

HoduSoft receives the

INTERNET TELEPHONY

Product of the Year Award 2022,
another feather in the cap.



Deep Dive

Streamline Your Business
Processes with the Best
Call Routing System



In the Spotlight

We have been awarded
the 2022 INTERNET
TELEPHONY Award



The Innovation Station

How businesses can analyze and
improve their customer
experience



Monthly RoundUp

Some recognitions and
enthraling moments that
made HoduSoft proud:

NEWS LETTER

ISSUE:2



We all have witnessed a significant shift in the way businesses operate, particularly in terms of how they communicate with their clients or customers. As business leaders, we're all seeing many large enterprises disrupted by digital start-ups and thinking about how we can avoid the same disruption by not just competing, but also constantly learning and winning to lead the change.

In today's post-pandemic world, the entire business landscape has undergone a paradigm shift. With the advent of technology and fierce competition in the market, businesses of all sizes are under tremendous pressure to deliver high-quality products and services to their employees as well as customers. Furthermore, as the demands of customers are evolving rapidly, they expect brands to provide them with a personalized, immediate, and excellent customer experience.

While the majority of leaders in almost every industry have recognized the need to redesign their processes to better support their workforce in keeping up with the digital transformation. To accomplish this and remain competitive, businesses must become smarter, move faster, leverage innovative technologies, and rethink their communication strategy to acquire, engage, and retain customers. And to help businesses achieve this, HoduSoft has created a comprehensive Unified Communications product suite that not only helps them to improve communication with their customers but also empowers them to build a collaborative workplace.

By establishing a global network of over 250 customers across 6 continents, we have made a mark in the field of unified business communications. With all our clients' plaudits, Gartner has placed our products at the top of the leaderboard under various categories. As a testament to our commitment to building innovative products, we have bagged several prestigious accolades in 2022, including the recently received 2022 INTERNET TELEPHONY Product of the Year Award.

Overall, 2022 has been a rewarding year so far for all of us at HoduSoft as we got ample opportunities to connect with prominent leaders in the UC space and exhibit our next-generation UC product suite at some of the largest tech and telecommunications events. We hope you enjoy reading this newsletter and learn more about the importance of delivering an exceptional customer experience. Have a great read!

Streamline Your Business Processes with the Best Call Routing System

Whether you run a small business or a large enterprise, the customer-facing department acts as the first point of contact between you and your customers. For this reason, resolving their queries on the first call itself is paramount to providing them with a great customer service experience. However [Read More](#)



What is First Call Resolution (FCR): A Complete Guide

In today's highly competitive business environment, companies must provide their customers with an excellent customer experience to stay ahead of their competitors. Given that modern customers expect brands to provide [Read More](#)



How businesses can analyze and improve their customer experience

Customer experience is the core part of almost every business. When customers reach out to a company, quite often it's about a query or an issue that requires immediate resolution. Modern customers expect businesses to listen to them, treat their issues with a level of priority, and address it promptly [Read More](#)



Why startups should focus on perfecting the digital customer experience

As the consumption of the internet has increased over the past few years, customer expectations are also evolving and increasing at a rapid pace. To be at the forefront of the customer game, especially in today's 5G era, businesses of all sizes must have a digital-first [Read More](#)



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We're thrilled to share with you that we have been awarded the **2022 INTERNET TELEPHONY** Product of the Year Award for our relentless contribution to transforming the entire business communication landscape with our comprehensive UC product suite. Every year, this award is organized by TMC, a well-known integrated media company to appreciate and recognize visionary products in the Internet Protocol and Unified Communications sphere.



A wow moment for us:

CALL & CONTACT CENTRE EXPO



HoduSoft showcased its innovative UC product suite at the Call & Contact Center Expo held on the 22nd and 23rd of November 2022 at ExCel London.



Are you looking out for ways to reshape your business communications strategy and enhance your customer service experience?


That concludes the UC bytes - Powered by HoduSoft. Thank you for reading our newsletter until the very end. We hope you enjoyed this read. If you have any doubts or would like to discover more about our comprehensive product suite, reach out to us at sales@hodusoft.com or visit our website [here](#).

We look forward to being in touch with you again.

About HoduSoft

HoduSoft is a Unified Communications software company incorporated in 2015 with its headquarters in India. HoduSoft has expertise in building quality software products to facilitate enterprises achieve success with their communications tools. Today, HoduSoft is one of the leading Unified Communication software providers offering world-class communication products for businesses of all sizes.

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