



CONSIDERING TAKING YOUR

# CUSTOMER ENGAGEMENT

TO THE NEXT LEVEL



**HoduCC**

Contact Center Software



VOICE



EMAIL



CHAT



VIDEO



SMS



SOCIAL  
MEDIA

Coming Soon...

# HIGHLIGHTS



Inbuilt Webphone



Single-Tenant & Multi-Tenant



Multilevel IVR



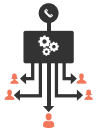
Remote Agent



Advanced Dialers



Skill Based Mapping



Automated Call Distribution



Real Time Analytics and Reports



Third Party Software Integration



Omni-channel



100% Voice Logging



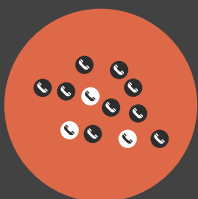
Live Call Monitoring

## MORE FEATURES

- ✓ Dashboard
  - Real Time
  - Platform
  - Registration Status
  - Queue
  - Campaign
- ✓ Multi-lingual Support
- ✓ Trunk / Gateway Management
- ✓ DID Management
- ✓ Campaign Management
- ✓ Configurable Scripts
- ✓ Lead Management
- ✓ Easy Agent Management
- ✓ Inbuilt Basic CRM
- ✓ Agent Callback Management
- ✓ Outbound Job Scheduler
- ✓ Easy to Configure Call Routing
- ✓ Voicemail
- ✓ Music on Hold (MOH)
- ✓ Advanced Dialers:
  - Predictive
  - Auto
  - Progressive
  - Promotional
  - Manual
- ✓ Answering Machine Detection
- ✓ Sticky Agent
- ✓ Barge-in / Coaching / Whisper

- ✓ Call Transfer to:
  - Agent
  - Queue
  - Supervisor
  - External Number
- ✓ Call Conference with:
  - Supervisor
  - External Number
- ✓ Automatic Missed call / Abandoned Call Dialing
- ✓ DNC Control
- ✓ Call Disposition Details
- ✓ Agent Break Details
- ✓ Recording Playback & Download Options
- ✓ Real Time Queue & Agent Status
- ✓ Real Time Call Status
- ✓ Real Time Campaign Monitor
- ✓ Multi Users Login
- ✓ User wise Time Zone
- ✓ Theme Selection
- ✓ Time Conditions based Inbound Call Routing
- ✓ Week Off Mode
- ✓ Holiday Mode

## OUR STRENGTH



1000+  
Concurrent  
Calls



Secure



Attractive  
UI / UX



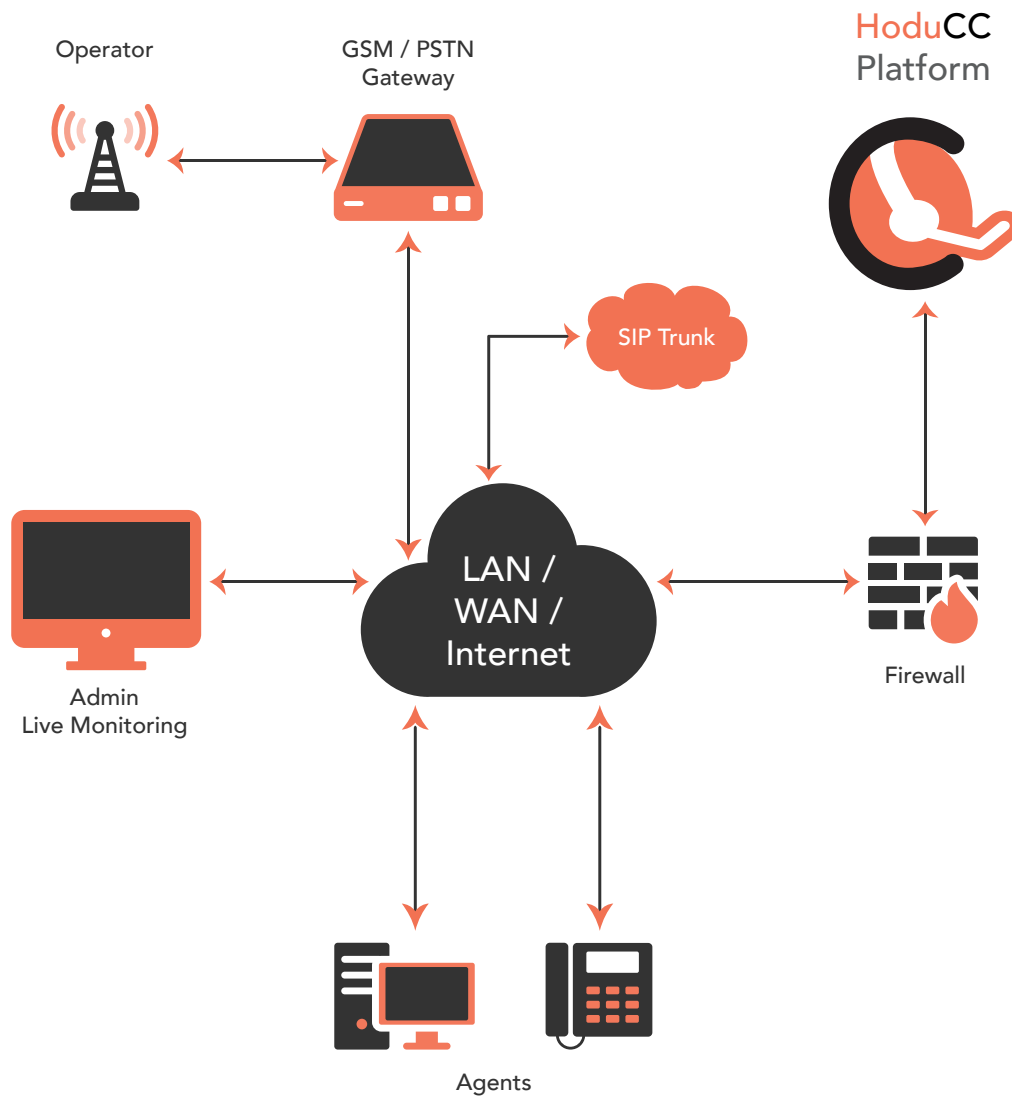
250+  
Agents



Easy  
Deployment



Product  
Customization



# LIMITED? BUDGET?

OPT FOR  
**MONTHLY  
SUBSCRIPTION**



## OUR PRESENCE

21

COUNTRIES

5

CONTINENTS

27

PARTNERS

THEY HAVE ALREADY TRUSTED US



& counting more...

## PARTNERSHIP BENEFITS

Let's Build It Together!

No  
Investment

Accreditation  
as our Official  
Partner

Extensive  
training  
for your Sales  
and Support  
team

Increased  
loyalty and  
engagement

Transparency  
and Trust

Mutual  
success  
and growth

# HoduSoft

Redefine Communication

Follow Us on



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