



Halo Connect (CCaaS): A completely end to end managed, state of art omni channel contact center as a Service. Provides unparalleled advantages in terms of features, manageability, customizability and cost. `



API Integration, Fully loaded & feature rich, Onmi-channel

World class features in a single product, ever evolving




Powers world's largest Call center from cloud

25 Thousand agents uses the product every day across clients



Most Secured Infra, unbeatable uptime with N level BCP/DR

Multi Cloud deployment, All telecom operators deployed with 45 thousand telecom channels

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- **Comprehensive Cloud Contact Center Platform** supporting all aspects of present-day customer communication needs.
 - **Automated Conversational AI/ML Bots** engaging with customers in natural language at different stages. Personalized and differentiated experiences.
 - **Multi-Cloud support** with aggregation of best-in-class AI/cognitive services.
 - **Telco Grade Cloud platform** designed end to end for performance, reliability & scalability. Highly available architecture with no single point of failure.
 - **Financial Grade Security** as per IT/RBI/IRDA guidelines. ISO 27K certified.
 - **Reliable Implementation & Support**, prior experience of migrating complex, multi-location contact centre to Ubona's Cloud, powering millions of conversations daily.
 - **Call Centers Operations**, blending industry experience with domain knowledge, insights and best practices to deliver comprehensive customer service experience.

Make the services more consumer centric, adopt features that provide unified experiences and wow the Consumers.

Key Building Blocks



INFRASTRUCTURE WITH NO SINGLE POINT OF FAILURE



First of its kind high availability infrastructure with N level redundancy at telecom layer, AWS/Azure Cloud layer and Network Layer



Capability to scale up and down as per business need, without investing in the infrastructure deployments.

Telecom Links from all telecom operators in India with more than 40K channels deployed & cloud infra from AWS and Azure with multi-layer backup and redundancies.



SCALABILITY



CCaaS PRODUCT



CCaaS product of Ubona has been built ground up with decade long inputs from industry experts and Ubona's deployment experience in large enterprises. More than 25 thousand agents uses Ubona's CCaaS everyday.



The Most robust platform available in the market today which covers all regulatory requirements – TRAI/RBI/IRDAI/SEBI/Etc and widely used & adopted by Banks, Insurance Companies, MFs, AMCs, NBFCs. Certifications: SOC II Type II, ISO 27K, ISO 9K, OSWAP & PCI-DSS Practices followed.



SECURITY

Features & Functionalities

Inbound Call Center

Outbound Call Center

Automation

Analytics

IVR

State of Art - ASR

Multilingual

Flexible Tree

Intelligent Self Service

3rd party integration

ACD

Stickiness

Skill

Availability

Campaign

Language

Status

Preview Dialing

Manual or Base upload

Live Dashboards

Recorder

Queue Management

Priority Queue

Callback & forecasting

Campaign management

Customizations

Music-on-hold

Wait time music

Promotion while queue

ANALYTICS AND CONTROL

Agent Dashboard

Single view of all customer
Interaction

Call Disposition

After call work

AUX management

Agent Dashboard

360 real-time view Call,
Queue, Agent, Time

Agent activity tracking



Inbound call center with 360 degree
API integration & support to
integrate with Salesforce, Zoho, MS
Dynamics, ticket tools, etc



Automation with Generative AI. Achieved
85% automation in world's largest
inbound call center by call volume



Outbound Call Centers for
WFO, WFH, RM, Field
agents.



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YOUR
LOGO

GEN AI powered analytics : Boost Agent Performance & Drive Business KPIs



Compliance & Correctness

Ensure Compliance & flag any deviation from the set process.

Identify training opportunities for continuous agent development by detecting potential mis-selling and monitoring consent-taking practices.



Quality Control (QC)

In-depth QC for calls covering Customer inputs and sentiments, Agent response, empathy etc

Key Call parameters like call Hold time, Agent talk time% etc.



Agent Performance & Training

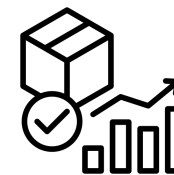
Rate agents based on call goal, soft skills and script adherence / compliance.

Provide on-the-spot feedback, allowing agents to correct and improve during live calls.



Actionable Insights for Biz KPIs

Gather actionable insights to optimize sales strategies by analysing customer segments, competitor mentions, and key objection-handling phrases such as rebuttals and objection keywords.



Selling Propensity

Analyse the conversations using GenAI to generate Customer buying propensity based on various cues in the call.