



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, Omni-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

- **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

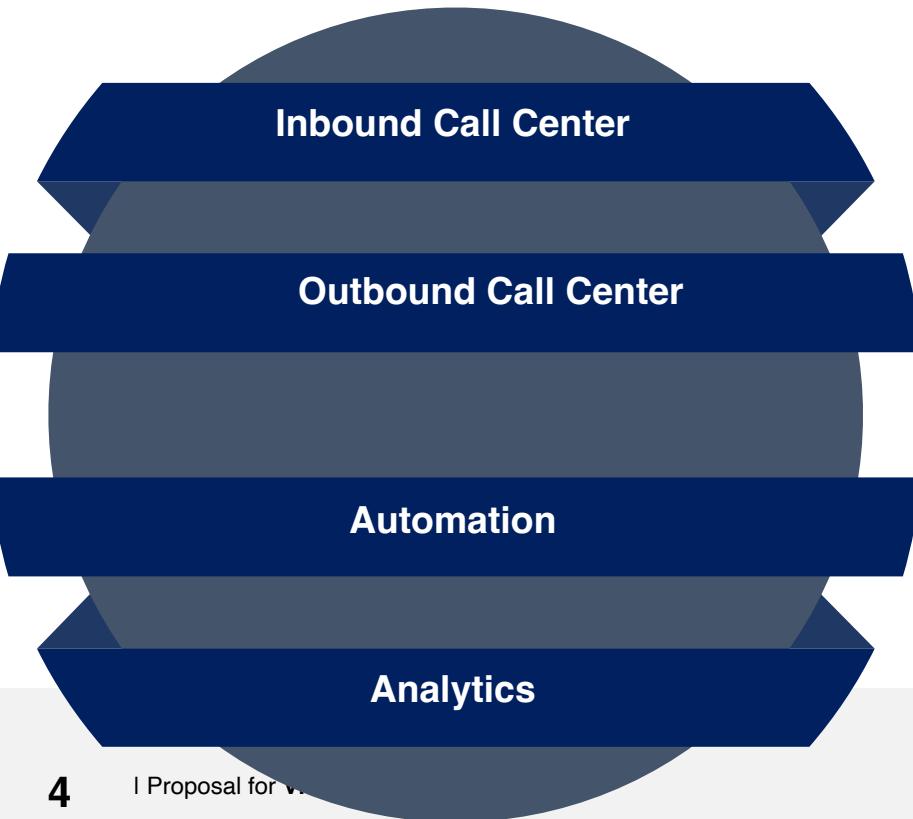
- CCaaS product of Ubona has been built ground up with decade long inputs from industry experts and Ubona's deployment experience in large enterprises. More than 25 thousand agents uses Ubona's CCaaS everyday.



SECURITY

- 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.

Features & Functionalities



IVR	ACD		ANALYTICS AND CONTROL
State of Art - ASR	Stickiness	Skill	Agent Dashboard
Multilingual	Availability	Campaign	Single view of all customer interaction
Flexible Tree	Language	Status	Call Disposition
Intelligent Self Service	Preview Dialing		After call work
3rd party integration	Manual or Base upload		AUX management
Live Dashboards		Recorder	Agent Dashboard
Queue Management		Customizations	360 real-time view Call, Queue, Agent, Time
Priority Queue		Music-on-hold	Agent activity tracking
Callback & forecasting		Wait time music	
Campaign management		Promotion while queue	



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



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



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

Your Brand Address
Los Angeles, CA 90001
United States

Comprehensive Analytic tools which caters to business needs.
Fax: (213) 977-2341
Website: www.yoursite.com



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.