

XCALLY Motion

The innovative omnichannel software platform



Why XCALLY?

Having trouble managing all your omnichannel customer service interactions in one place? With XCALLY Motion, you can provide integrated support across all channels in a simple and effective way. In an award-winning, effective, and user-friendly platform.

- Engage with customers and prospects on their favorite channels
- Diversify your customer communications strategy by mixing phone and digital channels
- And simplify communication

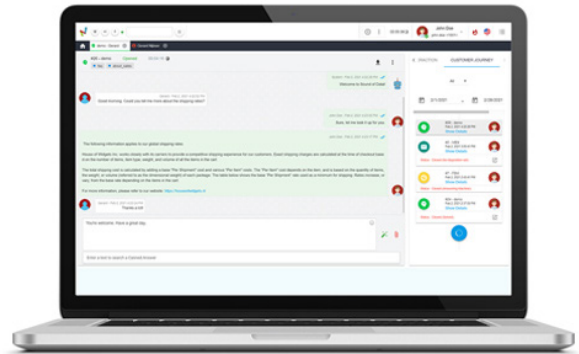
You can add as many channels as you need and smartly combine them. Phone, video, email, social, messaging, chat, bots, open channels. The list is endless.



Browser-based interface

XCALLY makes it easy for your agents to manage all interactions from various channels in one desk-top, browser-based interface. Work from the office, work from home, it's all possible. With XCALLY, you can:

- ✓ View all customer information
- ✓ Keep track of the customer journey
- ✓ Offer personalized experiences every single time



Switch channels

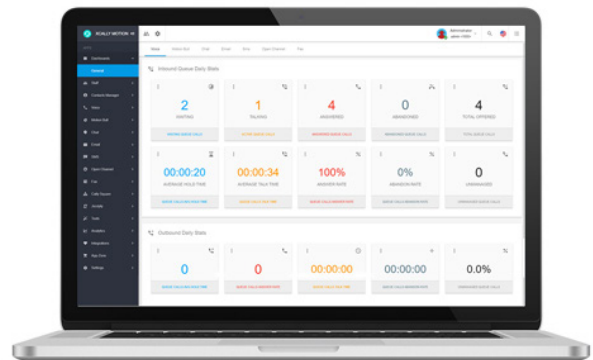
Need to switch channels during an interaction? No problem, XCALLY Motion offers smooth experiences across all channels. In the interface, agents easily switch from one channel to another and keep the conversation going. With all customer information at hand.

- ✓ Speeds up processes
- ✓ Improves performance
- ✓ Guarantees the continuity of your service

End result? Happier customers and increased conversion.

Actionable insights and reports

All customer interactions are stored in one place and can be filtered by tag, status, account, date, agent. This allows supervisors to easily keep track of all activities in real time and act dynamically on queues and workflows. Access predefined reports by channel and functionality, build custom reports and analyze results with utmost ease.





Effortless integrations

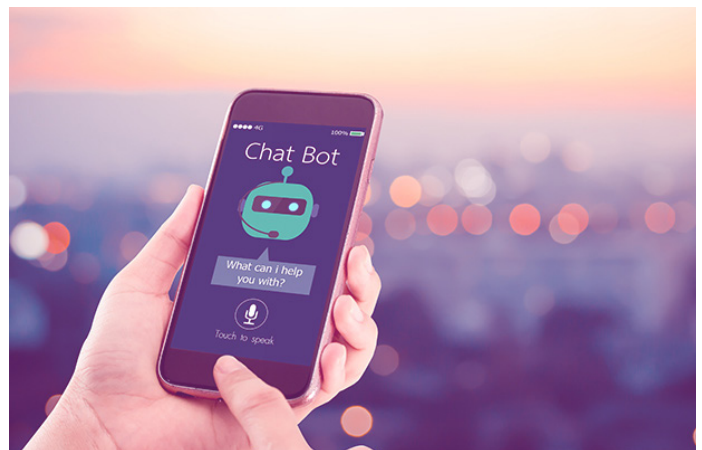
XCALLY has native integrations with CRM and ticketing tools such as Salesforce, Zoho CRM, SugarCRM, Zendesk, Microsoft Dynamics 365, and many more.

This allows your agents to access your CRM and/or ticketing tool to provide a full-service, ideal customer experience time and time again. Integrating telephony, omnichannel, and CRM is a piece of cake with XCALLY.

Automate repetitive tasks and processes based on predefined actions and timelines.

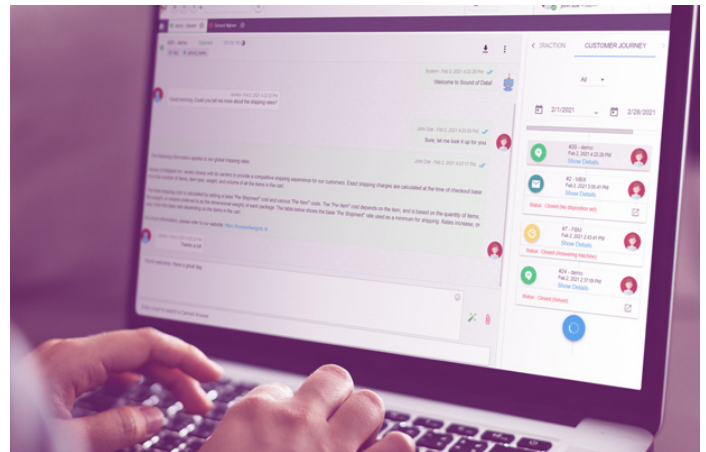
Automate with bots

Want to automate conversations and increase customer satisfaction? XCALLY Motion offers integrations with bots like Amazon Lex and Google Dialogflow. With the use of AI, you can generate bots that satisfy customer requests by interpreting their intentions. Taking the weight of your agents so they can focus on more complex and urgent questions.



Scalable model

You can have XCALLY up and running in no time. But you can also choose to implement the platform step by step: per channel, product group, location, or external integration. This way, everyone can get used to the platform and customers experience continuous improvement. XCALLY has a scalable model when it comes to both features, users, and pricing. It comes with monthly and lifetime pricing options, which vary with concurrent users and IVR channels.



You decide

With XCALLY, you can decide who gets access to your platform and data. For example, if you work with outsource call centers, it's possible to give their agents access to XCALLY so they can use the same information as our inhouse agents. All activity can be logged as well so you won't have to exchange data between their platform and yours. This gives you control and flexibility and makes it easier to deliver a consistent level of customer service.



Award-winning platform

XCALLY Motion is the FrontRunner for Call Center solutions according to research powered by Gartner Methodology. It received the highest ranking for both customer satisfaction and usability. XCALLY is:

- installed in over 60 countries
- available in 12 languages
- used by more than 10k+ agents worldwide
- and has a network of 100+ partners which Sound of Data is proud to be a part of.





Customized dashboard

Create customized dashboards and monitor metrics and KPIs in real time to help you achieve your goals.



Real time monitoring

Monitor state and activity of agents in real time and act dynamically on queues and workflow, when necessary.



IVR designer

Create IVR flows on your own with the easy-to-use visual builder and drag & drop function.



Triggers & automations

Automate repetitive tasks and processes based on predefined actions and timelines.



Automatic dialer

Choose the dialer method (predictive, progressive, power, preview) and automate outbound campaigns.



Scripting tool

Compose scripts to support agents with a series of questions and responses, based on the flow of the conversation with customer.



Speech technology

Use Automatic Speech Recognition and Amazon AWS tools to create transcripts of calls and to get customer sentiment analyses.



Software as a service

Don't worry about hosting, infrastructure, or maintenance, we've got that covered.



API Open Channel

Add all communication channels you want to use with your customers with the Open Channel interface.



Internal messenger

Let agents collaborate effectively with each other with the internal messaging service.

Pricing

Plans	Plus	Omni-Gold	Dialer-Gold	Ultimate
Voice Channel	✓	✓	✓	✓
IVR Designer	✓	✓	✓	✓
Call Recording	✓	✓	✓	✓
Whisper and Barge-In	✓	✓	✓	✓
Analytics and Reporting	✓	✓	✓	✓
API	✓	✓	✓	✓
SMS Channel		✓		✓
Chat Channel		✓		✓
Email Channel		✓		✓
Fax Channel		✓		✓
Open Channel		✓		✓
Contacts Management		✓	✓	✓
Motion Dialer			✓	✓
JScripty			✓	✓
Monthly licence (Platinum support included)	€24 /agent/month	€34 /agent/month	€34 /agent/month	€46 /agent/month

Software updates and support included

Platinum support 24/7 (Mon-Sun)

- High priority (blocking errors): pick up within 2 working hours
- Medium priority (a service or channel does not work): pick up within 4 working hours
- Low priority: best effort, usually within 24 working hours

Add-ons

User Accounts Admin or supervisor accounts useful to manage the assigned agents, queues, channels and modules (i.e. analytics, real-time).		€ 3 /user/ month
PBX Extensions Pure SIP Extensions for in/out calls (no agent customer care features are included).		€ 3 /user/ month
Extra IVR Channels Concurrent channels used by Cally Square IVR applications (i.e. inbound IVR calls, outbound IVR campaigns...)	Up to 30 channels	€ 8 /user/ month
	Above 30 channels	€ 5 /user/ month
Extra Chat Sessions Concurrent sessions used by the Chat application (agents and/or bots).	Up to 30 sessions	€ 8 /user/ month
	Above to 30 sessions	€ 5 /user/ month
WebRTC Allow agents to manage calls from their XCALLY Motion Omni Desktop web interface.		€ 3 /user/ month
Screen Recording The XCALLY Phonebar offers as add-on the possibility to record the screen of the agent.		€ 3 /user/ month
WhatsApp Connector The Whatsapp Connector is a module designed to manage Whatsapp interactions with customers.		On request

Hosting fees

XCALLY Hosting V1	< 25 agents	€ 350 /month
XCALLY Hosting V2	< 50 agents	€ 500 /month
XCALLY Hosting V3	< 75 agents	Depends on technical due diligence
XCALLY Hosting Custom	> 75 agents	Depends on technical due diligence
XCALLY Hosting	1TB additional storage	€ 25 /month

Why choose XCALLY and Sound of Data?

Sound of Data has been in business for more than 30 years and over time has specialized in the human voice. We provide various services in the customer service telephony domain and connect this seamlessly with today's omni-channel world.

XCALLY can easily be combined with other Sound of Data voice services such as:

- [Global customer service numbers](#): worldwide geographic, national, business toll-free and UIFN telephone numbers
- [SIP trunks](#): improved quality and reliability for inbound voice calls and lower pricing for high-volume outbound calls
- [Advanced call distribution](#): Optimize the inbound call flows to your contact centers around the world
- [Overload solutions](#): no longer worry about (un)expected call overloads with the right back-up plan
- [Cruise Control](#): make sure incoming calls are most efficiently distributed across the different contact centers, without human interaction
- [Talk](#): Turn customer service telephony into a modern online channel and integrate it into the online journey
- [Gearbox](#): 24/7 insight into all your service numbers and call data, change routing plans on the go and much more

Make telephony an integrated part of your omnichannel customer service instead of an add-on.

More information

Visit our website at www.soundofdata.com
or email us sales@soundofdata.com



A product by



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