



Transforming Your Customer
Experience



Incepted in

2015

- HoduSoft is a leading Unified Communications software maker, headquartered in India.

Having a dedicated team of tech and UC experts, the company envisions to:



Bring innovative, user-friendly, & value-centric product suite closer to everyone

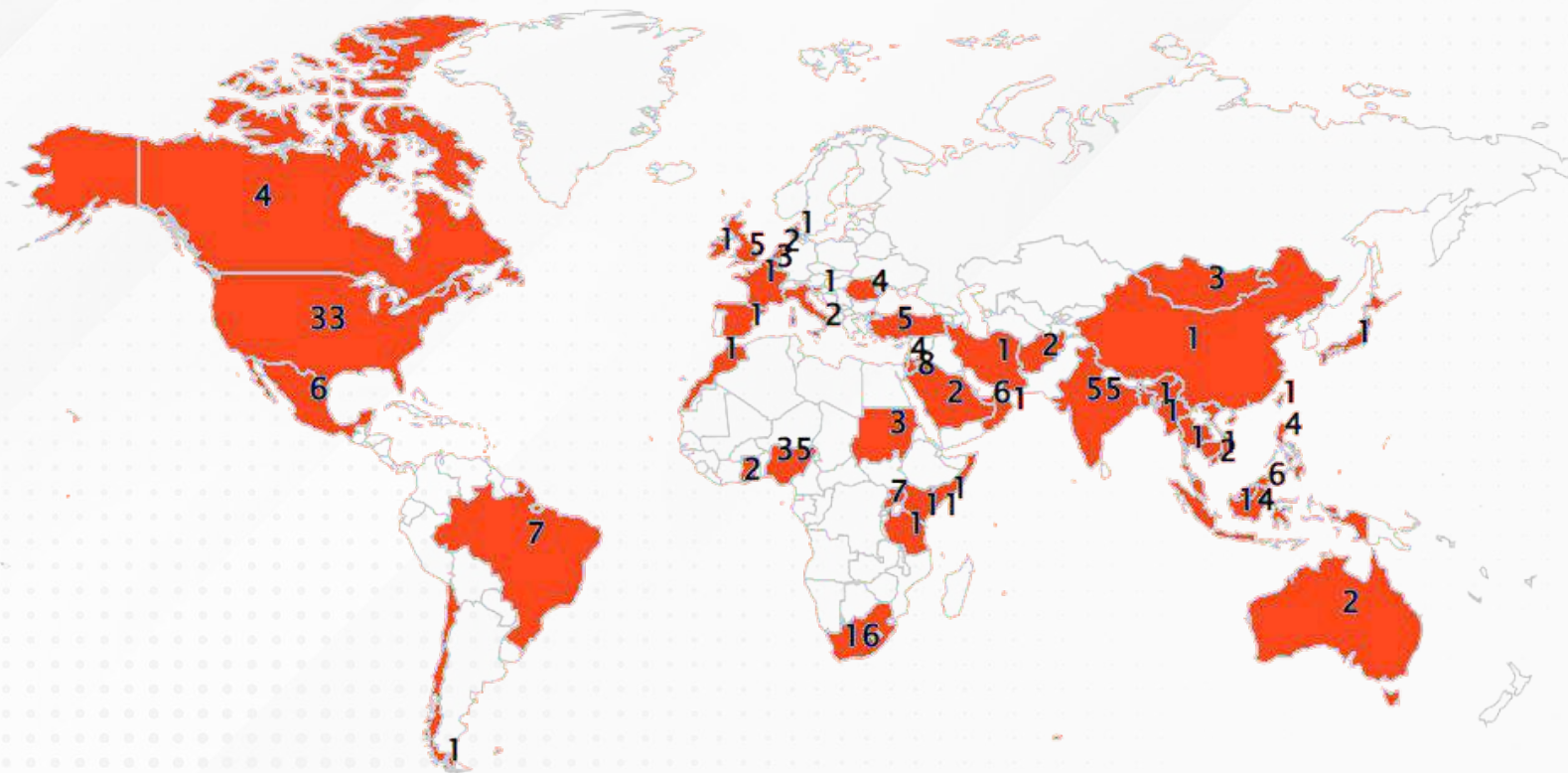


Enable businesses of all sizes to break barriers and revolutionize the way they communicate



Deliver seamless, consistent, and personalized customer experience

Expanding Horizons with Global Footprints



300+

Customers

100+

Partners

50+

Countries

06

Continents

and many
more

Our call center software comes packed with features that enable businesses deliver exceptional customer service:



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



Inbuilt Ticketing System



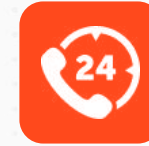
Answering Machine Detection (AMD)

- **Call Transfer to**
 - Agent
 - Queue
 - Supervisor
 - External Number
- **Call Conference with**
 - Supervisor
 - External Number
- **Call Disposition Details**
- **Agent Break Details**
- **Real Time Call Status**
- **Multi User Login**
- **User Wise Time Zone**
- **Real Time Campaign Monitor**
- **Dashboard**
- **Configurable Scripts**
- **Lead Management**
- **Easy Agent Management**
- **Voicemail**
- **Automatic Missed Call /Abandoned Call Dialing**
- **Time Conditions based Inbound Call Routing**
- **Agent Callback Management**
- **Outbound Job Scheduler**
- **Easy to Configure Call Routing**
- **Music on Hold (MOH)**
- **Multi-lingual Support**
- **Trunk / Gateway Management**
- **DID Management**
- **Campaign Management**
- **Inbuilt Ticketing System**
- **Sticky Agent**
- **Barge-in / Coaching / Whisper**
- **Real Time Queue & Agent Status**
- **Theme Selection**
- **Week Off Mode**
- **Holiday Mode**
- **DNC Control**
- **Recording playback & Download Options**

- **Advanced Dialers**



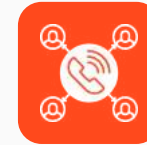
Predictive
Dialer



Auto
Dialer



Progressive
Dialer



Preview
Dialer



Promotional
Dialer



Manual
Dialer

The work from home features of HoduCC empower agents to efficiently manage their work efficiently and productively from anywhere.



Remote Agent



In-Built WebRTC Phone



Call Forwarding to Mobile



Call Bridging



Call Recording



Highly Secure



Quality Analysis



SMS Broadcasting



Survey Module (IVR & Agent)



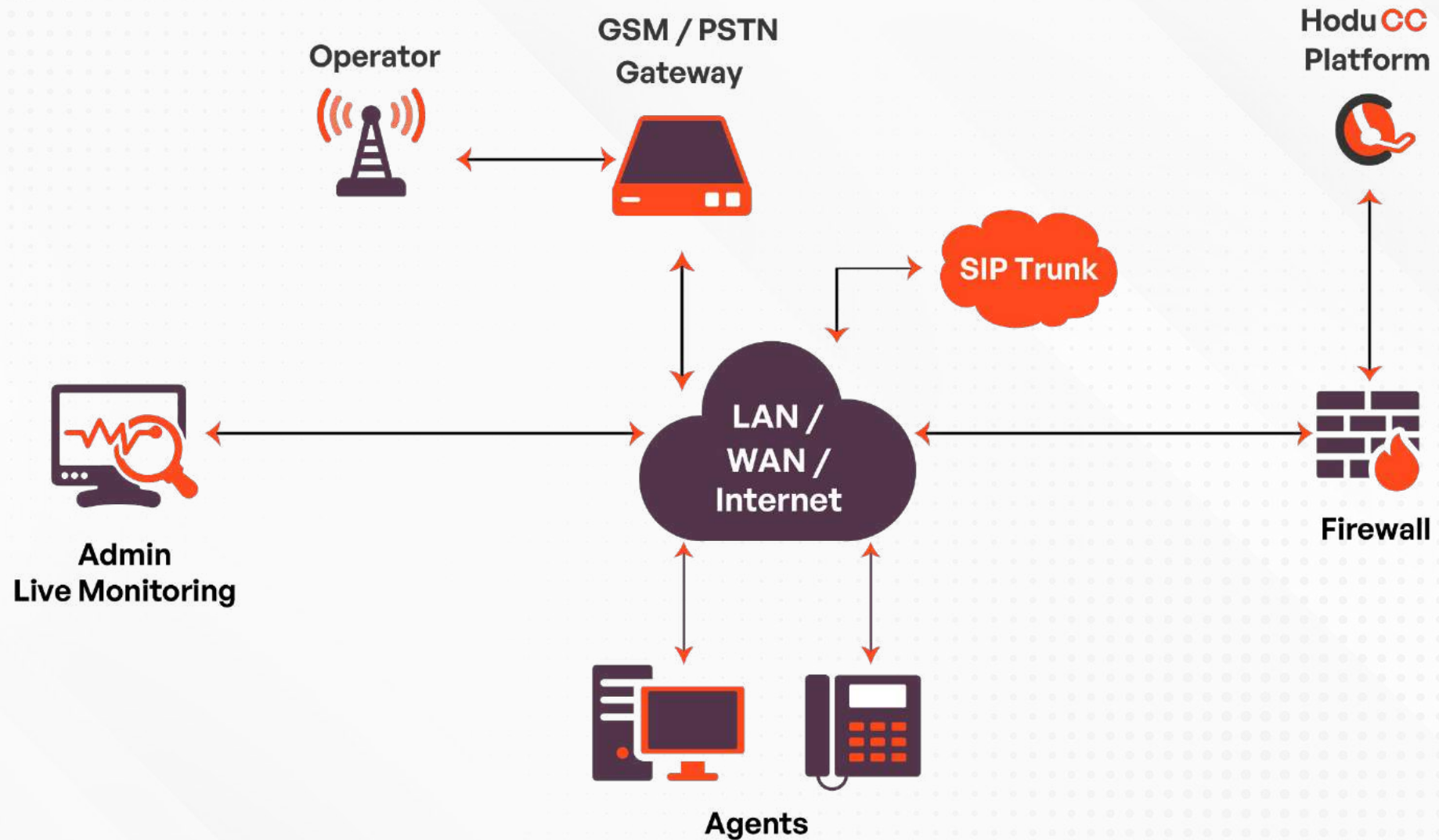
Voice Transcript
(Recording & Voicemail)

Make every customer support interaction efficient with a call center software that supports:



2000+ Seats and 5000+ Concurrent Calls through cluster architecture

How HoduCC Works



Are you facing the following CHALLENGES?

Some of the common challenges encountered by call center businesses include:

Poor customer
satisfaction



Time-consuming
feedback collection



Inefficient call
center operations



Long wait times



Lack of access to
information



Scalability

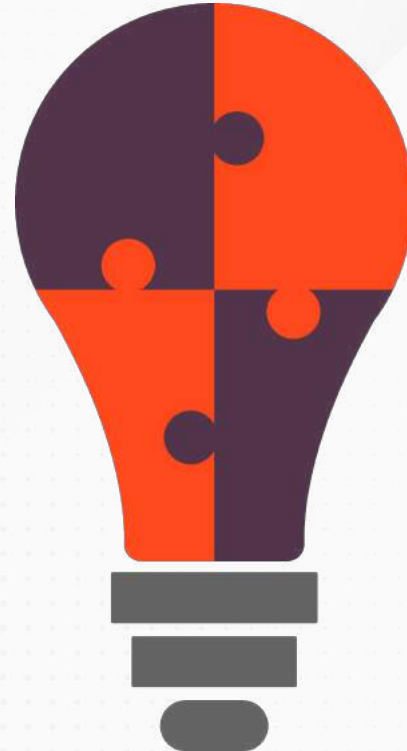
Connects customers to the right agent through IVR & Skill Based Routing



Includes Quality Analysis module to monitor, train, coach, and reward agents



Provides a 360° view to customer interactions to help agents stay informed



Automates feedback & survey processes through IVR & Agent Survey Module



Identifies the caller & directs them to an appropriate agent through Intelligent Call Routing



Allows to add or remove agents based on call volume

A call center software helps businesses save up to 90 percent of their international call costs and 40 percent of their domestic call costs.*

*Source: [Tech.co](#)

Our call center software integrates well with third-party CRMs that enhances your business' efficiency as well as your agents' productivity.



CRM Integration

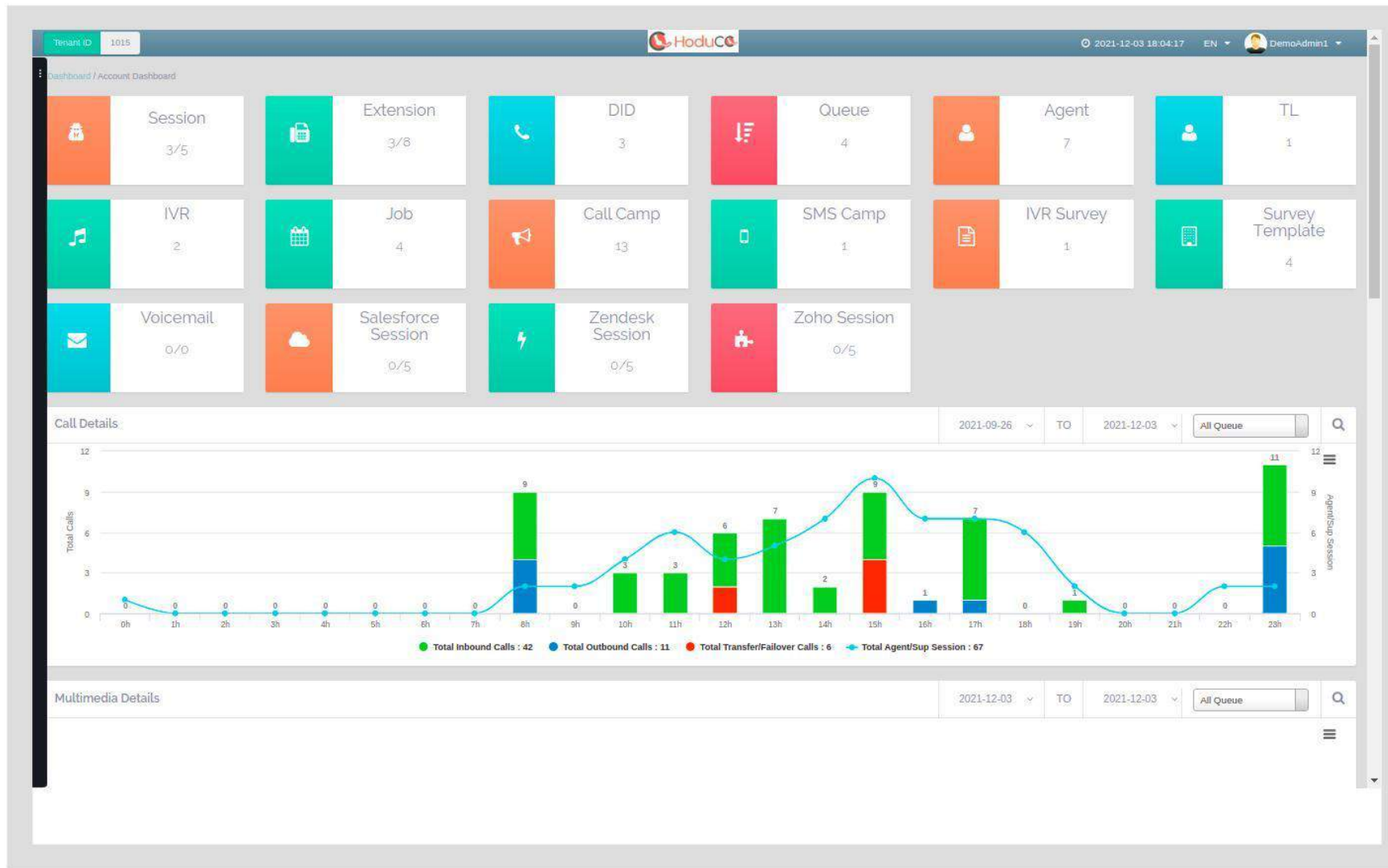


SMS Integration

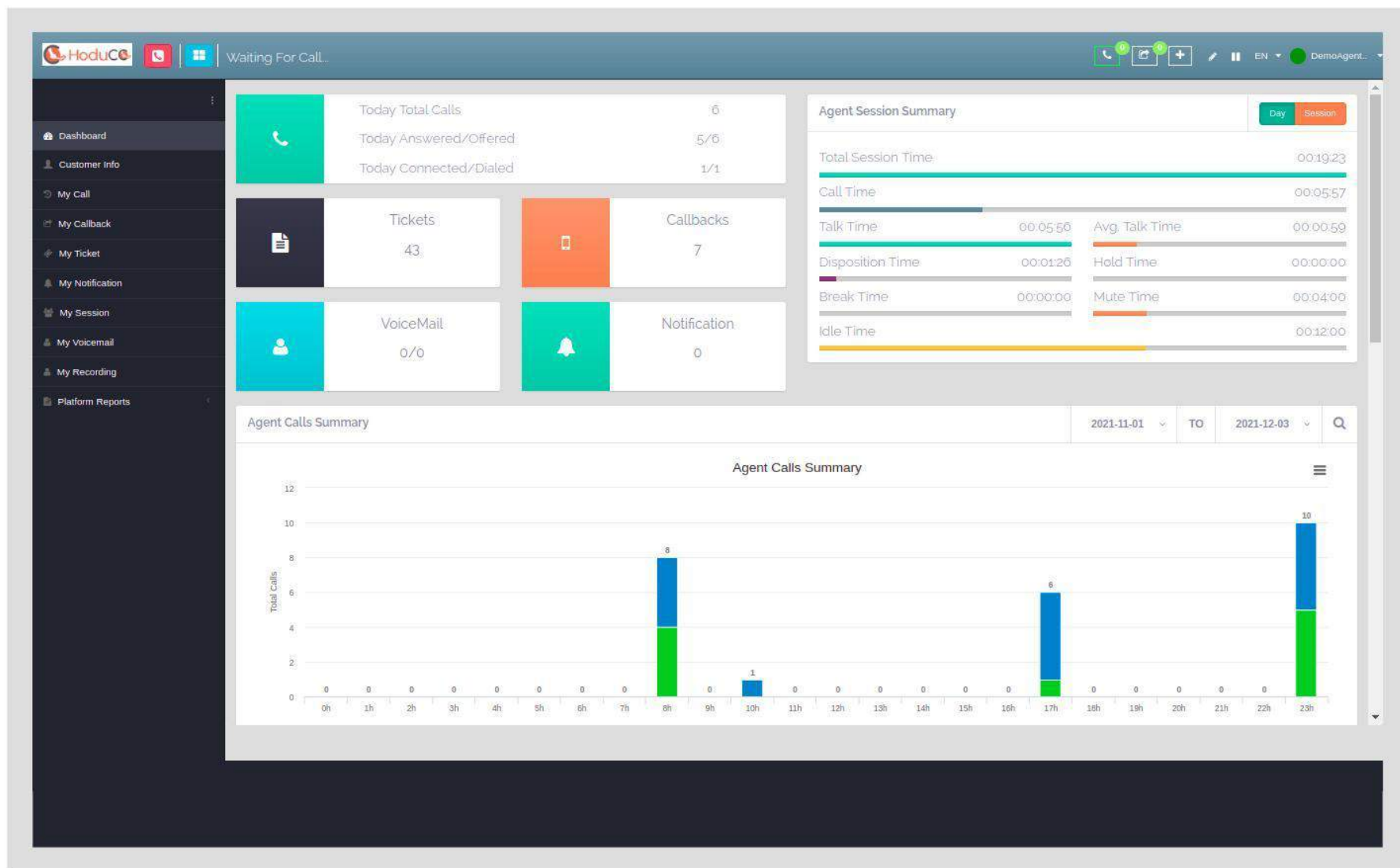


More integrations? We are just a call away!

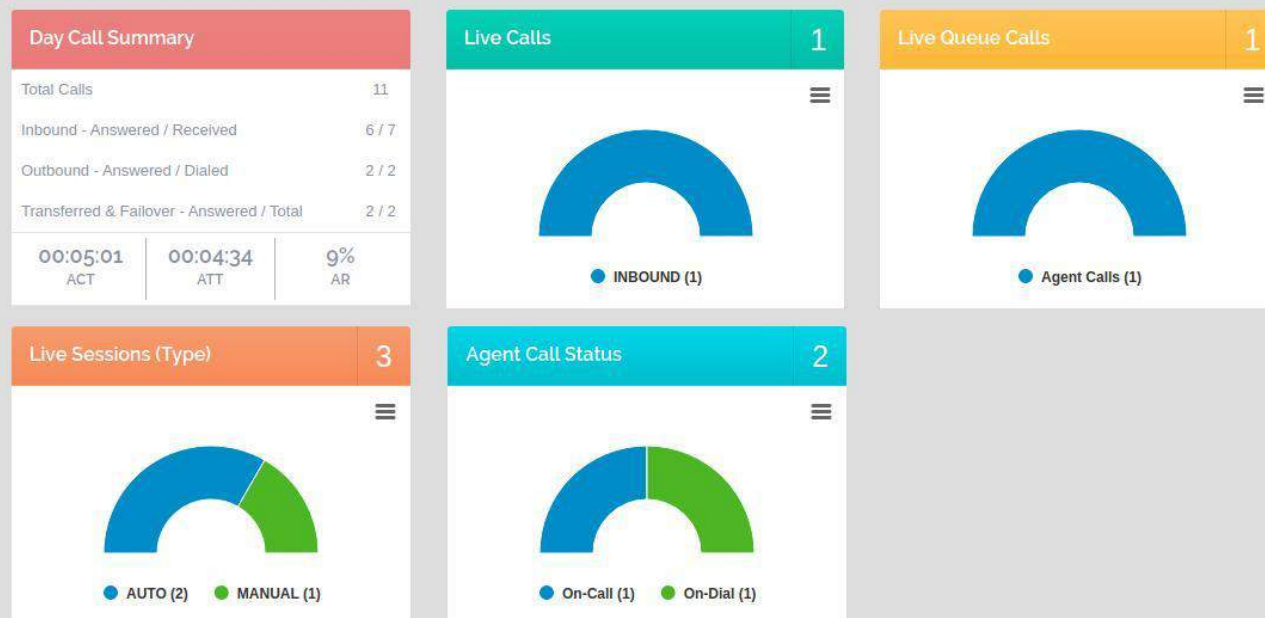
A look under the hood



A look under the hood



A look under the hood



Industries We Cater to



Telecom



Healthcare



Insurance



Hospitality



ISPs



ITSPs



Banking &
Finance



BPO



IT



Education,
and more...



Printing



Betting



Unicef



Here's how UNICEF leveraged HoduCC to overcome organizational challenges

HoduSoft provided UNICEF Afghanistan with its HoduCC – Call Center Software, which addressed the organization's challenges. HoduCC offered auto and predictive dialers that automated the outbound calling process, optimizing operations and productivity. Additionally, HoduCC's IVR & Agent Survey Module automated the feedback and survey processes, reducing the turnaround time of feedback and survey collection by 23%. These solutions helped increase the daily number of calls by 28%. Furthermore, HoduCC comes with real-time analytics and reporting that enables the organization to make faster and informed decisions by generating assorted reports and mapping customer journeys. Since call recordings were unavailable, the software's advanced reporting system provided customizations, live agents and supervisor's dashboards, and real-time reports that increased agent efficiency by 18%. The software's inbuilt WebRTC softphone and call monitoring features facilitated increased efficiency and better productivity of agents while reducing costs by 34%. Lastly, call recordings for inbound, outbound, or transferred calls improved quality assurance and increased satisfaction among mothers whose children were vaccinated, with automated feedback mechanisms.



Credit Pros



Credit Pros achieves higher agent productivity and ROI with HoduCC, a call center software

The Credit Pros, a financial technology company, faced challenges with their call center software, which was complex and not cost-effective. The software had pre-defined functions that could not be tailored to their needs. HoduSoft provided a customized call center software that allowed for higher employee productivity, reduced average talk time, and lower costs. The software enabled over 1,000 concurrent calls, CRM integration, creation of dial routes, callback, and redial rules based on disposition, and faster call handling. The solution deployed by HoduSoft was cost-effective and fully customizable.

Gartner®



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

Advantmed 



Livpure 



 **THECREDITPROS™**

unicef 

Customer Testimonials

Here's what our customers say about us:

The logo for Travelopod, featuring the word "Travelopod" in a green, sans-serif font.

Ankur S.

Overall experience has been good. We have been using it from last a year now and so far experience is fine.



Empirical Testing Solutions

Vinesh M.

The 24 x 7 support provided by the team is incredible. I personally have never seen such a dedicated team who always are focused on customer benefits.

The logo for comnet, featuring the word "comnet" in a blue, sans-serif font.

Alejandro A.

Nice guys, reliable software, reliable customization services, good support services.



Give your customers the experience
they deserve!

Switch to HoduCC today!

Get in Touch !

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