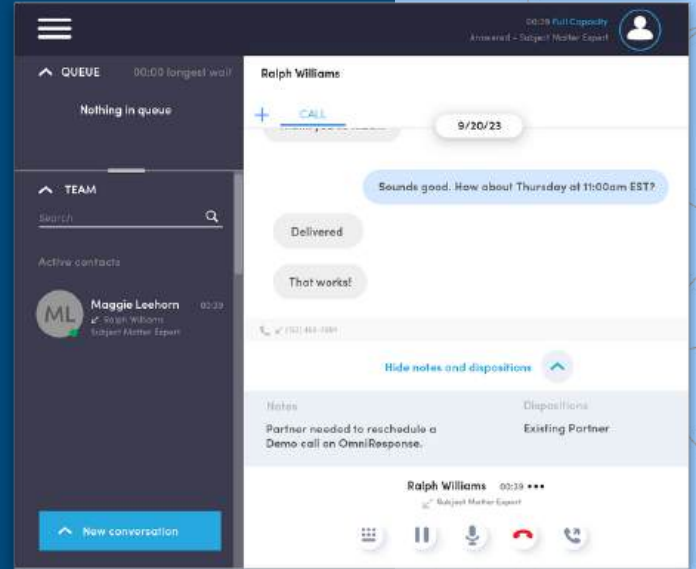


# Manage interactions across channels

Create a high-quality inbound and outbound communications experience for your customers and employees. Pronto Connects feature-rich Contact Center solution expands on basic call center functionality to deliver advanced capabilities—such as the ability to see full customer history with each interaction, no matter if it's SMS, chat, email or voice—with a clean and intuitive interface.



## Key Features



### Queue treatments

- Skills and Language based routing
- Queue actions/rules
- Call back in queue (CBIQ) and Abandoned Callbacks
- SMS Keyword Responder



### Agent experience

- Web-based UX
- Downloadable client
- Browser-based softphone
- PBX phone support
- Call dispositions
- Call notes
- DND codes (agent state)
- Screenpop/agent scripting support
- Contact history display
- Canned responses



### Channel types

- Voice
- SMS
- WebChat
- Email
- Facebook for Business



### Quality assurance

- Call recording
- Coaching and silent monitoring
- AI Transcription and Summarization
- Post-call Survey



### Dashboards and reporting

- Standardized reports
- Customizable reports
- Report subscriptions
- Customizable dashboards
- Real-time agent dashboard
- Real-time queues dashboard
- Export data for external analytics



## Third-party integrations

- Hubspot & Zoho integrations
- CRM: Salesforce and more
- Microsoft Teams
- Cloud storage (AWS, Google, Azure, SFTP, FTPS)
- TTS (Google, Microsoft, IBM Watson)
- ASR (speech recognition)
- WFM support
- Chatbot support



## Other features

- Outbound dialer campaigns (SMS, voice)
- List management with import
- Contact manager
- Single sign-on support
- Enhanced security with 2FA
- Continued expansion of industry standard features with quarterly releases
- Redundant/HA architecture for maximum uptime



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