

Harness the Power of CX Technology



MyCloud CX

MAKE EVERY CUSTOMER INTERACTION COUNT

Whether you have a contact center, dedicated sales and support teams or just few employees juggling calls, texts and emails, every customer interaction matters. Long hold times missed messages and frustrated customers slipping through the cracks can cost you time, money and reputation.

MEET MYCLOUD CX: A BETTER WAY TO SERVE YOUR CUSTOMERS

MyCloud CX is a cloud-based customer experience platform that helps you solve the customer experience problems that can slow your business down.



- + Recover Lost Opportunities**
Offer automatic callbacks instead of hold times, reducing missed opportunities by up to 65%.
- + Optimize Team Efficiency**
Smart routing gets every call or message to the right person, removing bottlenecks and shortening wait times.
- + Unlock Performance Insights**
See team performance in real-time dashboards and reports to catch issues early.
- + Simplify Customer Engagement**
Handle calls, texts, chats, and emails in one unified dashboard instead of multiple apps.
- + Accelerate Response Times**
Connect your CRM in minutes without complex integrations. Every call and recording links to customer records for fast, accurate service.
- + Elevate Agent Performance**
Built-in AI speech analytics and coaching tools help identify training needs and boost customer satisfaction.

MyCloud CX helps you respond faster, work smarter and deliver the kind of experience that keeps customers coming back.

MYCLOUD CX PLANS AND FEATURES

Choose the plan that fits your customer experience goals. All licenses work together, so you can mix and match across your team as your business grows.

ESSENTIALS LICENSE

KEY FEATURES

- ✓ Skills-Based Routing
- ✓ Better Reporting and Wallboards
- ✓ Customization
- ✓ Long-Term Reporting
- ✓ Queue Callback Options:
 - Queue Callback from Queue
 - Queue Callback from Abandoned
 - Queue Callback from Website
- ✓ Microsoft Teams Integration
- ✓ CRM Integration

PROFESSIONAL AGENT LICENSE

KEY FEATURES

- ⊕ All Features in Essentials
- ✓ OmniChannel: Voice, SMS, Email, WebChat, WhatsApp
- ✓ SMS/Chat Transfer, Requeue
- ✓ SMS from IVR
- ✓ SMS from Voice Queue
- ✓ Message Threading
- ✓ Cradle to Grave on all Channels
- ✓ MMS on Text and Web Chat

ELITE AGENT LICENSE

KEY FEATURES

- ⊕ All Features in Essentials & Professional
- ✓ OmniChannel: Voice, SMS, Email, WebChat, WhatsApp
- ✓ AI Enhancements:
 - Speech Analytics with Call Summaries, Topics and Sentiment Analysis
 - Messaging AI Bot
- ✓ Screen Capture
- ✓ Workforce Optimization:
 - Call Scoring
 - E-Coaching
 - Gamification

BOOST EFFICIENCY WITH WORKFORCE OPTIMIZATION

Take control of staffing by adding Workforce Optimization tools that forecast demand, balance workloads and keep performance on track.

MAXIMIZE ROI WITH MYCLOUD CX

Reduce Operational Costs

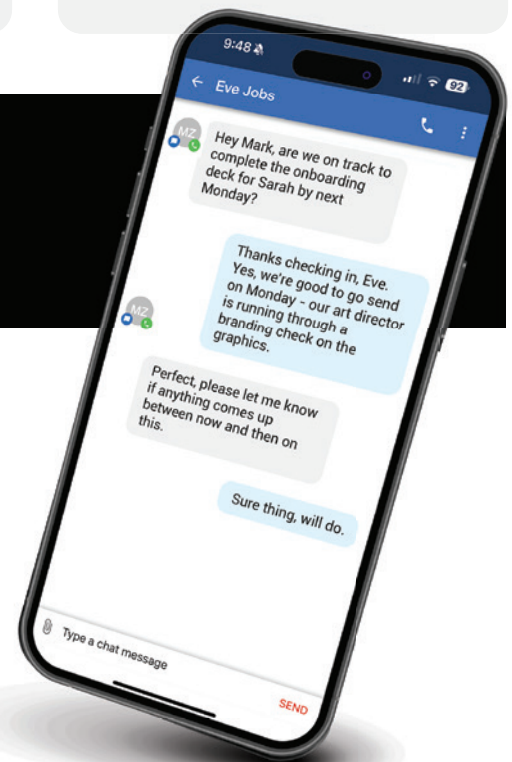
Automate call routing, follow-ups and reporting to minimize manual tasks and improve agent productivity.

Boost Customer Retention

Use AI-driven insights to identify churn risks early and personalize engagement across every channel.

Accelerate Revenue Growth

Enable faster, smarter service with CRM integration and omnichannel tools that turn every interaction into a sales opportunity.



FOR MORE INFORMATION