remote
Agent



Automated
Call
Distribution



Omni-channel



In-Built Basic
CRM



Single-Tenant
& Multi-Tenant



Advanced
Dialers



Real Time
Analytics and
Reports



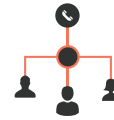
100% Voice
Logging



Real-Time
Dashboard



Multilevel
IVR



Skill Based
Mapping



Third Party
Software
Integration



Live Call
Monitoring



Answering
Machine
Detection (AMD)

WFH FEATURES



Remote
Agent



In-Built
WebRTC Phone



Browser
Based



Call Forwarding
to Mobile



Call
Bridging



Call
Recording



Highly
Secure

ADD - ON MODULES



Quality Analysis



Survey Module
(IVR and Agent)

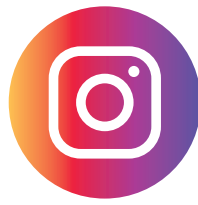


SMS
Broadcasting

MORE FEATURES

- ✓ Dashboard
 - Real Time
 - Platform
 - Registration Status
 - Queue
 - Campaign
- ✓ Configurable Scripts
- ✓ Lead Management
- ✓ Easy Agent Management
- ✓ Agent Callback Management
- ✓ Advanced Dialers:
 - Predictive
 - Auto
 - Progressive
 - Promotional
 - Preview
 - Manual
- ✓ Multi-lingual Support
- ✓ Outbound Job Scheduler
- ✓ Ticketing System
- ✓ Trunk / Gateway Management
- ✓ Easy to Configure Call Routing
- ✓ Sticky Agent
- ✓ DID Management
- ✓ Voicemail
- ✓ Barge-in / Coaching / Whisper
- ✓ Campaign Management
- ✓ Music on Hold (MOH)
- ✓ Call Transfer to:
 - Agent
 - Queue
 - Supervisor
 - External Number
- ✓ Recording Playback & Download Options
- ✓ Real Time Queue & Agent Status
- ✓ Real Time Call Status
- ✓ Real Time Campaign Monitor
- ✓ Call Conference with:
 - Supervisor
 - External Number
- ✓ Multi Users Login
- ✓ User wise Time Zone
- ✓ Automatic Missed Call / Abandoned Call Dialing
- ✓ Theme Selection
- ✓ DNC Control
- ✓ Time Conditions based Inbound Call Routing
- ✓ Call Disposition Details
- ✓ Week Off Mode
- ✓ Agent Break Details
- ✓ Holiday Mode

SOCIAL MEDIA INTEGRATIONS

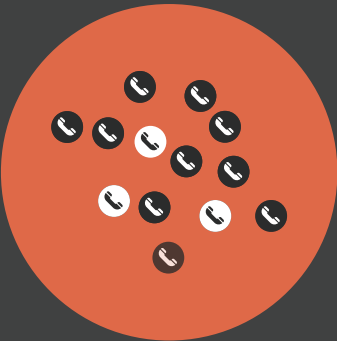


CRM INTEGRATIONS



Phonebridge

OUR STRENGTH



**1000+
Concurrent Calls**



Secure



**Attractive
UI / UX**



**250+
Agents**



**Easy
Deployment**



**Product
Customization**

OUR PRESENCE

250+

Customers

75+

Partners

40+

Countries

06

Continents

THEY HAVE ALREADY TRUSTED US



& counting more...

PARTNERSHIP BENEFITS

Let's Build It Together!

No
Investment

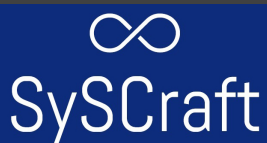
Accreditation
as our Official
Partner

Extensive
training
for your Sales
and Support
team

Increased
Loyalty and
Engagement

Transparency
and Trust

Mutual
Success
and Growth



Follow Us on



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