



آفاق جديدة للتواصل .. لتنمية أعمالك

Your Global Office

2025



Agenda

- ❑ Vision, Mission& Values

- ❑ Customer Experience CX Products:

- ❑ Alcatel-Lucent Enterprise Infrastructure
- ❑ Contact Centers Technologies
- ❑ CUBEX Customer Relationship Management
- ❑ AI Powered Interactions
- ❑ CUBEX Analytics

- ❑ CX Services:

- ❑ Design, Optimization
- ❑ Deployment Strategies
- ❑ Integration Services
- ❑ Virtual Global Office
- ❑ Maintenance& Support Services

- ❑ MAIN Vendors

- ❑ MAIN TELECOM References



MAIN TELECOM: Transforming the Future of Customer Experience

This presentation will explore how MAIN TELECOM can help businesses achieve their goals by integrating cutting-edge solutions.

Our strategy combines unified communications, Contact Centers, AI-powered chatbots & CRM systems, and seamless integrations with e-commerce and ERP systems to elevate customer satisfaction and unlock new growth opportunities.

Vision:

MAIN TELECOM enables SMLEs through better and easy All-in-One customer interaction tool, and competitive edge by increasing productivity & gain insightful data utilizing the latest Call Centers technology trends.

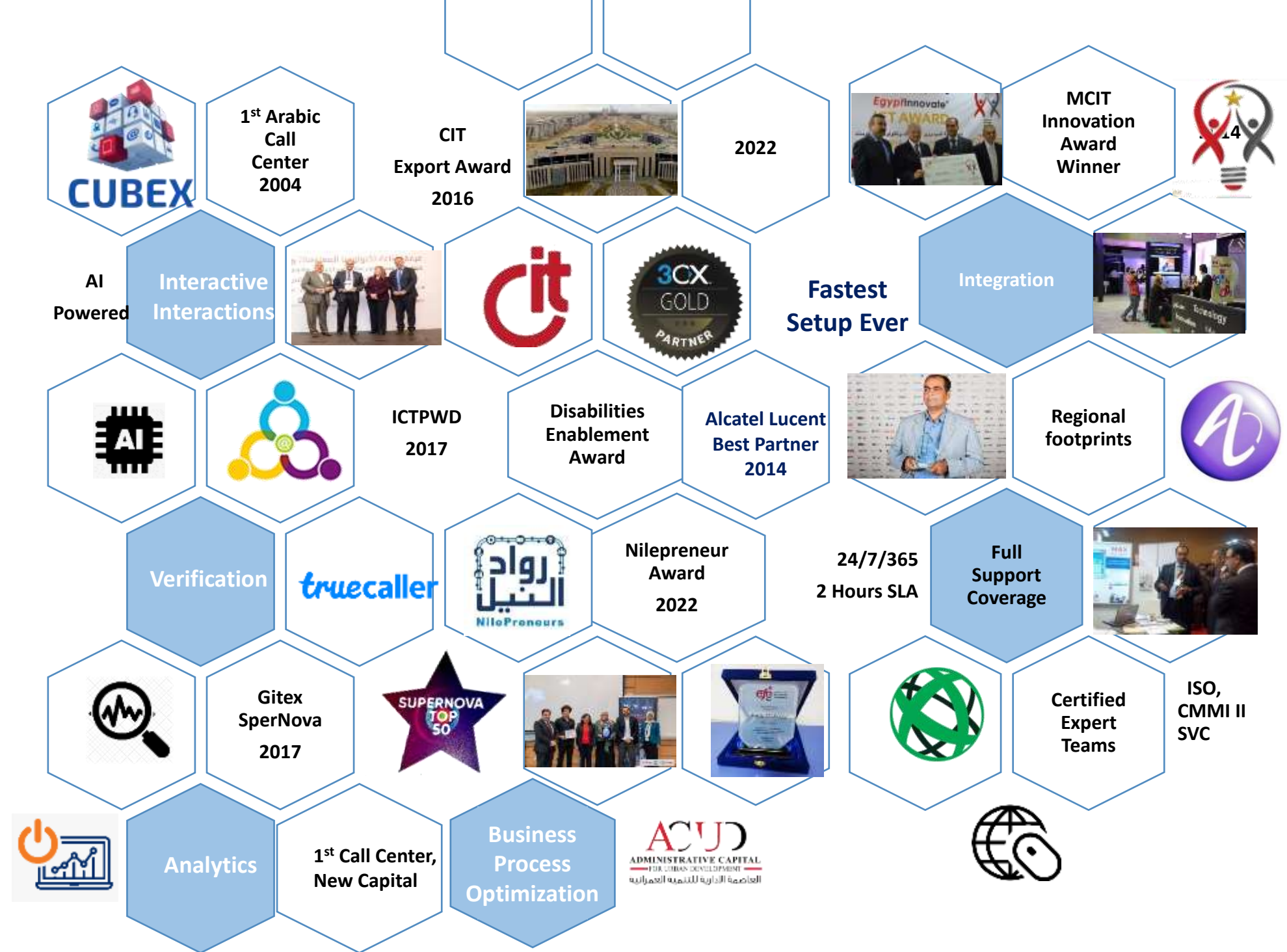


Mission:

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

Values:

Getting quality right the first time, keeping lifetime partnerships with our customers to transform your ideas into profitable actions.





Alcatel-Lucent Enterprise provides the digital foundation needed to enable smarter buildings

Smart networks



- Zero trust network
- IoT management
- Unified service platform
- Predictive maintenance (AIOps)
- IT/OT convergence
- Macro/micro-segmentation
- PoE management

Smart wireless



- Controllerless Wi-Fi
- RTLS (Real-time location services)
- Passive and active heatmap
- Smart analytics
- Wi-Fi 6/6E/7, BLE, Zigbee
- On premise or cloud management

Smart platform



- Rainbow CPaaS
- Data hub
- Workflow management
- Contextual data
- UC of Everything

Smart ecosystem



- Development and service partners
- HPOL / GPON / XGS-PON / 25GS-PO - FTTO
- SDK and sandbox access
- Third party integration (API)
- VMS plugin
- LoRaWAN gateways



Omni Channel Interactions



Interactive Contact Center

- ❑ Scales with your business
- ❑ Take your business contact center anywhere
- ❑ Self-managed or hosted, the choice is yours
- ❑ Add live chat and social messaging to the mix

Enterprise Features

- Voice, video, chat
- Call Flow Designer, Auto-dialer
- WhatsApp, Facebook Integration
- Connect Remote Offices
- Skill-based Routing
- Inbuilt Failover, Standby License

Call Center Features

- AI Powered
- Call Queuing & Recording
- Collaboration & Team Meetings
- Switchboard, Wallboard
- Barge in / Listen in / Whisper
- Call Reports, SLA Alert
- CRM Integration



Adding Magic to Inbound Interactions



Adding Simplicity to Outbound Interactions

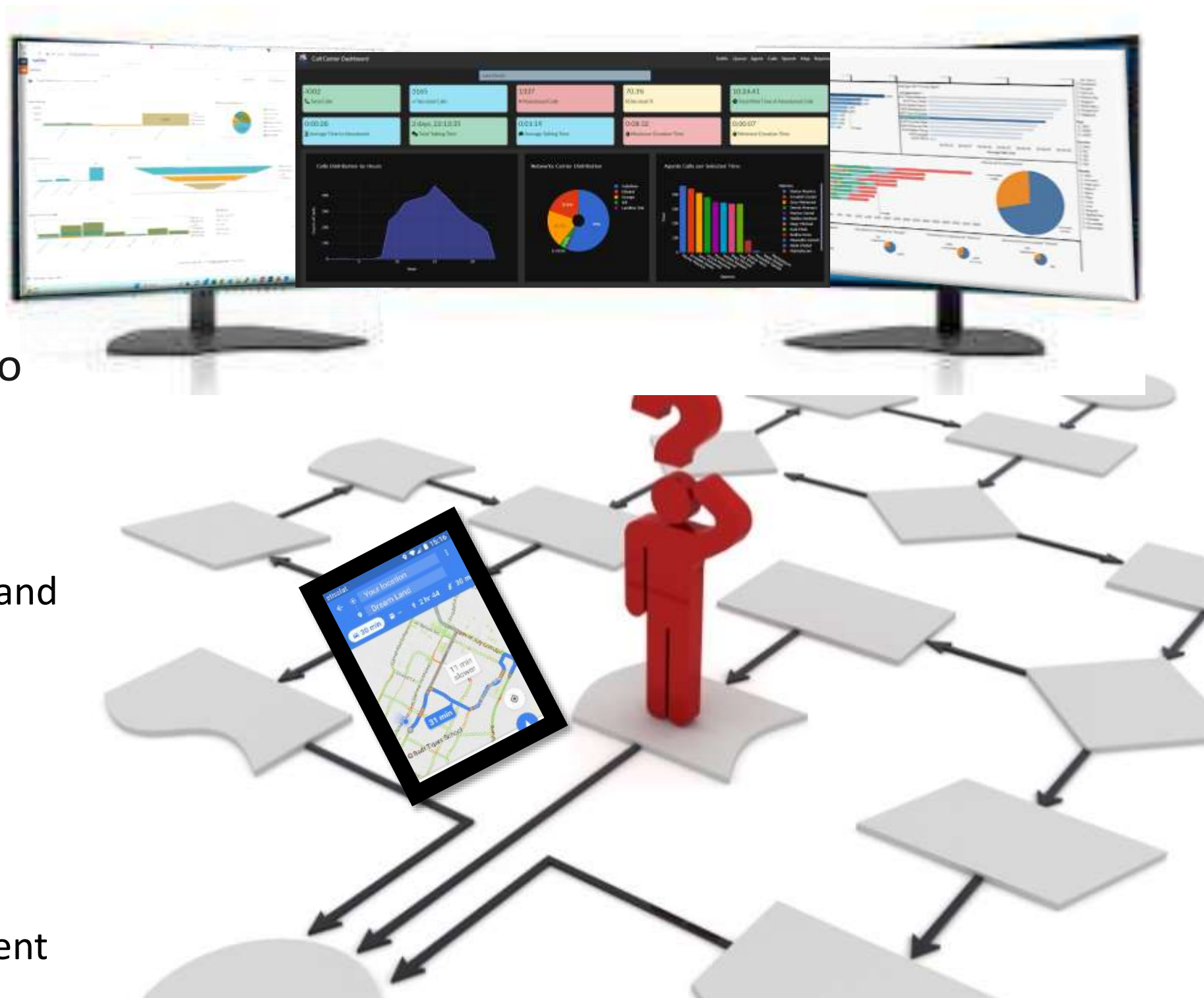
CRM POPUP	<ul style="list-style-type: none">• Popup a CRM URL with specific tags and fields when a customer gets connected with an agent		
Queues	<ul style="list-style-type: none">• Multiple Queues with each queue having multiple agents . An Agent can be a part of several queues	Complete Outbound Solution	<ul style="list-style-type: none">▸ Campaign , Reporting , Statistics
Virtual Queue Call Back	<ul style="list-style-type: none">• Save telecom cost and frustrated customers . Call back a customer when an agent is available for attending.	Outbound Dialer	<ul style="list-style-type: none">• CSV File and API based dialing
Priority Queue Weightage	<ul style="list-style-type: none">• If priority customers call , they are by default put in line at the beginning of the queue	Preview / Progressive Dialing	<ul style="list-style-type: none">• Preset and rule Based
Missed Call Alerts	<ul style="list-style-type: none">• Abandoned calls which were waiting in the queue can be notified to be re-attempted by the agents	Reporting and QOS	<ul style="list-style-type: none">• Detailed reports and realtime QOS
Priority Queues	<ul style="list-style-type: none">• Dedicated numbers for priority customers which find the first agent free across queues and attend the customer	Voice Blasting	<ul style="list-style-type: none">• Targeted Campaigns for promotional activity
Pre-Connect Actions	<ul style="list-style-type: none">• Play recording / MOH / Prompt messages / position messages during the interaction or at ay change of position		



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:

- ✓ Sales & Marketing Automation, Surveys, email, and SMS Campaigns
- ✓ Help Desk Automation, ticketing System
- ✓ Calendars Management
- ✓ Administration, Invoicing, Collection management

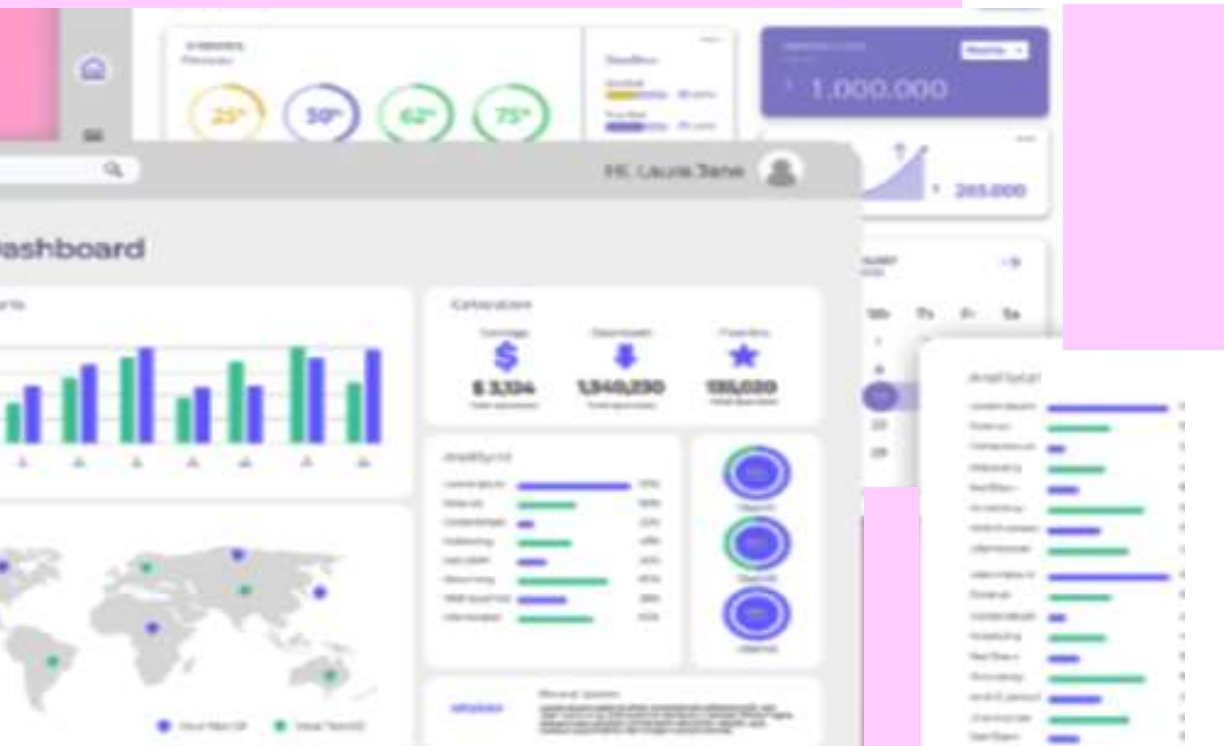




Order Management System



Rebate Management System



Partnering with Vulo gave us the ability to provide future ready-made solutions based on Vulo No Code platform.



ERP



CRM



POS



Inventory



Projects



Workforce



Finance

Vulo



VITA
care



Run

Run your business with our app suite.



Digitize

Digitize your business with our specialized apps.



Innovate

Build an MVP in 8-12 weeks.



CUBEX

To get the bigger picture, go beyond the data to understand the mood& motiv behind interactions.

Our features are enabled by AI & NLP



Realtime Change Management:

- Interactions: Multichannel Conversation life Cycle
- Automation: Process Optimization& Workflows
- Verification: truecaller verification services
- Analytics: Real-time reporting, recording& Business Insights Dashboards

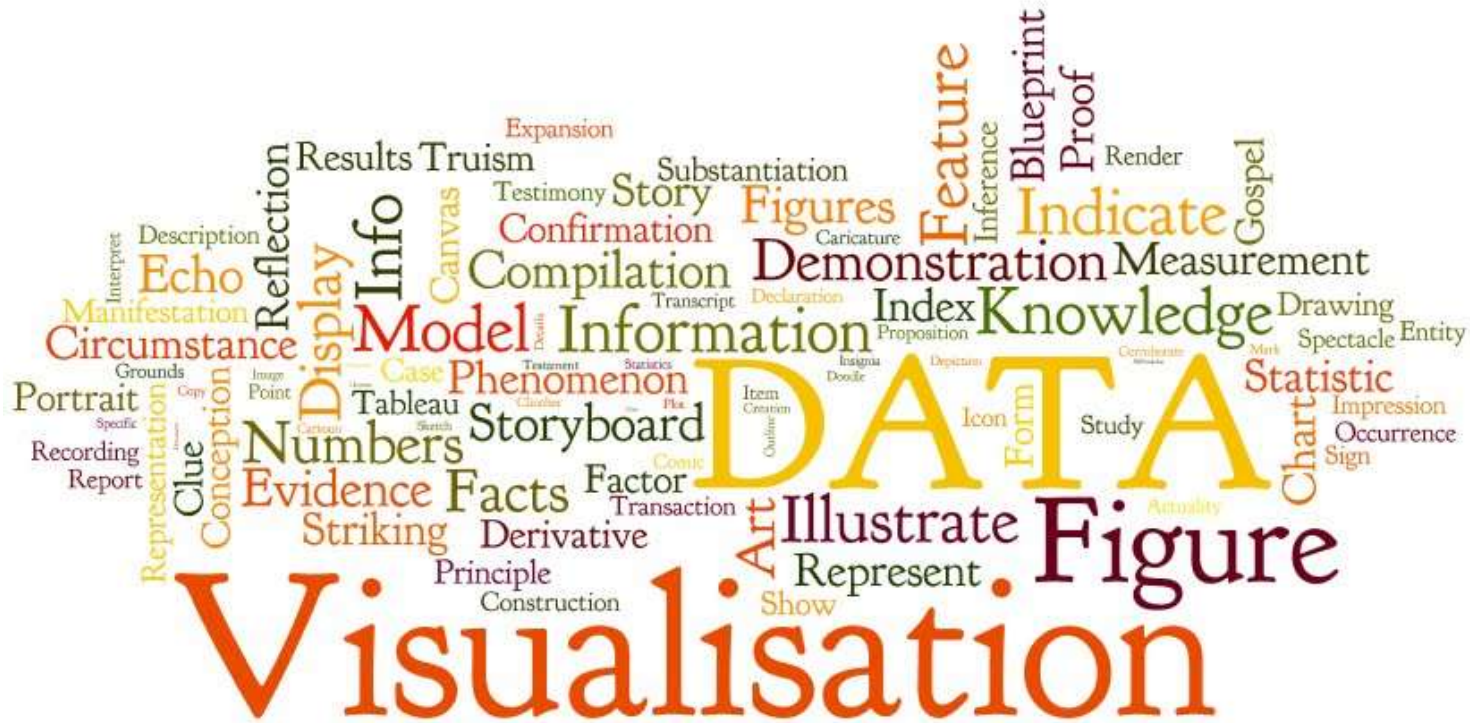


Dashboards

- ☐ Speech Enabled IVR
- ☐ Forensic Voice Analysis
- ☐ Vocal Password
- ☐ Arabic Text to Speech
- ☐ Arabic Speech Recognition
- ☐ Call Type Analytics
- ☐ Campaigns Feedback
- ☐ Sentiment Analysis
- ☐ Quality Management
- ☐ Escalated Calls tracking
- ☐ Observe silence duration
- ☐ Customized Dashboards



Analytics



Team Statistics

- Based on Queue
- Based on Agent
- Multiple parameters

Queue Analytics

- Real Time Queue position
- Dispositions
- Failed Calls



Supervisor Analytics

- Agent Activity
- Sentiment monitor
- Pre-empt problem call

Detailed Reporting

- Create your own reports
- Details performance reports
- Detailed Activity Charts and reports





CUBEX

AI Integration

Conversational AI Interactions

Calls, or video, anyone can engage at any time, bringing everyone closer.
Your docs, photos, videos, chat history, and meeting notes are always there, so it's easier to work together.

Supported channels:

- ☐ Voice/Video
- ☐ WhatsApp, Integration
- ☐ Facebook Messenger , live chat
- ☐ Web Sites, Portals
- ☐ SMS
- ☐ Video conferencing, with YouTube broadcasting
- ☐ Roadmap: Twitter, Telegram, Instagram

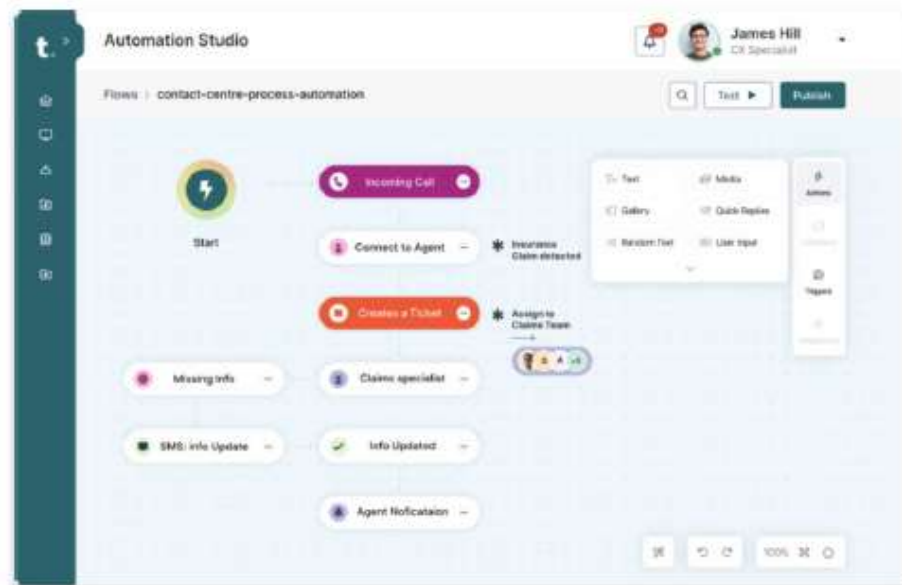
Empowering your tomorrow with AI today





Tactful Automate – Current Use Cases.

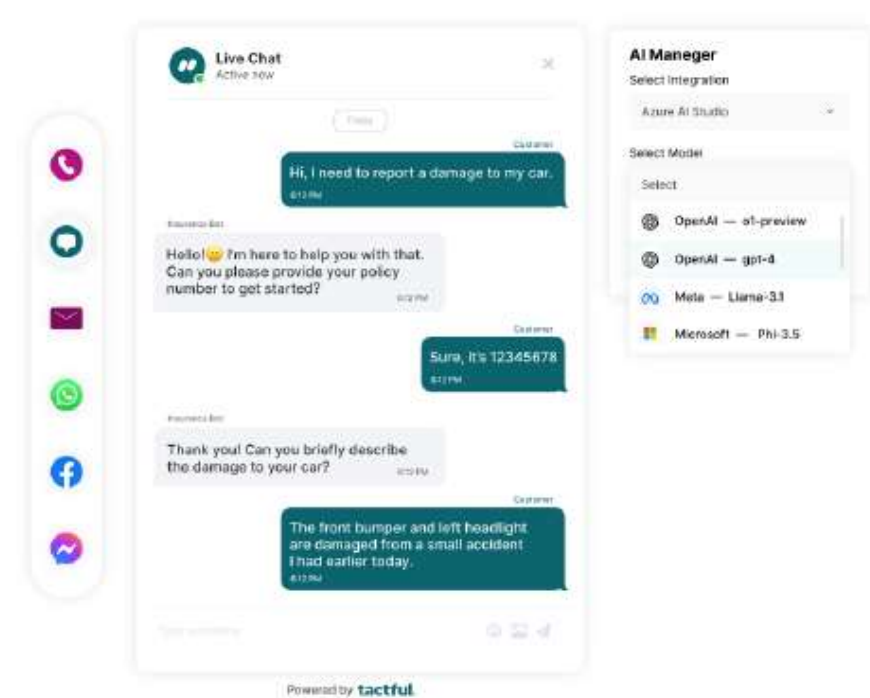
Open Platform, Extensive Possibilities and Verticalisation



No Code Design,
Reusable, Scalable



Process Automation
& Intelligent Routing



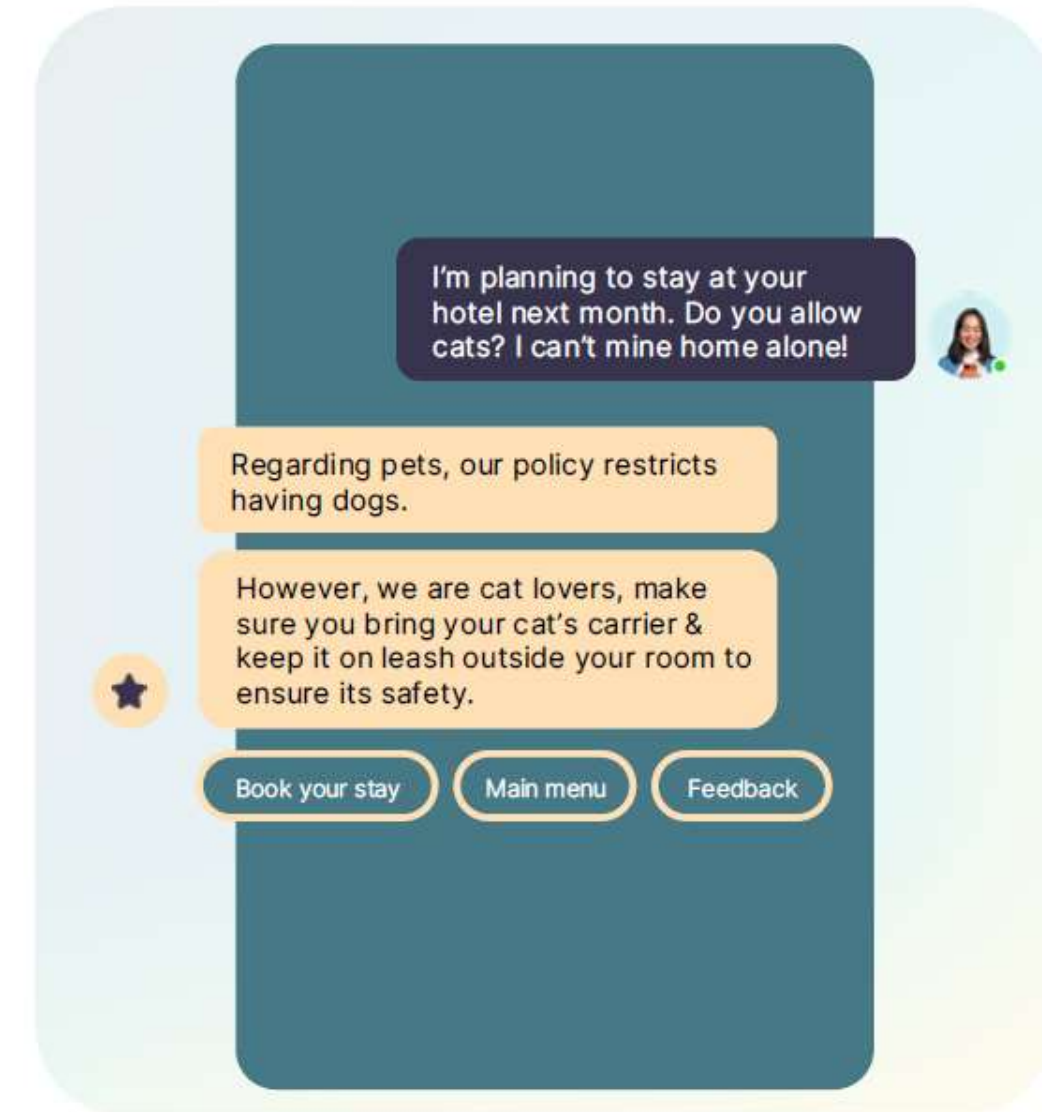
Intelligent Multi-Model
CX & AI-Agents



Tactful Automate.

Unlocking opportunities to boost sales, answering inquiries, self-service resolutions and higher customer satisfaction

	Guided Discovery Experience	<i>Best for</i> Content Navigation & Building Guided Funnels
	Ask Me Anything GPT Experience	<i>Best for</i> Removing Sales Friction & 1st Contact Resolution
	Conversational Process Automation	<i>Best for</i> Generating Leads & Processing Requests & Complains

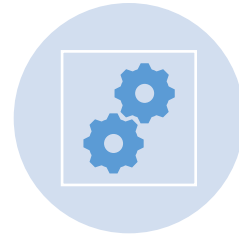




Why MAIN TELECOM



Fill the GAP of All-in-One Omnichannel interaction platform, with high level of Analytics that leads to understand customer needs, and wants



Integration capabilities, with different automation systems, to gather 360-degree vision of internal work processes



Utilization of Artificial Intelligence, to automate most common tasks, predict obstacles, recommend actions.



Customer Journey Mapping: We analyze and optimize every step of the customer journey to ensure seamless and engaging experiences.



Customer Feedback & Surveys: Gathering valuable insights through feedback mechanisms to understand customer preferences and pain points.



Voice of Customer (VoC) Programs: Implementing strategies to capture and act on customer feedback effectively.



EMEA Market is Disempowering to SMEs.

Lacks Modern and Accessible Solutions Meeting SMEs' Needs





CUBEX is making Digital Transformation simple. Human – centered design is our edge.

DX Digital Transformation	QUALIFIED LEADS +31%	CUSTOMER SATISFACTION +35%	FASTER CASE RESOLUTION +33%	Productivity +24%	PROFIT +27%	IT COST - 36%
Customer Experience	Contact Center Automation	Skill Based Routing	Self Services	Integrations	Recording& Monitoring tools	Unified Communication
Business Process Automation	Workforce Optimization	Workflow& Process streamline	Quality Audits	Social Media chat bots	Artificial Intelligence	Help Desk Automation
Business Insights	Analytics, Reporting, and Dashboards	Key Performance Indicators	ECommerce Integration	Loyalty Programs	Sales Force Automation	Speech Analytics

"Success is not just a destination, it's a journey - and we're proud to be a part of yours."

Partners in progress: Achieving innovation excellence through teamwork.

Partners in Success

Transportation	Finance	Gov.	Industrial	Hospitality	Reality	Retail	Technology
    	   	    	   	    	   	    	   



All-in-One Connected Business Suite

Customer Experience

- ☐ Contact Centers
- ☐ ALU Unified Communications
- ☐ Video Conference
- ☐ AI Powered Chatbots

Business Automation



- ☐ Customer Relationship Management Systems
- ☐ Social media Integration
- ☐ Workflow Optimization
- ☐ Disabilities Enablement

Business Insights



- ☐ True Caller verification & Analytics
- ☐ Integration Services
- ☐ Speech Analytics
- ☐ Dashboards, Realtime monitoring



Elevate your customer experience with our all-in-one comprehensive engagement platform.

  City Star October, Tower#1, Office#609,
Central Avenue, 10th District, 6th Oct. City / 12573


  +202 38244029, +2 01114666440

  P.O Box 95953 7th. Floor Centurion Tower (B)
Deira City Center Metro Station Office # 723 – UAE.

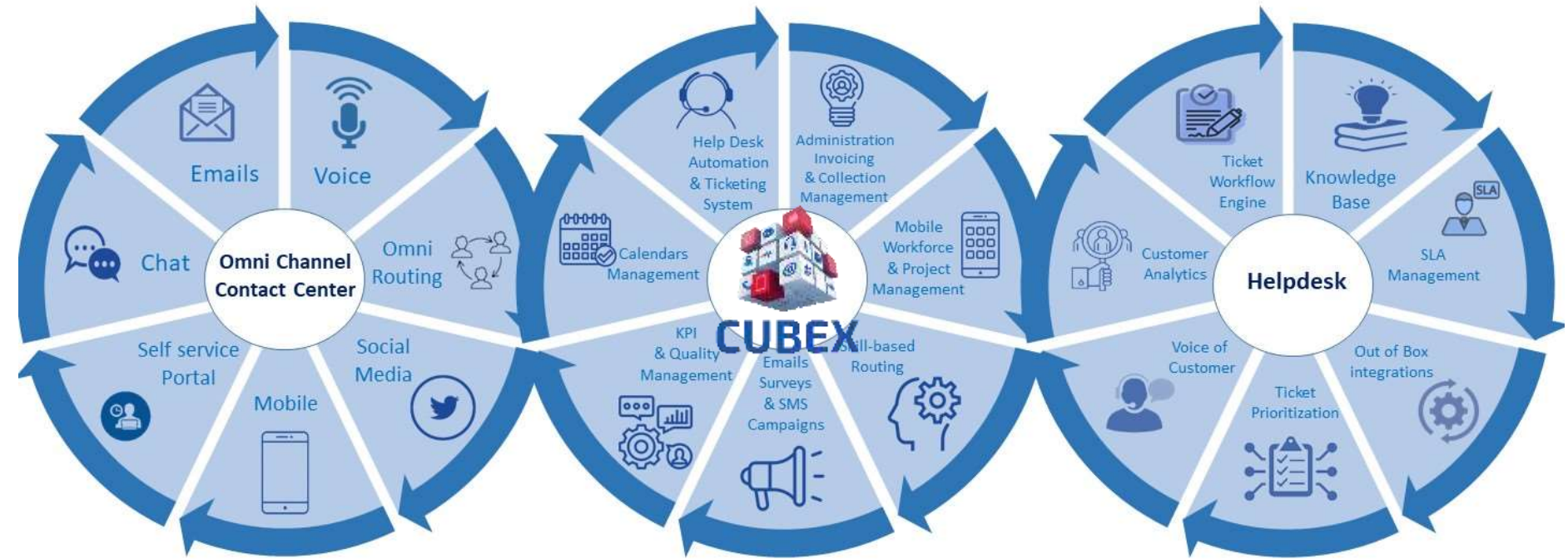
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 online@mainte telecom.com



All in one Omni Channel Contact Center Platform and all Helpdesk Management System



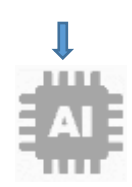
Analysis



Competition



Productivity



Automation