

# Unlocking Simplicity:

## Fostering effortless & cohesive business communication

At Multycomm, we're at the forefront of communication evolution. Our AI-driven platform is designed to cater to the needs of both carriers and enterprises. For carriers, we provide a comprehensive array of communication services. Meanwhile, for enterprises, our solution serves as a centralised hub for all interactions, ensuring a seamless and efficient communication experience.

## Why Choose Us



### 360 Degree Multi-Channel Communication

Seamlessly manage all communication channels in one place, enhancing efficiency and connectivity.



### Built-In Security with Integrated SBC and MFA

Safeguarding your data and privacy with our robust security features.



### 99.99% Uptime SLA & Rapid Scalability

Experience unparalleled reliability and scalability with our self-healing platform.



### Seamless Integrations

Pre-Integrated with CRM/PMS/Ticketing Solutions & Real-time Billing.

## Offering Portfolio

### PBX & Voice Contact Centre

Elevate customer service with a comprehensive PBX voice contact center solution.

### AI Enabled Social Engagements

Enhance customer support, streamline responses & communication with AI-powered chatbots.

### Video Collaboration

Foster seamless collaboration with high-quality video meetings with live transcription.

### Targeted Marketing

Identifies product market fit and design targeted marketing campaigns resulting in revenue growth..

## Industry Expertise

Hospitality

Education

Healthcare

Finance



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[www.multycomm.com](http://www.multycomm.com)

# 360 Degree Integrated Communication Platform



**MultyComm**  
Anywhere Always Seamless Connection

## PBX

- Find me
- Customised Greetings
- Hold Music
- Hot Desking
- E911 Dialing
- Office Days & Time Settings
- Voice Mail To Fax
- CDR Reports
- Call Transfer (Assisted / Blind Call Transfer )
- Do Not Disturb
- User Selected Caller ID
- Call Forwarding
- Multi Level IVR
- Operator Panel
- Directory Service
- Account Management
- Bulk Number Porting
- Dial-By-Name Directory
- Intuitive Web Interface
- Configurable Recording
- Mos and Call Monitoring
- TTS Option For IVR Prompts

## Voice Contact Centre

- Priority Queues
- Skill Based Routing
- Queue Timeout Actions
- Missed Call Alerts
- Supervisor Panel
- Coach / Barge / Snoop Mode
- Outbound Campaign Manager
- Progressive / Preview / Predictive Dialer
- Auto Dialer
- API Based integration
- Reporting Engine
- Agent Status and Management
- Outbound Dialer
- Configurable Disposition
- Configurable Agent Status And Tags
- Inbound And Outbound Queues
- In Queue Announcement
- CSAT
- Multi Level Drag And Drop IVR
- CRM Popup With Parameters
- Webhooks
- Virtual Queues

## Integrated Social Media

- Line
- Email
- Viber
- Private Notes
- Chatbot
- Contextual Search
- Integrated AI Assist
- Web Chat
- Instagram
- Slack
- Click To Call
- Canned Welcome Messages
- Customer Data Capture
- Twitter
- WhatsApp
- Telegram
- Message Flow
- Reminder Message Per Social Media Channel
- Message Handling Flow
- Facebook Messenger
- Snapchat
- Hike
- Agent Priority
- Transcripts
- Engagement Reports
- Conversation Track

## Collaboration

- Team Chat
- Group Chat
- Screen Sharing
- Whiteboarding
- Status Indication
- Direct Messaging
- Team Meeting Voice
- Team Meeting Video
- Creation of Polls
- Huddle Rooms
- Public/ Private Channel
- Instant Communication With Co-Workers
- Video Chat
- Instant Video
- Channel Creation
- Share Document
- Mention Based Chatting
- Emoji Support
- Document Upload

## Video Meetings & Conferences

- Upto 50 party Video Conferencing
- Instant Meeting
- Multiple Channels For Sending Invites
- Add Breakout Rooms
- Translation
- Share Audio And Video
- Participant Stats
- Multy-Party Video Conferencing
- Scheduled Video Call
- Screen Sharing
- Instant Chat
- File Upload
- Use Your Own Logo
- Background Voice Separation
- Video To Video
- Audio To Audio
- Start/ Stop Participants Video
- Instant Poll
- Raise Your Hand
- Whiteboard
- Manage Recording
- Multi-Change Banground
- Performance Setting
- Password Based Entry
- SIP Video Terminal Joining
- Voice Only Participating For Video Conferencing
- Lobby Mode
- Live Transcriptions
- Integrated With Google Calender
- 100+ Countries Toll Free Nos.
- Video Mirroring
- Moderator Control
- Live Streaming
- Subtitles in 27 Languages
- Mute Participants
- Prevent Entry Of Participants
- Kick Participants

## AI Integrated BOTS

- AI Based Templates
- AI Assistant Response
- Improve Writing
- Fix Spelling And Grammer
- Expand
- Shorten
- Change Message Tone To Friendly
- Use Format Tone
- Simplify
- AI Suggested Reply



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