



CONSIDERING TAKING YOUR

CUSTOMER ENGAGEMENT

TO THE NEXT LEVEL



HoduCC

Contact Center Software



VOICE



EMAIL



CHAT



VIDEO



SMS



SOCIAL
MEDIA

HIGHLIGHTS



Inbuilt
Webphone



Single-Tenant
& Multi-Tenant



Multilevel
IVR



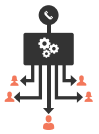
Remote
Agent



Advanced
Dialers



Skill Based
Mapping



Automated
Call
Distribution



Real Time
Analytics and
Reports



Third Party
Software
Integration



Omni-channel



100% Voice
Logging



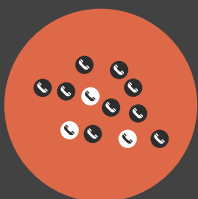
Live Call
Monitoring

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
 - Preview
 - 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



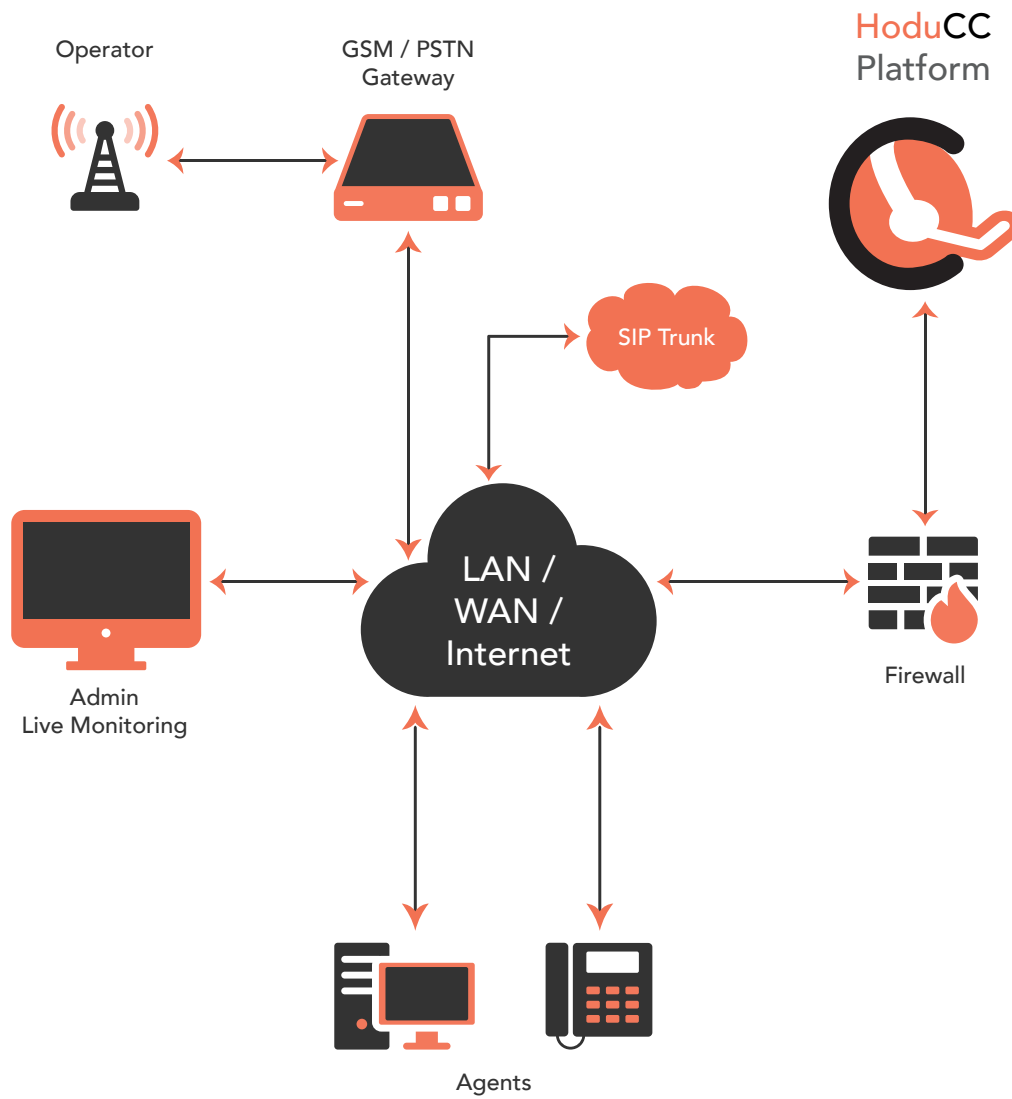
250+
Agents



Easy
Deployment



Product
Customization



LIMITED? BUDGET?

OPT FOR
**MONTHLY
SUBSCRIPTION**



OUR PRESENCE

23

COUNTRIES

5

CONTINENTS

43

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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