

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%.
- + Simplify Customer Engagement**
Handle calls, texts, chats, and emails in one unified dashboard instead of multiple apps.
- + Optimize Team Efficiency**
Smart routing gets every call or message to the right person, removing bottlenecks and shortening wait times.
- + Accelerate Response Times**
Connect your CRM in minutes without complex integrations. Every call and recording links to customer records for fast, accurate service.
- + Unlock Performance Insights**
See team performance in real-time dashboards and reports to catch issues early.
- + 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.

GET ADVANCED CX FEATURES IN A PLAN THAT FITS YOUR NEEDS

With MyCloud CX, you can connect every customer channel, streamline your workflows and boost satisfaction — all through flexible plans built for your business.

MyCloud CX Plan	Ideal For	Key Benefits
Essentials	Small teams handling calls or customer inquiries	Smart call routing, real-time dashboards, CRM and Microsoft Teams Integration
Professional	Growing teams that handle calls, texts or chat messages	Unified voice, SMS, email and chat in one place; easier handoffs and faster responses
Elite	Larger or regulated teams with higher call volume	AI-powered call summaries, sentiment tracking, coaching tools and performance analytics

*See full plan details on page 4.

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

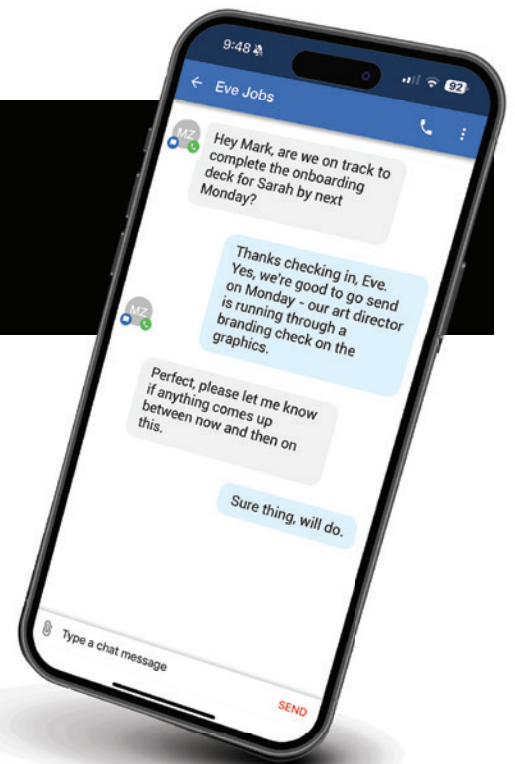
Automate call routing, follow-ups and reporting to minimize manual tasks and improve agent productivity.

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.



EXPERIENCE THE POWER OF MYCLOUD CX



Increase Revenue

Boost customer value up to 5x with engagement tools that drive more sales and stronger relationships.



Accelerate Set Up

Get your system up and running in one to two months — far faster than the six-month industry average.



Simplify Management

See availability, track performance and follow up with customers — all from one intuitive dashboard.



Work Your Way

Deliver the same reliable experience for remote, hybrid and in-office teams alike.



TRANSFORM HOW YOUR BUSINESS CONNECTS WITH CUSTOMERS

With a modern customer experience solution like MyCloud CX, you can:

- ✔ Route calls and messages to the right person automatically
- ✔ Cut down on missed calls and long hold times with queue callbacks
- ✔ Communicate with customers by phone, text, web chat, email or WhatsApp
- ✔ See real-time activity and performance to improve service levels
- ✔ Deliver a more professional, consistent experience without a big IT investment

PUT MYCLOUD CX TO WORK IN YOUR BUSINESS

MyCloud CX helps you deliver faster, friendlier service across every channel your customers use — phone, text, chat or email. Here's how businesses like yours are using it every day:



Healthcare

Keep patient calls moving smoothly. Use smart call routing to send appointment or billing calls to the right person the first time. Queue callbacks reduce long hold times and CRM integration links call recordings directly to patient files, ideal for HIPAA compliance and fast follow-ups.



Financial Services

Improve member satisfaction and compliance. Credit unions and loan centers use MyCloud CX to track every customer interaction, automatically record consent and route calls to licensed representatives. Speech analytics and AI summaries make it easy to review calls for training or compliance without listening to hours of recordings.



Retail & E-Commerce

Capture more sales and reduce missed opportunities. Customers can text, chat or call and your team can handle all conversations in one place. Queue callbacks and text-from-IVR features help you reconnect with shoppers before they move on, while AI chatbots answer questions about orders, inventory and store hours 24/7.



Local Government

Make it easy for citizens to reach the right department. Use skills-based routing to direct calls to the correct office, add real-time dashboards to see wait times and track requests across voice and email. Automated follow-ups and reporting help you prove efficiency and responsiveness to your community.



Education

Connect with students and parents on their terms. From admissions to student services, schools use MyCloud CX to handle calls, texts and web chats in one inbox. It's easy to route inquiries to the right staff member and keep records of every conversation for future reference.



Automotive

Never lose a lead again. Car dealerships and service providers use text-enabled scheduling to confirm or reschedule appointments without tying up phone lines. AI bots can handle routine requests, while reporting tools show how every call or text contributes to sales performance.

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

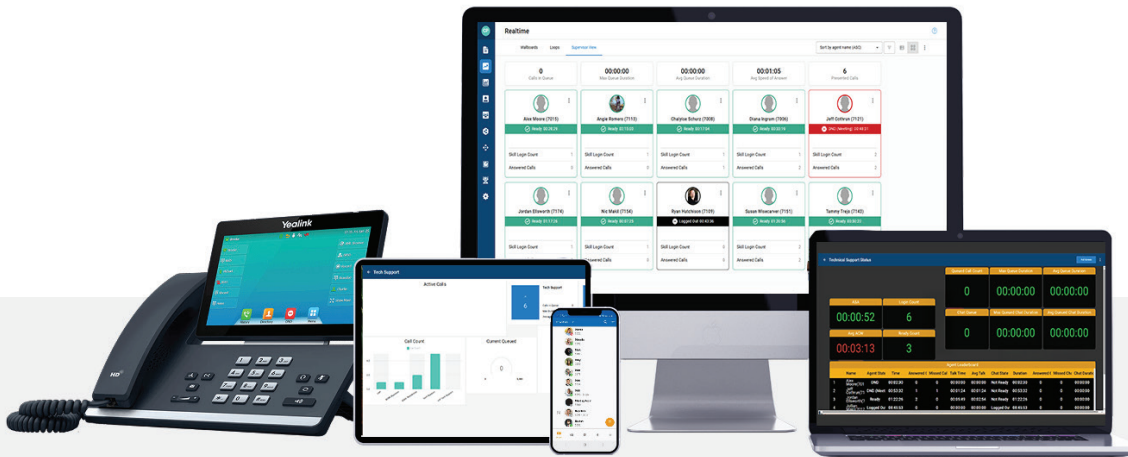
KEY FEATURES

- ⊕ 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



READY TO ELEVATE YOUR CUSTOMER EXPERIENCE?

Set up a consult with a CX expert today!

FOR MORE INFORMATION