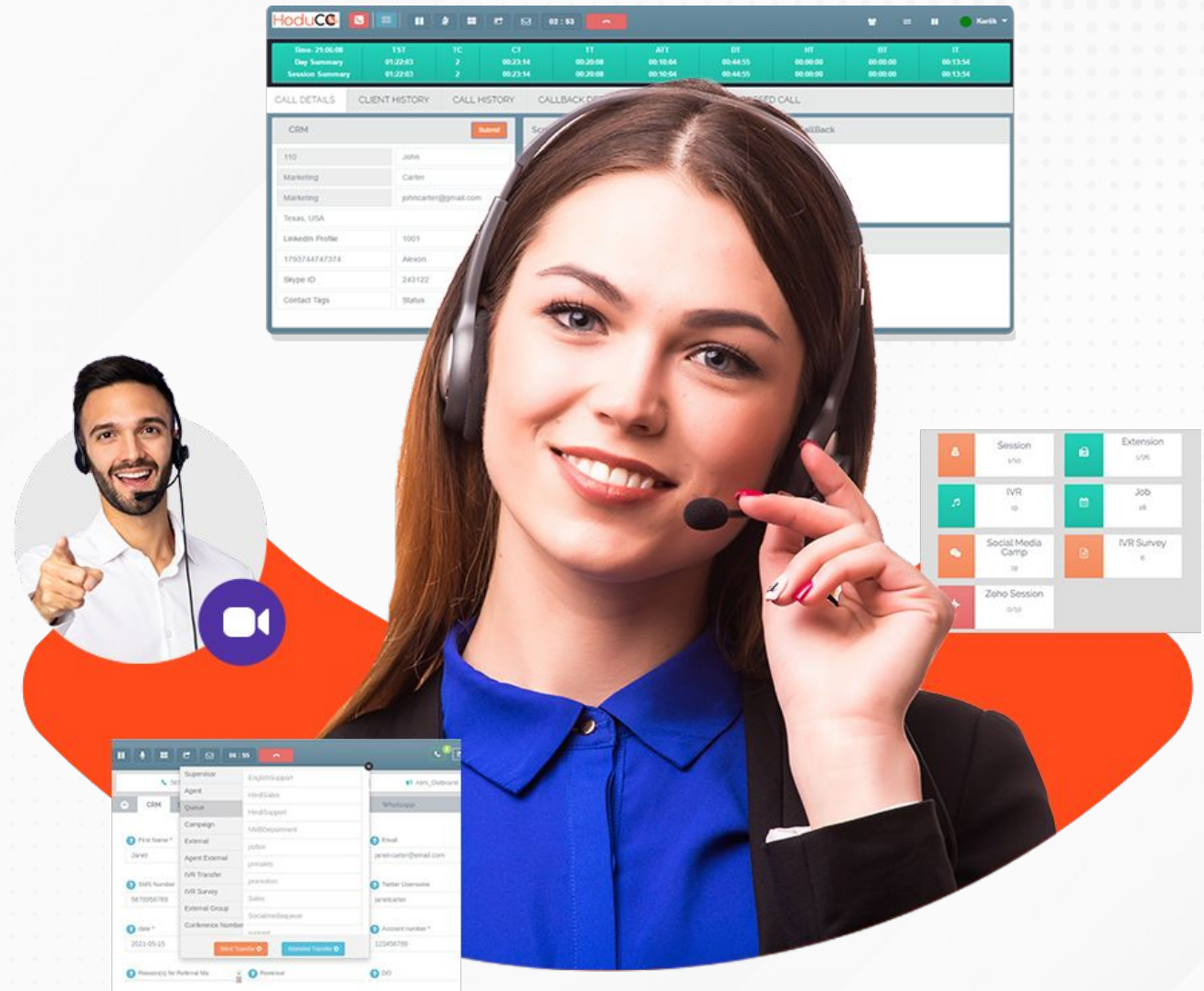




Revolutionize Your Customer Engagement



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

HoduSoft
Redefine Communication

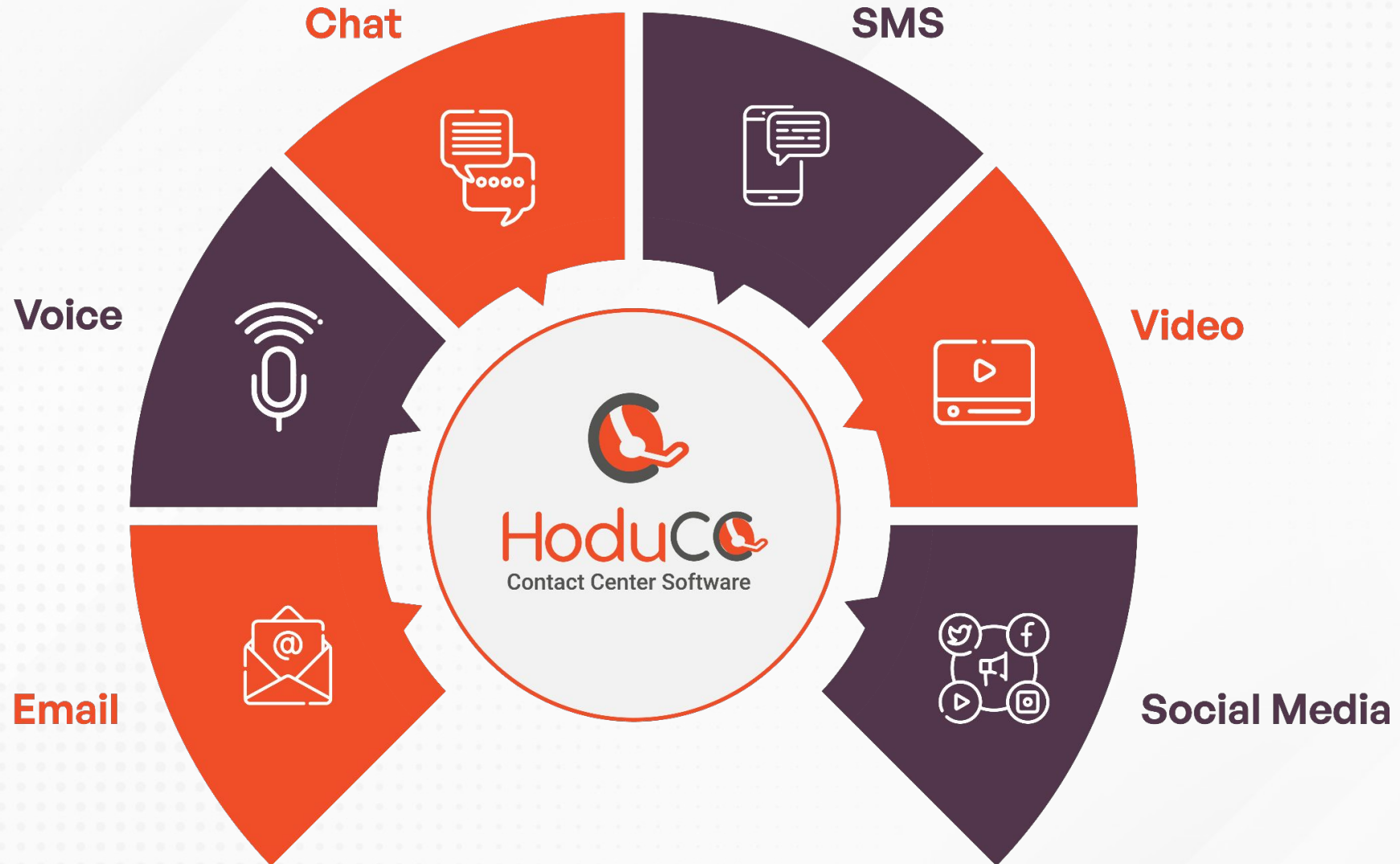


100+

50+

06

and many
more



An omnichannel contact center software packed with numerous features to enable you connect with your customers on their preferred communication channels:



Inbuilt
Webphone



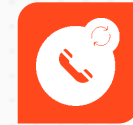
Single-Tenant &
Multi-Tenant



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)

- Dashboard
- Advanced Dialers
 - Predictive
 - Auto
 - Progressive
 - Promotional
 - Preview
 - Manual
- Call Transfer to
 - Agent
 - Queue
 - Supervisor
 - External Number
- Call Conference with
 - Supervisor
 - External Number
 - User Wise Time Zone
 - Real Time Campaign Monitor
 - 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



An intelligent, secure, and agile contact center solution can be delivered on cloud and comes with features to enable agents to work remotely:



Remote Agent



In-Built WebRTC Phone



Call Forwarding to Mobile



Call Bridging



Call Recording



Highly Secure



AI Chatbot



WhatsApp Bot



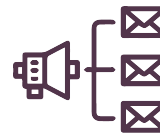
Voice Transcript
(Recording & Voicemail)



Quality Analysis



WhatsApp Broadcasting



SMS Broadcasting

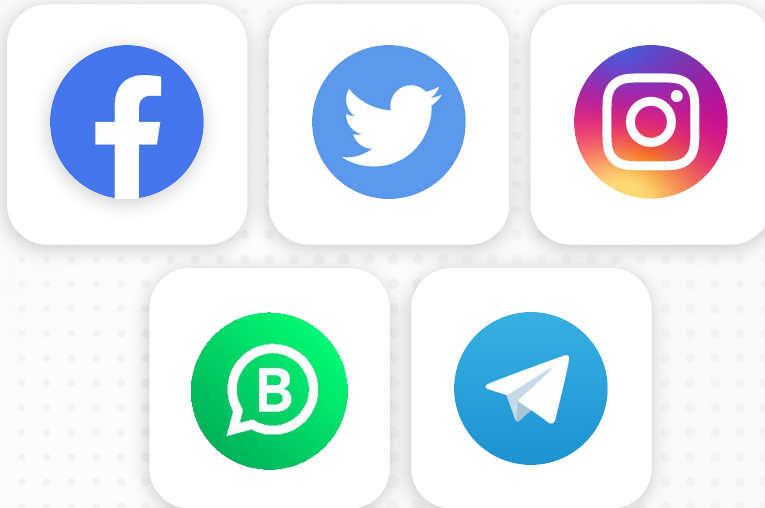


Survey Module
(IVR & Agent)

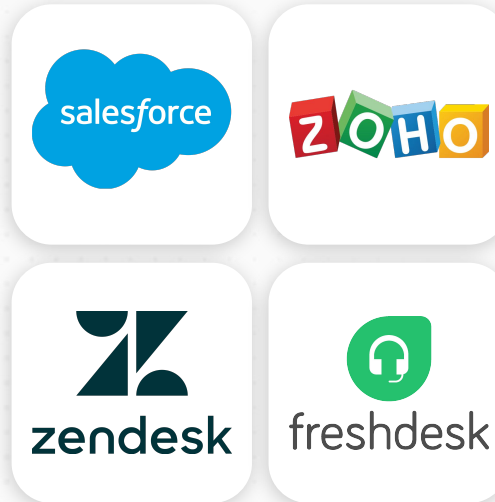
Our customized contact center software supports Social Media, CRM, and SMS integrations that streamlines workflow and boosts agent productivity:



Social Media Integration



CRM Integration

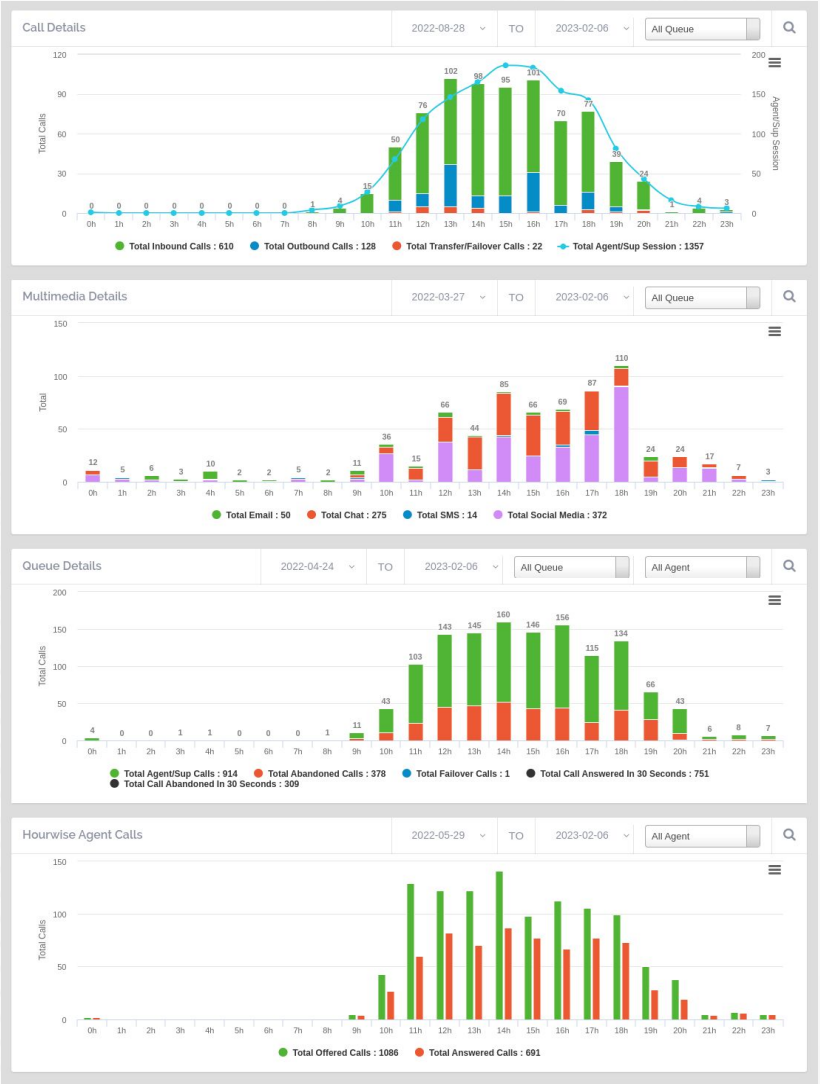
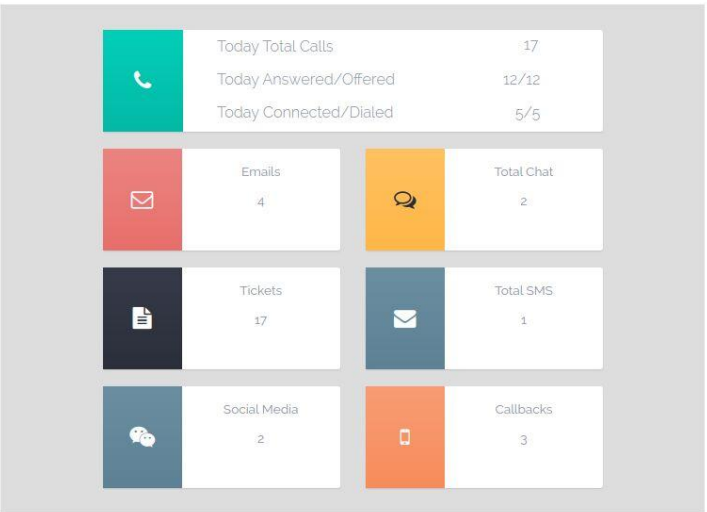
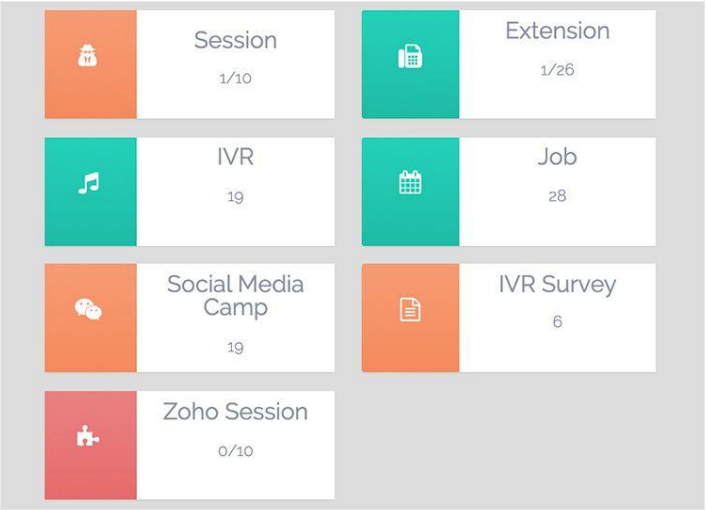


SMS Integration

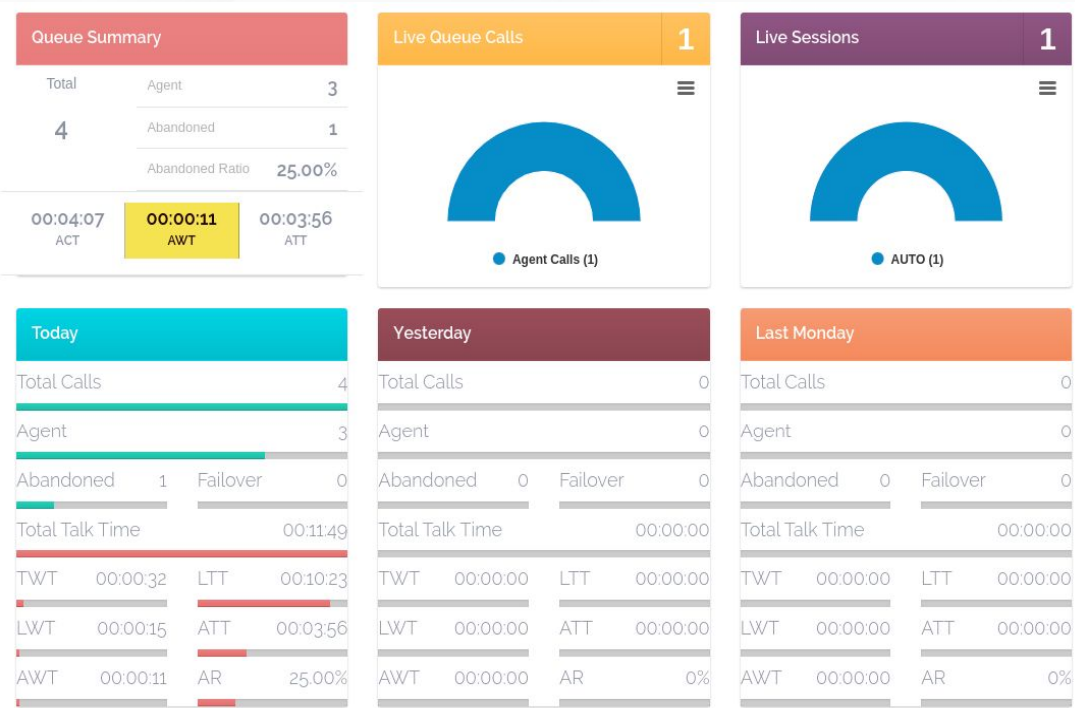


More integrations? We are just a call away!

A look under the hood



A look under the hood



	Ticket ID	Ticket Subject	Agent	Queue	Ticket Source	Status	Disposition
   	TKT-1014189114	Call Issue	Abhishek Agent (abhiAgent)	support	CHAT	OPEN	
   	TKT-1014189113	Demo Ticket	Abhishek Agent (abhiAgent)	support	CHAT	OPEN	
   	TKT-1014189108	Ticket Subject	Abhishek Agent (abhiAgent)	support	CALL	OPEN	
   	TKT-1014189104	/start	Abhishek Agent (abhiAgent)	Sales	TELEGRAM	ASSIGNED	
   	TKT-1014189100	hodusoftindia, see Vivek, Jigna Patel and more in your feed	Abhishek Agent (abhiAgent)	Sales	EMAIL	OPEN	
   	TKT-1014189070	Test ticket	Abhishek Agent (abhiAgent)	support	CALL	RESOLVED	Suggestion-loan2

25

▼

Displaying 1-16 of 16 results.

Industries We Cater to



MSPs



ISPs



ITSPs



System
Integrators



Banking



Healthcare

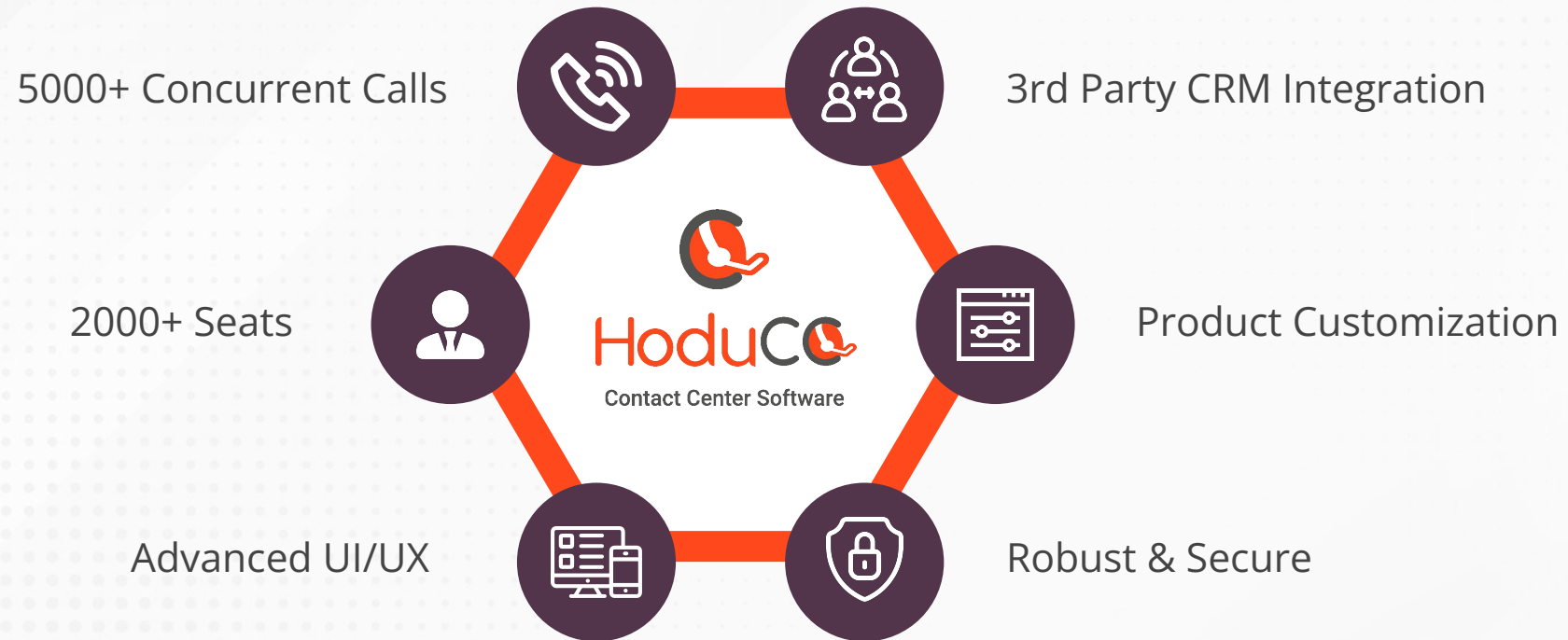


Insurance



Hospital

Get the key to unlock excellence in communication. Optimize call flow processes in your contact center with a software that supports:



2000+ Seats and 5000+ Concurrent Calls through cluster architecture

Our next generation contact center software has successfully helped businesses overcome complex customer service challenges as it:



Centralizes multi-channel communication on a single platform



Allows access to customer interaction history in one place



Ensures appropriate customer support at every touchpoint



Caters to both your business as well as customer needs



Offers seamless customer experience across different channels



Resolves issues faster with response templates & scripts



Comes with an architecture to support failover and scalability



Turaco Insurance



Here's how Turaco Insurance boosts CX with HoduCC, an omnichannel contact center software

Turaco Insurance faced challenges with its multichannel communication system, unclear pricing, and adoption issues. They partnered with HoduSoft to customize their contact center software with essential features, such as an IVR system and omnichannel communication, resulting in a more personalized and efficient customer service experience. HoduSoft helped Turaco Insurance reduce claim settlement time, implement integrated marketing campaigns, and provide fair and transparent pricing, contributing to the company's overall success.



Brother



Brother India elevates CX using HoduCC, an omnichannel contact center software

Brother India faced challenges with their call center workflow, call handling system, and lack of customized support. They partnered with HoduSoft for custom contact center software to simplify workflow, improve call handling and provide personalized support. With HoduCC's API, real-time analytics, and reports, Brother India improved agent productivity and customer experience. HoduCC's efficient call distribution, web chat plugin, and response templates allowed Brother India to handle large call volumes and interact with customers across multiple channels. The software's IVR, call recording, survey modules, and self-service options enabled Brother India to customize their support and improve customer experience. HoduSoft's collaboration empowered Brother India's call agents, connected with customers on preferred channels, and provide personalized customer support.

Awards: Where Excellence Meets Applause





Here's what our customers say about us:



Peter Oriabure

"It is an Omni channel system that includes voice, SMS, chat with comprehensive reporting and analytics tools that have provided us with valuable insights into our call center performance, enabling us to identify areas of improvement and optimize our operations effectively."



Ranjan Sharma

"Hodusoft is an OmniChannel Contact Center with a range of Channels, like voice (Inbound / Outbound / Automated Dialing), SMS, Webchat, Email & Social Media. The internal Mini CRM or customer profile along with the basic ticket management provides a One-Stop Solution for the SMEs when it comes to the Contact Center Solution. About support, the team is always available and excellent in response."



OMNISCIENT FZ LLC
IT CONSULTANTS

Kim Dreyer

"I like how fast agents can use the system. The learning process is very short. It has nearly all the features of the big and complex systems. It is able to get requests customized for a fair price and time. Support team assist very professionally."



Make proactive customer
experience a habit!



Switch to HoduCC today!

Get in Touch !

Address

Head Office India 1403/04,
Shilp Epitome, Near
Infostretch, Ahmedabad,
Gujarat - 380054

Learn more about us

<https://hodusoft.com/>

Write to us at:

sales@hodusoft.com

Call us at

+91-886-672-8362

+1-707-708-4638

