



## Celebrating 8 years of

Excellence,  
Innovation,  
and Collaboration



### The Innovation Station

The Role of APIs in UC Solutions



### Deep Dive

An in-depth guide to inbound call center software



### Monthly highlights/ Notable highlights

HoduCC honored with 2023 Software Advice  
Frontrunners

# NEWS LETTER

ISSUE:10

## **Conversational AI will shape the future customer service experience.**

Watching Iron Man talking to J.A.R.V.I.S and F.R.I.D.A.Y sparked hope for a future where virtual assistants obey our commands. Today, we have AIs that we can call 'Personal Assistants.' Global companies are investing billions in conversational AI to make customer interactions more valuable, streamlined, and personalized.

Whether setting reminders, answering queries, or offering personalized recommendations, conversational AI has made our lives easier, and more productive. and is continually reshaping the customer experience. Let's see how it's happening.

### **Businesses' love for chatbots is real:**

There's a reason why companies are falling head over heels for chatbots these days. These digital helpers never sleep; they're always ready to assist, 24/7. And it's not just about availability. They can juggle multiple customer queries at once. No more long queues or hold times, it's a big relief for both customers and companies.

### **Conversational AI's customer-centric approach:**

The tech is designed to really "get" customers and understand their needs and wants. And it's not just about their first interaction. Every time they interact, it learns a little more about them. It's constantly updating its understanding to ensure it can provide services tailored to them. It's all about making your customers feel heard, valued, and, most importantly, understood. It's pretty cool, right?

### **Speech-to-text mastery:**

Think about it: when a chatbot takes care of answering those simple, repetitive questions, what does that leave for our human team? The juicy stuff! The complicated, interesting queries that need a human touch. It takes a load off the staff, making their job less monotonous and more engaging. So, in a nutshell, conversational AI is the ultimate work buddy, making everyone's job easier and more enjoyable.

## Seamless Integration: The Role of APIs in UC Solutions

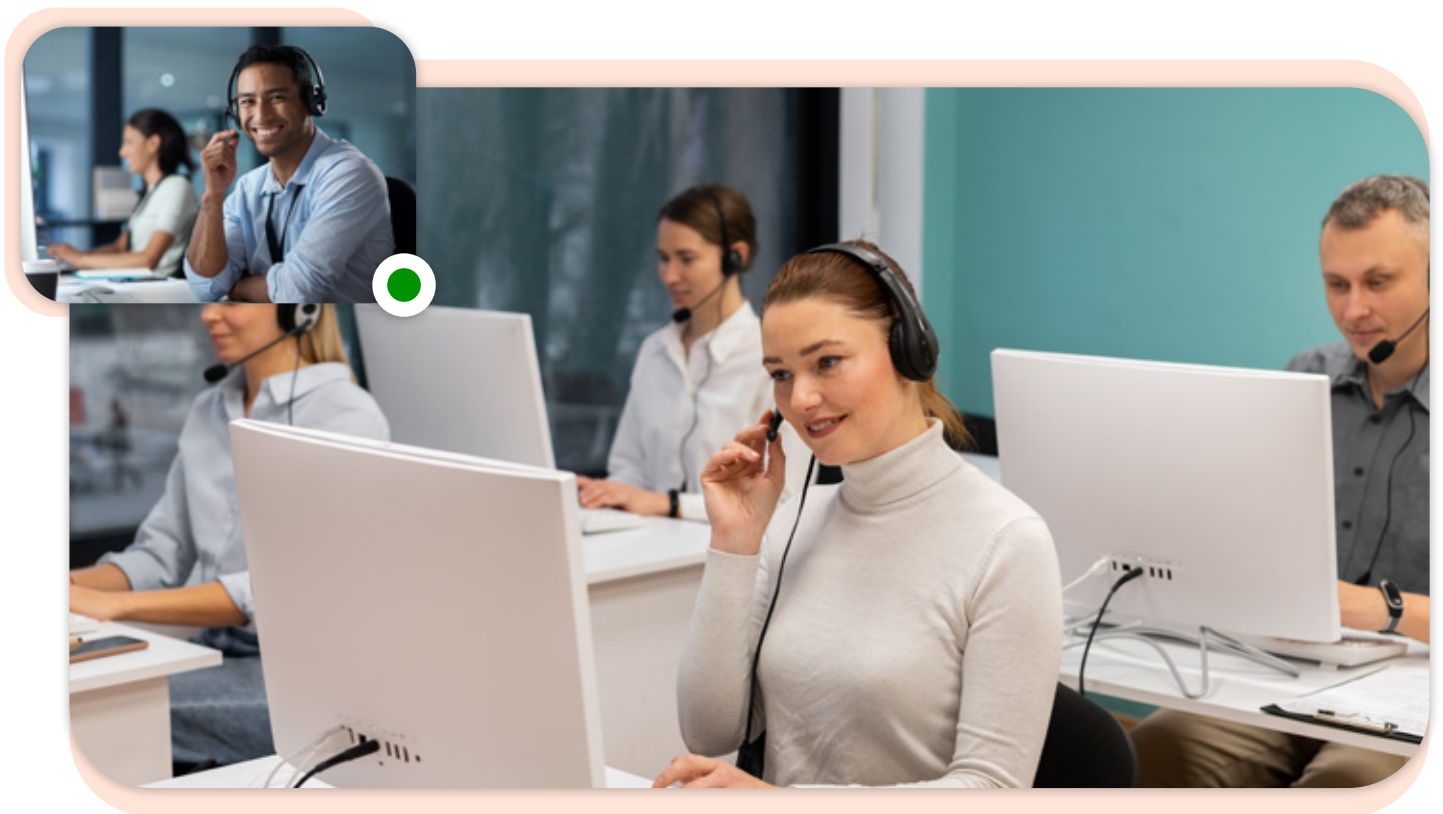
Communication APIs boost the compatibility of unified communication platforms, creating a smoother and more unified CX. The seamless integration between various channels ensures a personalized customer journey.

Curious to know more about communication APIs? Check out this [article](#).



### An in-depth guide to inbound call center software

Ever thought about the best way to manage incoming calls in your call center environment? [Learn](#) the role of inbound call center software in streamlining your business calls using features like call routing, IVR, ACD, and more.



### The power of multi-tenant IP PBX software for ISPs and

From facilitating seamless communication to offering advanced features like voicemail, call forwarding, and conferencing, multi-tenant IP PBX software is a game-changer for ISPs and MSPs. [Discover](#) how embracing this technology can help you stay competitive in a rapidly evolving market.

## Celebrating 8 years of excellence, innovation, and collaboration

Eight years of making customers smile and embracing every challenge with unwavering determination encouraged us to evolve and excel. Our **8th-anniversary** celebration on the **31st of July** was not just a reflection of years passed but a tribute to milestones achieved, relationships built, and a bright future ahead. Many more rocking years are yet to come as we continue leading the business communication world!

## HoduCC honored with 2023 Software Advice Frontrunners

HoduSoft's HoduCC omnichannel contact center solution has won the 'Gartner's Software Advice Frontrunners Badge 2023'. This recognition underscores the innovative capabilities and influence of our software on contact center processes. HoduCC has pioneered novel methods of managing customer interactions, enabling businesses to provide extraordinary customer experiences.



## Save the date for CNC Expo 2023!

We are thrilled to announce our upcoming participation at the 11th CNC Expo, to showcase our cutting-edge UC products and demonstrate how our software solutions can revolutionize business communications.

## 11<sup>th</sup> CNC EXPO-2023



25<sup>th</sup> - 27<sup>th</sup> August, 2023



HITEX Exhibition Center, Hyderabad

**Booth no: B7**

## HoduSoft shines bright at DCE 2023

We're happy to share that our latest participation at DCE 2023 in Chennai was an astounding success! The HoduSoft team got amazing support from the attendees. This event served as a brilliant stage to exhibit our advanced software solutions and engage with leading global industry professionals.

## Convergence India Expo



23<sup>rd</sup> - 25<sup>th</sup> June, 2023



Chennai Trade Center, Chennai

**Booth no: 13**


Thanks for tuning into our July UC bytes, powered by HoduSoft. We hope you found our newsletter both informative and insightful. As we continue to expand, we're thrilled to be at the forefront of revolutionizing business communications.

## 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.


### Team HoduSoft

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