

GITEX
GLOBAL

16-20 October, 2023

MONDAY
11 AM - 5 PM

TUE - FRI
10 AM - 5 PM

Dubai World Trade Centre

Discover **Unified Communication**
Suite's Power with our Industry Experts!

Booth No: H6-3 | Hall No - 6



The Innovation Station

Speech Recognition in AI: Revolutionizing Contact Center Interactions



Deep Dive

5 Ways Multi-Tenant PBX Software Can Improve Your ISP Business



Monthly Highlights

our recent participation in the 11th CNC Expo in Hyderabad was a resounding success!

NEWS LETTER

ISSUE:11

The WhatsApp bot is the new face of customer service and rightly so. This swift yet compassionate customer support tool creates an excellent hybrid ecosystem where customers are not just heard but understood as well. Simply answering queries no more makes the cut. Today, it's about creating interactions that make your customers feel valued at each touchpoint.

Whatsapp Bot brings a unique set of capabilities to the table which when integrated into a contact center solution, enables businesses to be truly **'customer-centric.'** But hold on, it doesn't stop here, this is what helps amplify its brilliance even further.

Easy transactional service

The WhatsApp Bot serves as a bridge between the customers' expectations and actual service delivery. Whether it's processing a refund, checking order status, or booking an appointment, It's got you covered, making everything quick and simple for you.

Reduces agent workload

The Whatsapp Bot handles mundane tasks, allowing agents to focus on more complex and sensitive issues. By automating the routine, they can invest their time in tasks that require a human touch, such as conflict resolution or personalized assistance.

Always-on assistance

Unlike human agents who need breaks and have fixed working hours, the WhatsApp Bot is always on. Whether it's a query in the middle of the night or assistance during a holiday, the bot ensures that customers are never left in the lurch.

Speech Recognition in AI: Revolutionizing Contact Center Interactionst

Advances in AI, particularly in speech recognition, is reshaping the dynamics of modern contact centers. This tool interprets and responds to customer queries in real-time, facilitates accurate call routing, and more. The time to use this technology is now.

How it helps in delivering better CX **80%**

AI in Contact Centers: The Unseen Hero of Customer Retention and Satisfaction

Keeping customers is a big challenge for brands today. It's **five** times more expensive to get a new customer than to keep the ones you have. Still, a lot of them go away because of bad experiences.

Strategies to reduce customer churn



Choosing the Right Multi-Tenant IP PBX Software for Your MSP(Managed Service Provider) Business

Multi-tenant IP PBX software changed the game for MSPs. They can now manage phone systems for clients, ensuring safety, customization, and cost-effectiveness. **Learn** what MSPs need to know to choose the right IP PBX software as per their business needs.

5 Ways Multi-Tenant PBX Software Can Improve Your ISP Business

As remote work and learning become more common, the need for consistent, fast internet has shot up. Wondering how ISPs can meet this demand? Discover these **five strategies** through which multi-tenant IP PBX software can enhance your ISP business.



HoduSoft takes the spotlight at CNC Expo 2023!

We're thrilled to announce that our recent participation in the 11th CNC Expo in Hyderabad was a resounding success! The support we received from participants was overwhelming. It was an excellent platform for the HoduSoft team to showcase our cutting-edge software and connect with top industry experts from around the world.



Mark your calendar for GITEX GLOBAL 2023!

We're buzzing with excitement! As we prepare to showcase our top-tier UC products at the GITEX GLOBAL Expo 2023. Join us and experience how our innovative products suite transforms the world of business communications.




Thanks for catching up with our August UC bytes, brought to you 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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