

Considering Taking Your

Customer Engagement To the Next Level?



HoduCC

Contact Center Software



Voice



Email



Chat



Video



SMS



Social Media

Awards and
recognitions by
Gartner



Highlights



**Inbuilt
Webphone**



**Single-Tenant
& Multi-Tenant**



**Multilevel
IVR**



**Remote
Agent**



**Advanced
Dialers**



**Skill Based
Mapping**



**Automated
Call
Distribution**



**Real Time
Analytics &
Reports**



**Third Party
Software
Integration**



**100% Voice
Logging**



**In-Built Basic
CRM**



**Live Call
Monitoring**



**Real Time
Dashboard**



**Answering
Machine
Detection (AMD)**



**Inbuilt Ticketing
System**

WFH Features



**Remote
Agent**



**In-Built
WebRTC Phone**



**Browser
Based**



**Call Forwarding
to Mobile**



**Call
Bridging**



**Call
Recording**



**Highly
Secure**

More Features

Dashboard

- Real Time
- Platform
- Registration Status
- Queue
- Campaign

Advanced Dialers

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

Call Transfer to

- Agent
- Queue
- Supervisor
- External Number

- Configurable Scripts
- Lead Management
- Easy Agent Management
- Agent Callback Management
- Outbound Job Scheduler
- Easy to Configure Call Routing
- Music on Hold (MOH)
- Voicemail
- Multi-lingual Support
- Trunk / Gateway Management
- DID Management
- Campaign Management
- Inbuilt Ticketing System
- Sticky Agent
- Barge-in / Coaching / Whisper
- Recording playback & Download options
- 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

Call Conference with

- Supervisor
- External Number

Add - On Modules



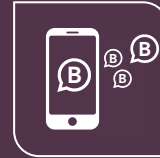
Quality
Analysis



SMS
Broadcasting



Survey Module
(IVR & Agent)



Whatsapp
Broadcasting

Social Media Integrations



Our Strength

Product
Customization



Easy
Deployment



Attractive
UI / UX



Secure



Agents

Single Server: 200 Agents
Distributed Server: 500 Agents
Cluster Server: 2000 Agents



Concurrent Calls

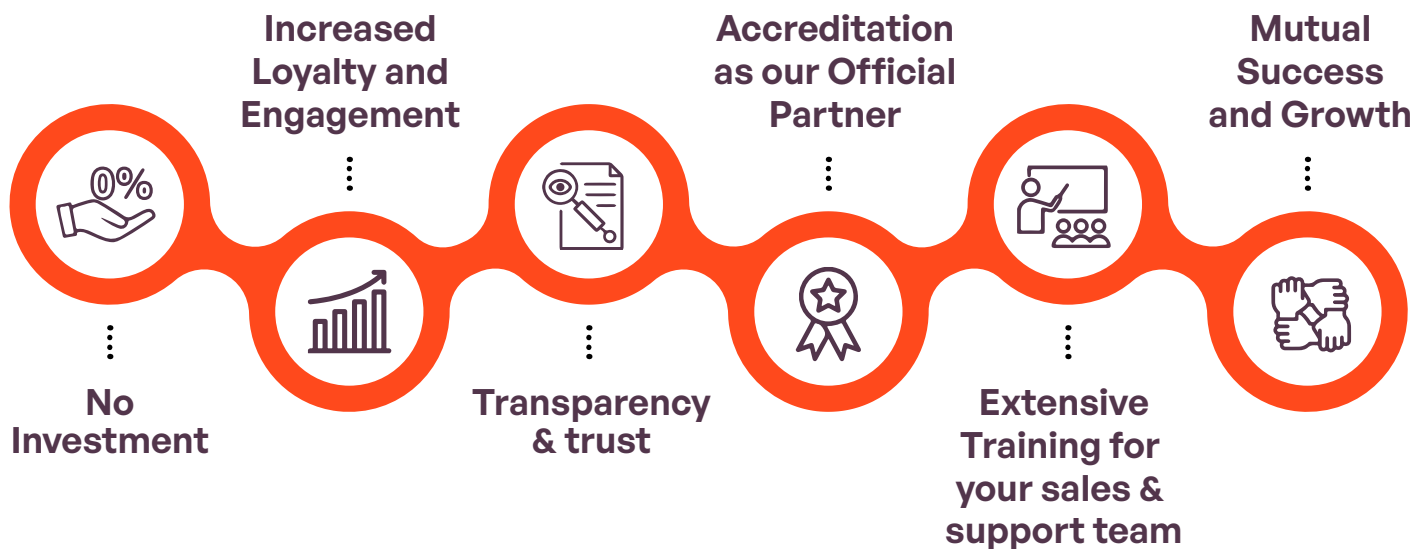
Single Server : 500
Distributed Server: 1500
Cluster Server: 5000



CRM Integrations



Partnership Benefits



Our Presence



250+

Customers

75+

Partners

40+

Countries

06

Continents

They Have Already Trusted Us



CORONATION



Counting many more.....

HoduSoft
Redefine Communication

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