



CONSIDERING TAKING YOUR

CUSTOMER ENGAGEMENT ?

TO THE NEXT LEVEL

**HoduCC has made it to the
Gartner Digital Markets Report**



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



Call Forwarding to Mobile



Highly Secure



In-Build WebRTC Phone



Browser Based



Call Bridging



Call Recording

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

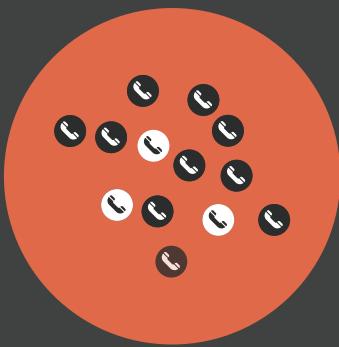


CRM INTEGRATIONS



Phonebridge

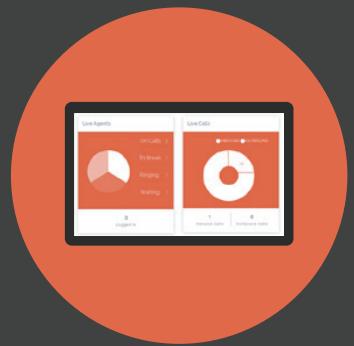
OUR STRENGTH



1000+
Concurrent Calls



Secure



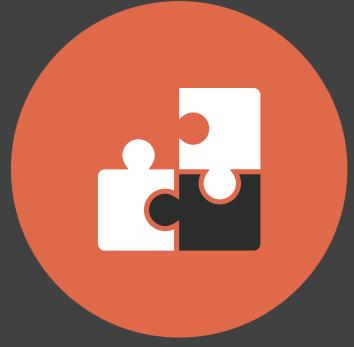
Attractive
UI / UX



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

Extensive training for your Sales and Support team

Transparency and Trust

Accreditation as our Official Partner

Increased Loyalty and Engagement

Mutual Success and Growth



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