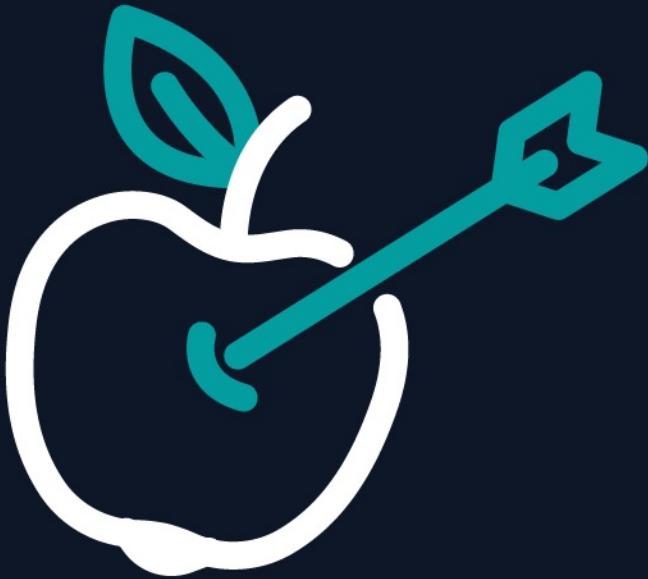


# 5 CCaaS Features to Boost Customer Satisfaction





1

Full integration with  
UCaaS solutions and  
platforms

2

Round-the-clock  
support and disaster  
recovery plans.





3



Robust fraud protection  
when integrated with our  
Call Shield software.

4

Workforce optimisation  
tools to drive efficiency &  
improve service metrics.



5



Scalability and flexibility to control budgets using the pay-as-you-go approach, optimising operational costs and improving customer service and satisfaction.