



Control



CUBEX





CUBEX Contact Center is an integrated set of unified communication, interactive voice, video, chat, email, and fax capabilities, built towards better customer service, best team optimization, and forecasting future business, for customer-oriented organizations, within multichannel communications, to achieve quality service delivery, certified by **CMMI** standards. **AI powered-CUBEX Contact Center** is built to use daily interactions, as business intelligence, and management tool, to detect company treasures, delight customers, enhance productivity, instant corrective actions: to improve competitive edge.

CUBEX Connected Business Automation, allows to select the right person to perform the task, ultimately have the biggest impact on productivity. CUBEX includes examples to best performance scenario, and guide to team synergy. **CUBEX Customer Automation** Suite mission is redefining daily (workload) to daily (opportunity) for information's mining, enhancements, business upgrades. A tight business process, leads organization towards informed decisions.

CUBEX Contact Center Combines applications, for Interactive Voice Response, Call Steering via Speech Recognition, Text to Speech functionality, Automatic Call Distribution, Skill-Based Routing, Call Recording, Call Classification, Real Time monitoring & Reporting, Real-time Analytics, Performance indicators, Immediate Corrective Actions, Automatic Dialers, Unified Communications (SMS, Fax, email, Social,...) Customer Service & Marketing Management. You can fully supervise to call center activities, and listen to recorded calls from your head office, and import instantly filtered summary and detailed reports, agent evaluation, through web based or mobile application.

MAIN TELECOM enables new business opportunities for commercial entities, more security and more competitive edge for SMEs. High traffic retail companies, Governmental organizations, and international Banks depend on Our platforms to maximize return on investment, with single point of Contact, Analyze, and Upgrade.

Contact Centers *Powered by AI*

Unlock the power of automation with Virtual Agent: Chat Agent, Voice Agent, and Email Agent. Designed to elevate customer support, these AI agents streamline routine tasks, reduce wait times, and boost agent productivity—all while delivering secure, reliable service.

By using advanced AI, our virtual agents provide personalised, context-aware responses, empowering your team to focus on complex, high-value tasks. Discover how our AI agents can drive cost savings, improve CX, and transform your contact centre operations.



AI Platform designed to elevate your CX operations

IVR

Professional Call flow for self-services, Interactive voice Response system lets you handle a higher volume of calls, without compromising on the quality of responses.

Call Recorder

for voice call recording, with instant monitoring, reporting and corrective actions.

Predictive Dialer

with proven productivity scenarios. Personalized responses and smooth handovers, instantly, boosting customer satisfaction and reducing wait times.

And the results speak for themselves:

24%

Increased Productivity

35%

FCR enhanced Customer Satisfaction

55%

decrease in waiting time

Benefits include:

+ Cost savings

Automating repetitive tasks with AI agents decreases the need for large support teams, driving down costs.

+ Empowered agents

By offloading simple queries to virtual agents, agents can focus on tasks that require human expertise, increasing productivity and job satisfaction.

+ Task automation

Including password resets, data lookups and more, saving agents time for more value-added tasks.

+ Generative AI

Using advanced AI, the virtual agents understand context, misspelling and synonyms. And, with continuous learning, our virtual agents refine their responses over time, offering even more accurate and helpful support.

+ Faster resolutions

With shorter wait times, personalised responses, and around-the-clock availability, customers receive the assistance they need, when they need it.

+ Quick setup

Setting up our Chat Agent, Voice Agent and Email Agent is simple and intuitive, allowing you to get started quickly without extensive IT resources.



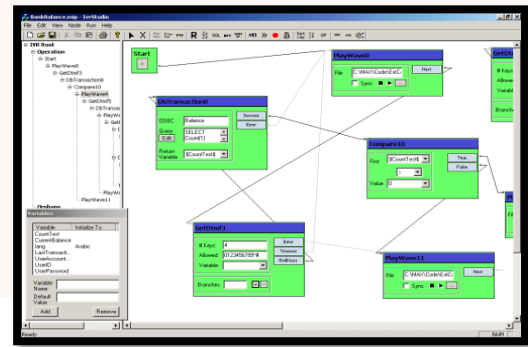
CUBEX
CONNECTED BUSINESS



CUSTOMER EXPERIENCE PLATFORM

Customer Interactions:

- ❑ Skill based call steering, call flow builder, and self services.
- ❑ Observe traffic volume, and customer inquiries on a particular criteria.
- ❑ Follow up customer requests, complains, and escalate issues.



| | | | | | | | | | | | | | |
|---|---|------|----------|-------|-----|------|-----|-------|------|-------|------|-------|---|
| 0 | 3 | 2006 | Rest SWD | 62092 | 680 | 3419 | 5.5 | 8535 | 13.7 | 32945 | 53.1 | 17192 | 2 |
| 1 | 3 | 2007 | Rest SWD | 60525 | 689 | 1631 | 2.7 | 5917 | 9.8 | 32758 | 54.1 | 20219 | 3 |
| 2 | 3 | 2008 | Rest SWD | 58364 | 690 | 757 | 1.3 | 4094 | 7 | 37672 | 64.5 | 15841 | 2 |
| 3 | 3 | 2009 | Rest SWD | 59155 | 694 | 301 | 0.5 | 2620 | 4.4 | 39383 | 66.6 | 16851 | 2 |
| 4 | 3 | 2010 | Rest SWD | 58565 | 694 | 4519 | 7.9 | 18859 | 32.2 | 20235 | 34.7 | 14792 | 2 |
| 5 | 3 | 2011 | Rest SWD | 59907 | 687 | 4596 | 7.7 | 19119 | 32.1 | 27532 | 46.3 | 8760 | 1 |
| 6 | 3 | 2012 | Rest SWD | 59839 | 689 | 4477 | 7.5 | 17856 | 29.3 | 28911 | 48.3 | 8595 | 1 |
| 7 | 4 | 2006 | Rest SWD | 60736 | 677 | 3421 | 5.6 | 10388 | 17.1 | 31705 | 52.2 | 15221 | 2 |

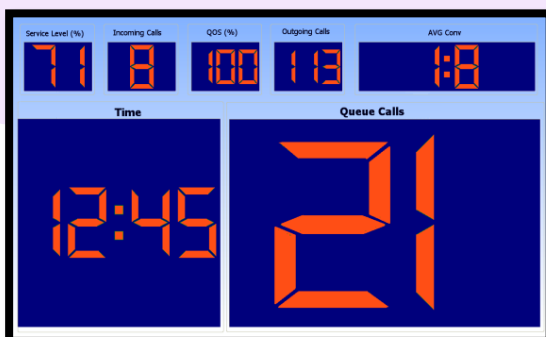
Visualization:

- ❑ Predefined rules to optimize work plans, resources, and assets.
- ❑ Heat Map statistics, visually focus on productivity and issues.
- ❑ Attendance, Absence management, incentives, and Vacations requests.



Customer Management:

- ❑ Escalation procedures, improves overall productivity.
- ❑ Real time performance indicators during interactions.
- ❑ Ability to determine traffic volume, and customer inquiries over specific criteria.
- ❑ Solve issues before they impact customers.



Forecasting:

- ❑ Project Planning, according to customer needs, and standard service levels.
- ❑ Skills sets for best choice of suitable resource, with planned project, prioritize work.
- ❑ Calculating Resources, for a project according to customer needs



Performance Indicators:

- ❑ Real-time monitoring, and immediate corrective actions
- ❑ Detailed, and Summary reports, enhance and simplify business insights.
- ❑ Scheduled reporting tool, emailed periodically.



Analytics:

- ❑ Provides timely reports and charts, and notify via email or SMS.
- ❑ Manage, coach performance in real time.
- ❑ Customer experience and service delivery module for better customer understanding.

CUBEX CRM System

AI Automated

CUBEX-Ticketing System is a comprehensive platform designed to streamline and simplify customer support ticket management. The system empowers users (agents/staff) to effectively create, track, and resolve customer issues, while also providing a centralized database for contacts and organizations. This documentation will guide you through all features and functionalities of the system.



CRM Platform designed to elevate your CX operations

CRM for Productivity

A unified platform that provides a whole view Of the customer experience, making Marketing teams more efficient and effective in each stage of the customer lifecycle.

Workplace Optimization

Team collaborations are made easy using the workplace bundle. Access, Edit, share, and collaborate your files Anywhere, with anyone.

Marketing Automation

The best way to manage your marketing Activities in one place. A bundle that Simplifies complex marketing challenges and Works across the entire customer journey.



sales



Customer
service



Marketing



Operations



Custom
Services

CUBEX Business Automation

CUBEX CRM platform is built to enhance productivity, including direct improvements to whole business processes. Using CUBEX CRM, customers have success stories of:

- Calendars Management
- Sales& Marketing Automation, Surveys, email, and SMS Campaigns
- Help Desk Automation, ticketing System
- Mobile Workforce, Project Management Administration, Invoicing, Collection management KPI, Quality Management

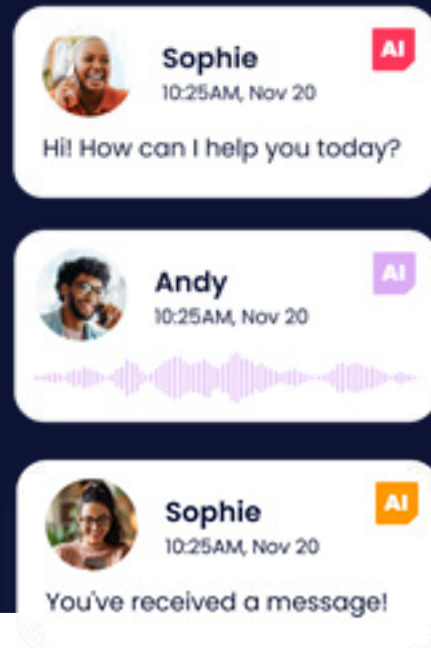


CUBEX
CONNECTED BUSINESS

Customer Experience *Powered by AI*

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By using advanced AI, our virtual agents provide personalised, context-aware responses, empowering your team to focus on complex, high-value tasks. Discover how our AI agents can drive cost savings, improve CX, and transform your contact centre operations.



AI agents designed to elevate your CX operations

Email Agent

Boost your email channel with AI-powered email automation. Email Agent lets you handle a higher volume of emails, faster, without compromising on the quality of responses.

Chat Agent

Upgrade your customer experience by easily deploying a Chat Agent, complete with robust safeguards that maintain full control over the AI. Let the agent handle routine tasks like password resets and data lookups, freeing up agents to focus on more complex, value-added tasks.

Voice Agent

CX leaders report higher volumes of incoming calls. Voice Agent is always available, ensuring customers get the support they need, without waiting on hold. Personalized responses and smooth handovers, instantly, boosting customer satisfaction and reducing wait times.

And the results **speak for themselves:**

98%

issue identification accuracy

75%

of queries solved automatically

95%

decrease in waiting time

AI Agents Benefits include:

+ Cost savings

Automating repetitive tasks with AI agents reduces the need for large support teams, driving down costs.

+ Task automation

Automating password resets, data lookups and more, saving agents time for more value-added tasks.

+ Faster resolutions

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+ Empowered agents

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CUBEX
CONNECTED BUSINESS

Boost sales, answer queries, self services, and higher customer satisfaction:

Guided Experience, Process Automation, Generate leads.

WhatsApp Banking
online

Today

Hello, could you help me activate mobile banking, please?

5:34 PM

Hello! I'd be happy to help you activate mobile banking.

5:34 PM

Please follow these steps:

5:34 PM

1. If you haven't already, please download the Quinn Bank mobile app from the your App Store.

5:34 PM

App Store

Play store

QuinnBank.com

Bank Knowledge Base

Home / Digital Banking

Mobile Banking Activation
Last edited a week ago

username/password
Last edited a week ago

age account alerts
Last edited a week ago

+

+

+

I'm planning to stay at your hotel next month. Do you allow cats? I can't mine home alone!

Regarding pets, our policy restricts having dogs.

However, we are cat lovers, make sure you bring your cat's carrier & keep it on leash outside your room to ensure its safety.

Book your stay

Main menu

Feedback

The applications of Agentic AI is wide and different, from healthcare to finance to IOT, the ability to automate the decisions normally done by humans makes life easier for everyone.

Automated customer support, *delivered securely*

Let our complete suite of AI agents—Chat Agent, Voice Agent, and Email Agent—tackle routine queries and transactions, instantly boosting satisfaction and cutting wait times. When needed, the AI agents seamlessly transfer to human agents, including chat history and suggested solutions – no need for repetition.

Welcome back Olivia,

Olivia Rhye
Supervisor

100

All Interactions

7

On IVR

13

With Bot

15

Queued

55

Active

Workgroups

Members

Interactions

Search by customer/member name.

All Media

Apply

Clear

| Groups | Ready/All Members | Active Interactions | Pending Interactions | Interactions With Bot | Longest Handle Time | Longest Wait Time | Manage |
|----------|-------------------|---------------------|----------------------|-----------------------|---------------------|-------------------|--------|
| Sales | 10/15 | 136 | 19 | 27 | 00:38:10 | 00:14:28 | |
| Support | 9/12 | 168 | 25 | 53 | 00:05:03 | 00:14:28 | |
| Billing | 11/14 | 95 | 9 | 15 | 00:08:45 | 00:10:28 | |
| Shipping | 13/13 | 257 | 17 | 68 | 00:02:37 | 00:01:24 | |

Workgroups

Members

Interactions

Search by customer/member name.

All Media

All Groups

Apply

Clear

| Members (50) | Status | Assigned Groups | Active Interactions | Pending Interactions | Longest Handle Time | Longest Wait Time | Manage |
|--------------|----------|-----------------|---------------------|----------------------|---------------------|-------------------|--------|
| Guy Hawkins | 05:38:10 | 16 | 100 | 25 | 00:38:10 | 00:38:10 | |

Top Performing Agents

Agents with the lowest average response & handling time.

Elpis Ronald
Online

0min 2min 4min 6min 8min

Michael Rose
Online

0min 2min 4min

Suzi Almudena
Online

0min 2min 4min

Frida Garry
Online

0min 2min 4min 6min 8min

Michael Rose - Rating
Online

★★★★★

Average Handling Time

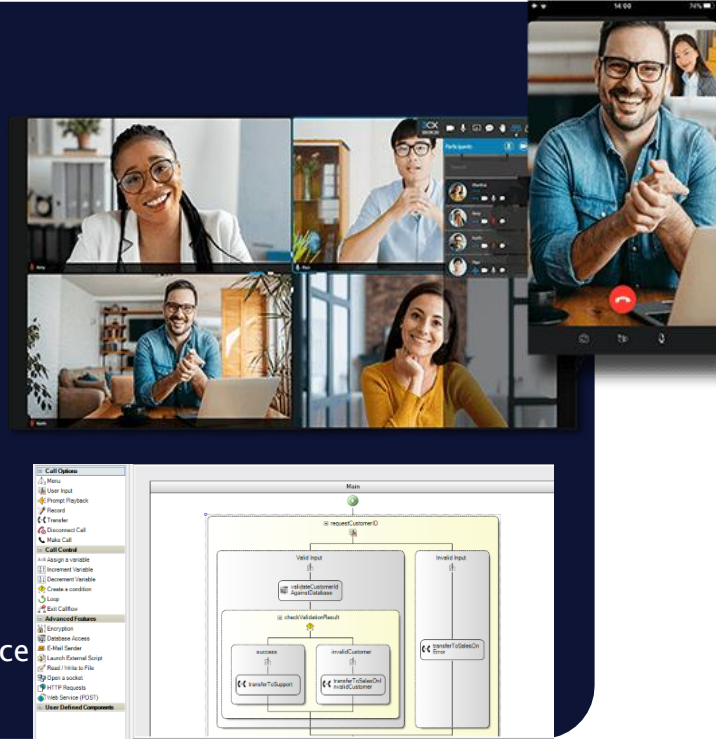
Average First Response



CUBEX Analytics

Advanced CX Analytics

CUBEX Analytics is a comprehensive analytics platform designed to monitor and evaluate key aspects of customer interactions, call center performance, and overall business operations. The platform integrates advanced data collection, processing, and analysis tools to provide stakeholders with real-time, actionable insights. By leveraging the CUBEX system, businesses can track key performance indicators (KPIs), improve customer satisfaction, optimize agent productivity, and assess the success of marketing campaigns. The end goal is to enhance decision-making through data-driven insights.



AI Platform designed to elevate your CX operations

Business 360°

Business 360° module provides a snapshot of call center operations:

Carrier Insights Top Calling Cities, Network Distribution, Channel Usage

Operations Metrics: Availability, Call Termination Reasons, Inbound vs. Outbound Calls

Customer Insights: Product Keywords, Call Sentiment Analysis, SLA Breach

Traffic Analysis

Traffic Analysis module monitors call volumes and identifies peak traffic times. It allows businesses to:

- Track inbound and outbound calls.

Analyze peak hours and ensure staffing levels are appropriate.

Monitor operator performance to minimize call disruptions.

Identify trends in call distribution across regions and operators.

KPI Analytics

Dashboards is customized to include the following metrics:

Agent performance: Real-time monitoring of average handling time, call resolution, and compliance.

Customer satisfaction: Visual representation of customer satisfaction and feedback.

Traffic analysis: Monitoring call volume, peak hours, and operator performance in real-time.

Live Monitoring

- ☐ Occupancy
- ☐ Active Calls
- ☐ Available Agents
- ☐ Call Backs
- ☐ Service Level

Performance

- ☐ Campaigns Analytics
- ☐ Geographical Call Distribution
- ☐ Queues, Teams
- ☐ Score Cards
- ☐ Heat Maps

Dashboards

- ☐ Forensic Voice Analysis
- ☐ Call Type Analytics
- ☐ Campaigns Feedback
- ☐ Sentiment Analysis
- ☐ Quality Management
- ☐ Escalated Calls tracking
- ☐ Observe silence duration
- ☐ Customized Dashboards

And the results speak for themselves:

24%

Increased Productivity

35%

FCR enhanced Customer Satisfaction

55%

decrease in waiting time





CUBEX Contact Centers

Powered by AI

| | Components & Feature | Professional Package | Enterprise Package |
|------------------------|---|-------------------------------------|-------------------------------------|
| IP-PBX | Virtual Private Network, Flexible Dial plan | Yes | Yes |
| | Unified Communications SMS, email,.. | Yes | Yes |
| | Collaboration, and Ubiquity | Yes | Yes |
| IVR | Multichannel ACD for Voice, Email, Chat | Voice , Email, Chat | Voice , Email, Chat |
| | Interactive Voice Response (IVR) | Dynamic | Dynamic |
| | Speech Enabler TTS, ASR, Analytics | Yes (not include TTS or ASR engine) | Yes (not include TTS or ASR engine) |
| | IVR call flow builder | No | Yes |
| ACD | Number of agents capacity | Up to 200 agents | Up to 800 agents |
| | Web-based Configuration Tool | Yes | Yes |
| | Skills-based Call Routing | Yes | Yes |
| | Home-based and Remote Agents | Yes | Yes |
| Supervision | Supervisor and Inter-Agent Communications | Yes | Yes |
| | Supervisor On-The-Go | Yes | Yes |
| | Whisper and Barge-In | Yes | Yes |
| | Heat Maps Statistics | No | Yes |
| Monitoring& Reporting | Contact Center Analytics | No | Yes |
| | Call Recording | Basic | Advanced |
| | Reporting & Advanced Filters | Yes | Yes |
| | Live monitor for Agents/ Channels/Project | Yes | Yes |
| Auto Dialer | Outbound Dialing | No | Yes |
| | Campaign Manager | No | Yes |
| | Manage multiple campaigns | No | Yes |
| HW | PABX/ACD system | 30 agents licenses included | 100 agents licenses included |
| | Telecom Gateway (Analog, Digital or SIP) | 32 Digital or SIP (included | 32 Digital or SIP (included |
| | SIP phone, Or USB Headsets * | Not Included | Not Included |
| Installation & Support | Installation and configuration (Remotely) * | 2 man days | 3 man days |

AI Chatbot Features

| | Digital Care | AI Chatbot | Cognitive Care | Cognitive Plus |
|---|--------------|------------|----------------|----------------|
| Unit | User Seat | 1000 MAU | User Seat | User Seat |
| Monthly Active Users included per unit ² | - | 1000 | 1000 | 1000 |
| Chatbot Engine | X | ✓ | ✓ | ✓ |
| Multilingual AI | X | ✓ | ✓ | ✓ |
| AI-agent Assist | X | X | X | ✓ |
| Omnichannel Unified Agent Desktop | ✓ | X | ✓ | ✓ |
| Facebook (Messenger and Comments) | ✓ | ✓ | ✓ | ✓ |
| WhatsApp ³ | ✓ | ✓ | ✓ | ✓ |
| Instagram ⁴ | X | X | X | ✓ |
| Twitter ⁵ | X | X | X | ✓ |
| SMS ⁶ | X | X | X | ✓ |
| Email | ✓ | X | X | ✓ |
| Web SDK | ✓ | ✓ | ✓ | ✓ |
| iOS/Android SDK | ✓ | ✓ | ✓ | ✓ |
| Knowledgebase | ✓ | ✓ | ✓ | ✓ |
| Content Management System | ✓ | ✓ | ✓ | ✓ |
| Ticketing | X | X | X | ✓ |
| Customer 360 | X | X | X | ✓ |
| Built-in Ecommerce Automations | X | ✓ | ✓ | ✓ |
| Customer Profile Management | ✓ | X | ✓ | ✓ |
| Outbound Campaigns | X | ✓ | X | ✓ |
| Call Center Integration ⁷ | ✓ | X | ✓ | ✓ |
| Analytics | ✓ | ✓ | ✓ | ✓ |



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CUBEX CONNECTED BUSINESS PACKAGES

| Components & Feature | | Advanced Package | Enterprise Package |
|-------------------------|--|--|--|
| IP-PBX | Unified Communications SMS, email,.. | Yes | Yes |
| | Collaboration, and Ubiquity | Yes | Yes |
| | Call Detailed Reporting CDR | Yes | Yes |
| | 4G Readiness# | Yes | Yes |
| | WebRTC Video Conferencing | Yes | Yes |
| IVR | Multichannel ACD | Yes | Yes |
| | Interactive Voice Response (IVR) | Dynamic | Dynamic |
| | Speech Enabler TTS, ASR, Analytics | No | Yes |
| | IVR call flow builder | Yes | Yes |
| ACD | Number of agents capacity | 30 agents | 50 agents |
| | Web-based Configuration Tool | Yes | Yes |
| | Skills-based Call Routing | Yes | Yes |
| | Soft Phone Agent Console | Yes | Yes |
| | Supervisor and Inter-Agent Communications | Yes | Yes |
| Supervision | Supervisor On-The-Go | Yes | Yes |
| | Home-based and Remote Agents | Yes | Yes |
| | Whisper and Barge-In | Yes | Yes |
| | Heat Maps Statistics | Yes | Yes |
| Monitoring& Reporting | Contact Center Analytics real-time Dashboards and wallboards | Yes | Yes |
| | Call Recording | Advanced | Advanced |
| | Customizable reporting & analytics, and Advanced Filters | Yes | Yes |
| | Live monitor for Agents/ Channels/Project | Yes | Yes |
| Auto Campaign | Outbound Dialing | Yes | Yes |
| | Campaign Manager | Yes | Yes |
| | Manage multiple campaigns | Yes | Yes |
| Planning | Skill Sets | No | Yes |
| | Departments Activities Planning | Yes | Yes |
| | Organization Planning and Evaluations | Yes | Yes |
| Analytics | Internal Analytics | Yes | Yes |
| | Customer Experience | Yes | Yes |
| | Score Cards | Yes | Yes |
| | Mobile Dashboard Reporting | Yes | Yes |
| Quality Assurance | Trouble Tickets, Help Desk Escalations | Yes | Yes |
| | Service Delivery Modules | Yes | Yes |
| | Issues, Risks, Enhancements Modules | Yes | Yes |
| | Project Management Module | Yes | Yes |
| Mobile Application | Task Assignments, Confirmations | Yes | Yes |
| | Automatic Notifications, Dashboards | Yes | Yes |
| | Geo Tagging Maps for connected users | Yes | Yes |
| Integration | Basic CRM functionality | Yes | Yes |
| | Social Integration | Yes | Yes |
| | Arabic Text to Speech Engines | Yes | Yes |
| | Arabic Speech Recognition Engines | Yes | Yes |
| | third-party CRM Integration ** | Yes | Yes |
| Administration | Attendance, Salaries& incentives | Yes | Yes |
| | Invoicing, Collection. Cashflow# | Yes | Yes |
| | Warehousing, Assets Control | Yes | Yes |
| Services & support | Installation and configuration (Remotely)*** | 3 man days | 5 man days |
| | Training (Remotely)*** | 3 man days | 5 man days |
| | Annual Support and patch updates | 1 Year (12hx 6D) | 1 Year (24h x 7 D) |
| | PABX/ACD system | 30 agents licenses | 50 agents licenses |
| HW | Telecom Gateway (Analog, Digital or SIP)# | 1 E1 or 30 Digital Channels or SIP Gateway | 2 E1 or 60 Digital Channels or SIP Gateway |
| | SIP phone, Or USB Headsets * | 10 | 15 |
| Disabilities Enablement | Blinds (Speech enabler, for text streaming) | Yes | Yes |
| | Deaf (Video Conference, Workflow) | Yes | Yes |
| | Mental Health (Location, Blood Pressure) | Yes | Yes |



CUBEX

Planning & Forecasting

Skill Sets

Enables best choice offered to task. **Estimates** calculate resources and costs before project launching.

Planning

Calendar Management, job scheduling, company overall allocation.

Project Management

Workflows, Gantt Charts, scheduling, and workforce management.

Customer Interactions

ACD

Contact Center, Manage and optimize call flows. Skill based Call distribution **Supervision tool**, gives instant self evaluations.

Self Services

Automation IVR, self service& circulation of information, **Auto Dialer** enhance productivity 300%, and automates Voice, SMS, and email campaigns.

Call Recorder

Capture performance , root cause, calls classify, play, download, visualization, multiple filters, for fast search, and speech analytics.

Customer Management

Marketing Management

Automate Campaigns and evaluate channels, and audience. **Web forms** Bring Inquiries from Web site or Social media as Leads, optimize marketing campaign.

Sales Force Automation

Enable paperless workflow, schedule events, tasks, and monitor productivity. **Evaluate** sales lifecycle, conversion rates, and opportunity stages.

Delighting Customers

Quality Assurance modules, handles tickets, enhancements, issues, risks, non-conformity, for service delivery department.

Speech Technology

ASR

Arabic Automatic Speech Recognition, empower self service, and minimize traffic load.

TTS

Text to Speech technology, enables agent-less contact center, where information is announced, or spoken portals.

Speech Analytics

Tracking interactions, understands, and classify call type, customer status, and agent ranking. Ideally predicts customer behavior, and next step.

KPI Visualization Tools

Monitoring

Real time Statistics, , measures Project Progress, Service Level, QOS and targets, **Supervisor- Agent** whispering& mentoring.

Wall Boards

Displays detailed projects progress & performance Indicators& enable immediate corrective actions.

Geo-tagging Maps

Tracking Maps allocate resources, assets, team locations, and guide them to destinations.

Analytics

Survey Module

Online Portal, IVR, or WEB module, enables detailed customer voice and opinion, continuous evaluations, and corrective actions.

Score Cards

Explains where company is mostly busy, and time consuming activities, and support decisions.

Quality Assurance

Non Conformity track, enables risk prediction, to avoid hazardous performance. Automatic Notifications, while nonconformities

Unique and powerful Software to run your entire business



CUBEX
CONNECTED BUSINESS

Cx3.me/cubex

| Sales Force Automation | Customer Support & Service | Marketing Automation |
|---------------------------------------|---|--|
| Lead Management | Trouble Tickets | Online Lead Forms |
| Lead Conversion Mapping | Knowledge Base | Mailing Lists |
| Account & Contact Management | Customer Self Service | E-mail Templates |
| Opportunity Management | Online Knowledge Base | Mail Merge Templates |
| Quote Generation | Support Statistics | Mass E-mail |
| Inventory Management | Activity Management | Productivity Tools & Add-ons |
| Products Catalog | Tasks, Meetings, and Calls | Incoming & Outgoing E-mail Integration |
| Price Books | Recurring Events | Outlook Plug-in |
| Vendors List | Group Shared Calendar | Office Plug-in |
| Purchase Orders | Activity History | Thunderbird Extension |
| Sales Orders | E-mail Notifications | Customer Portal |
| Invoices | Notes | RSS Feeds |
| Reports & Dashboards | Product Customization | Security Management |
| Key Metrics | Custom Fields (10 different data objects) | User Management |
| Customizable Reports | Pick Lists | Profiles |
| 20 Pre-built Reports | Custom List Views | Roles |
| Dashboards for Sales Force Automation | Drag & Drop Modules | Organization-level Sharing Model |
| Report Folders | | Organization-level Field Access |



MAIN TELECOM transforms your innovative ideas & business interactions into customer-oriented processes using Omni-Channel telecommunication, Artificial Intelligence & customer relationship management (CRM) Automation tools.

Sounds of.. BUSINESS



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- ☐ Project Planning, according to customer needs, and standard service levels.
- ☐ Skills sets for best choice of suitable resource, with planned project, prioritize work.
- ☐ Calculating Resources, for a project according to customer needs

Scheduler/ Visualization:

- ☐ Predefined rules to optimize work plans, resources, and assets.
- ☐ Automatically assigning work orders to particular Employees.
- ☐ Attendance, Absence management, incentives, and Vacations requests.

Performance Indicators:

- ☐ Real-time monitoring, and immediate corrective actions
- ☐ Detailed, and Summary reports, enhance and simplify business insights.
- ☐ Automatic Attendance, Absence management and Vacations requests.

Customer Management:

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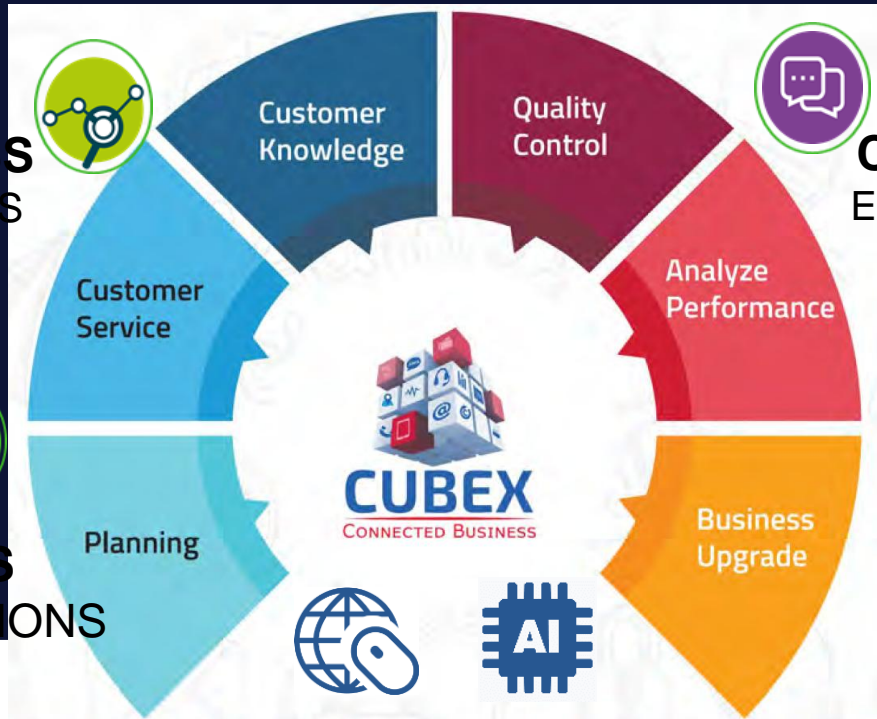
CUBEX will win by making complex technology simple

BUSINESS ANALYTICS

CUSTOMER ENGAGEMENT

BUSINESS COMMUNICATIONS

BUSINESS INTEGRATIONS



CONNECTED BUSINESS SOFTWARE SUITE



With more than 20 years of experience, MAIN TELECOM ensures a successful deployment and help optimize your operations.

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The New Leadership

KPI

Keep People motivated

Keep people interested

Keep people informed

Keep people involved

Keep people inspired