

Sophie Marceau On Call

03:23

Icons: Microphone, End Call, Call Log

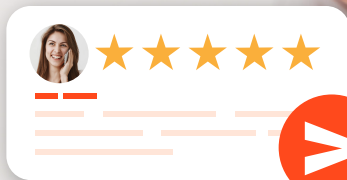
Live Calls : 25

Call Type LOCAL

Caller 120

Callee 124

Icons: Microphone, Chat, Email, Video, Facebook



5 stars

Red arrow icon



HoduCC  
Omnichannel CX Suite

# Revolutionize Your Customer Engagement

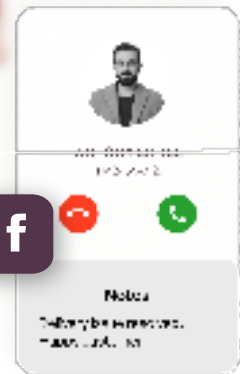


Live Calls : 25

Call Type LOCAL

Caller 120

Callee 124



Hoda  
Sales Representative  
123456789



## HoduCC Offers Omnichannel

Powered by advanced technology, HoduCC is an all-in-one software for today's teams, helping deliver superior customer experiences and boost overall productivity.



Voice



Video



Chat



Email



SMS



WhatsApp

## Social Media Channels

HoduCC's advanced social media module capabilities empower you to connect with your audience where they are, leveraging the power of social platforms to enhance customer engagement and support.



Facebook



Instagram



Twitter



Telegram



Zalo

## Highlights



Bot Studio:  
webchat,  
whatsapp



Intuitive  
Call Flow  
Designer



Multiple  
Dialing  
Modes



Mini CRM



Dialer Job  
Groups



Ticketing  
System



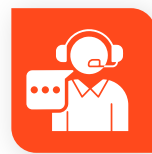
Dialer  
Queue  
Dashboard



Real Time  
Dashboard &  
Analytics



TPA  
Integration



Remote |  
Field Agent



100% Voice  
Logging



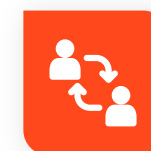
Skill Based  
Mapping



Live Call  
Monitoring



Answering  
Machine  
Detection



Role Based  
Access Control

## Ensemble Remote Features



Remote  
Agent



In-Built  
WebRTC Phone



Highly  
Secure



Call Forwarding  
to Mobile



Call  
Bridging



Call  
Recording

## Arsenal of HoduCC CX Suite

### Advanced Dialing Modes

- Predictive
- Power
- Auto
- Progressive
- Promotional
- Preview
- Manual

### Attended/Blind Transfer to

- Agent
- Queue
- Supervisor
- External Number

### Call Conference with

- Agent
- Supervisor
- External Number

- Single/Multi Tenant Deployments
- Configurable Agent Scripts
- Lead Management
- Simplified Agent Management
- Agent Callback Management
- Outbound Job Scheduler
- Simplified Call Routing
- Voicemail
- Multi-lingual GUI
- Trunk / Gateway Management
- DID Management
- Campaign Management
- Sticky Agent
- Barge-in / Coaching / Whisper
- Call recording Encryption
- webRTC / Softphone / extension for agent calling
- CRM-in-iFrame - URL based
- Manual / Scheduled reports, Customization
- Event Notification Triggers

- Dashboard
- Real Time Queue & Agent Status
- Theme Selection
- Time Conditions based Inbound Call Routing
- Week Off Mode
- Holiday Mode
- DNC Control
- Automatic Missed Call / Abandoned Call Dailing
- Call Disposition Details
- Agent Break Details
- Real Time Call Status
- Multi User Login
- User Wise Time Zone
- Real Time Campaign Monitor
- Password Policy Configuration
- Role Base Access Control
- Bot Conversation Preview

## Supercharging Software with Advanced Features



Voice Blast



SMS Blast



WhatsApp  
Blast



AI Chatbot



WhatsApp Bot



Voicebot



Advanced  
Routing



Quality  
Analysis



Survey Module



Report  
Scheduler



Drag & Drop  
Call Flow



SSO | MFA



## Speech Intelligence



Text to Speech



Transcription



Sentiment



Summarization

## Unleashing our Unrivaled Strength



Product  
Customization



Easy  
Deployment



Attractive  
UI / UX



Robust &  
Secure



### Seats

Single Server: 250+

Distributed Server: 500



### Concurrent Calls

Single Server : 500+

Distributed Server: 1000

**2500+ Seats & 5000+ Concurrent Calls Through Cluster Architecture**

## CRM Integration



## SMS Integration



and many more...

## Awards: Where Excellence Meets Applause



## Unlocking the Power of Partnership



No Investment



Accreditation as our Official Partner



Training for your sales & support team



Increased Loyalty & Engagement

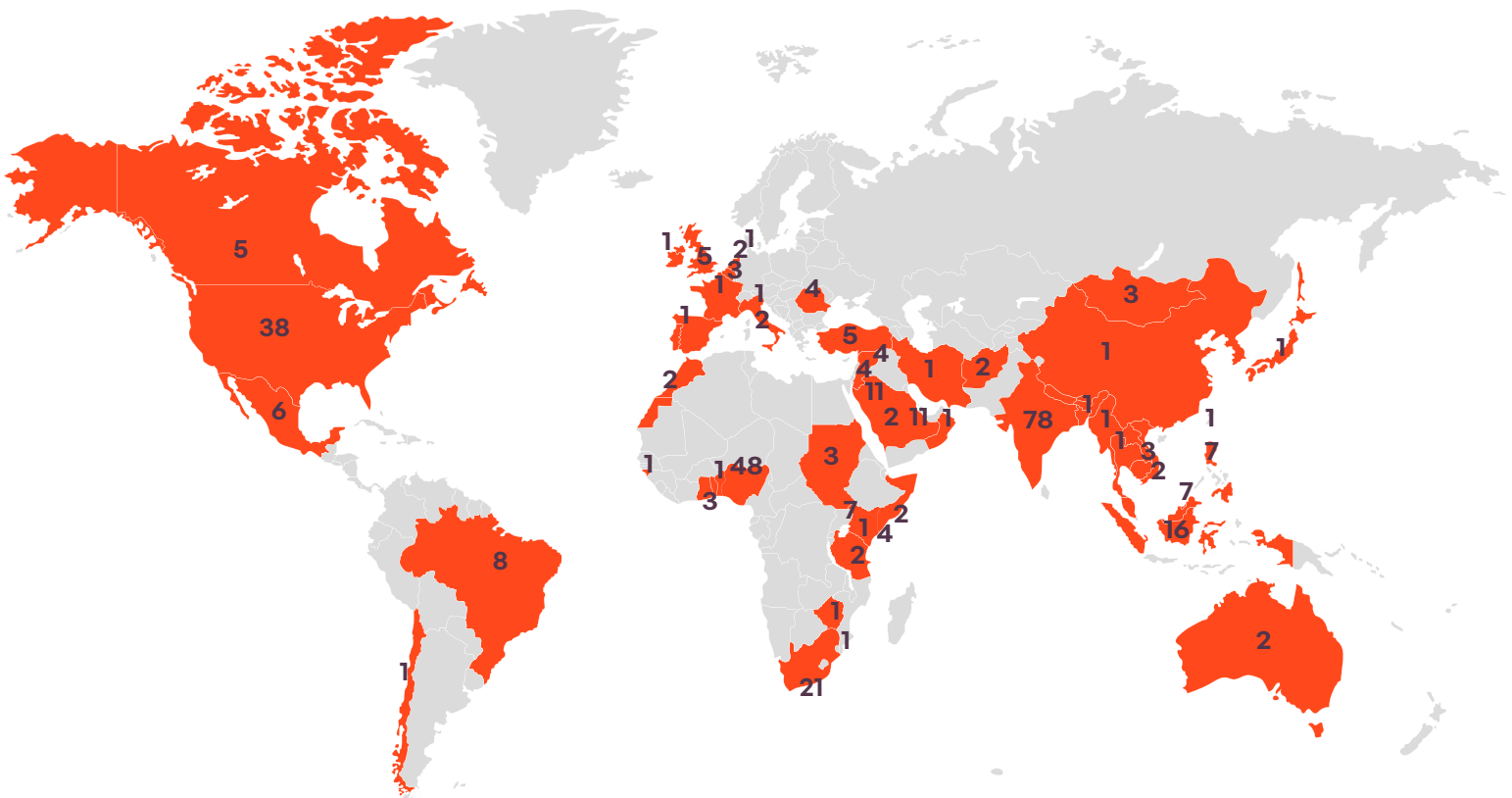


Mutual Success & Growth



Transparency & Trust

## Expanding Horizons with Global Footprints



**55+**  
Countries

**6**  
Continents

## Globally Trusted: Serving an Extensive Network of 300+ Valued Customers

unicef 

Livpure 

Godrej 

brother 

CORONATION

  
Powered by  
VFD Microfinance Bank

  
Abbey  
Mortgage Bank

 AIR PEACE  
...your peace, our goal

 THE CREDIT PROS™

Advantmed 



HoduSoft  
Redefine Communication

Follow Us on



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