

BUILD CONTACT CENTRE SOLUTIONS THAT ENGAGE

Empower your websites and applications with live video/voice calls and messaging

Communication Platform-as-a-Service (CPaaS) provides video, voice and messaging APIs for fast and rapid integration into your websites, applications and workflows.

Drivers for using CPaaS



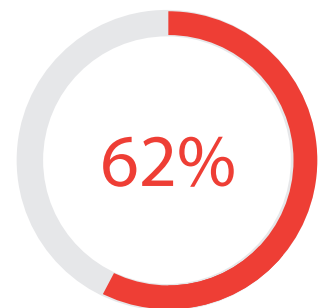
Integrate seamlessly with your CRM



Increase first-time resolution rate



Build stronger relationship with customers



62% of your peers have already used or will be using CPaaS to create a deeper engagement with their customers

EnableX Next-Gen CPaaS

SIMPLE

Easy to use APIs and SDKs that come with all the tools and codes for fast deployment

SMART

Awesome features that revolutionise communication experience

POWERFUL

Low latency, high quality, scalable cloud-based platform that you can rely on

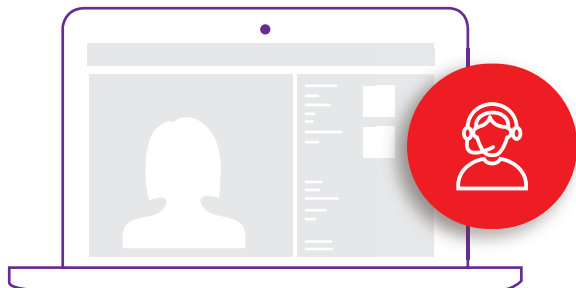
FLEXIBLE

Fully customisable call functionalities, UI, billing and hosting

USE CASES

VIDEO-ENABLED CONTACT CENTRE

Improve First Call Resolution, Enhance Customer Engagement



CONTACT CENTRE CHALLENGES

- Difficult to conduct product demonstration and explain complex ideas with words
- Unable to view and manage customers' emotions

ENABLEX SOLUTIONS

- **Ability to escalate to a video call** between agent and client at a click of a button
- **"See-What-I-See"** experience helps shorten problem-solving processes
- **Seamless integration with CRM** for contextual experience

FIELD SERVICE CHALLENGES

- Customer needs to wait for an onsite technician visits which might take days
- Unnecessary manpower engagement to manage simple installation or fix simple issues

ENABLEX SOLUTIONS

- **Video call** helps technical helpdesk agent to offer remote repair and installation advice to customers
- **"See-what-I-see"** uses the camera to allow the agent to see a full view of the problem
- **Agent can pause video, annotate and capture still images** of the live video stream to provide technical advice to the customer

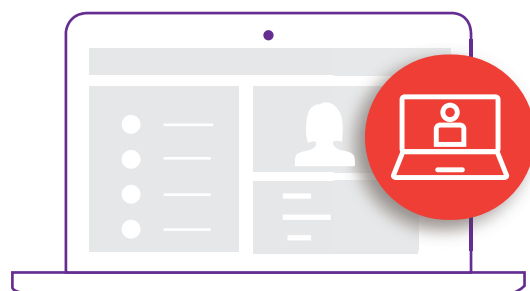


REPAIR AND TECH SUPPORT

Increase Operational Efficiency, Improve Customer Satisfaction

INTERACTIVE VIDEO/VOICE RESPONSE

Reduce Wait Time, Improve First-Time Resolution



IVR CHALLENGES

- Long queue time leading to customer abandoning calls
- High call processing cost for organisations

ENABLEX SOLUTIONS

- **Visual Interactive Response** solves customer issues without having to wait in the queue
- **Video call with agent** option to address more complex queries
- **Call recording** for agent training or compliance