



Xima CCaaS is a scalable and customizable contact center solution that provides a smooth experience for your agents and customers. Integrating harmoniously with UCaaS solutions, Xima CCaaS provides easy-to-use IVR options, skills-based routing with a callback assist system that has cradle to grave reporting, as well as customizable wallboards and reports to ensure you can manage your business with ease and confidence!

Request a demo or learn more by visiting [xima.cloud](http://xima.cloud)



## Contact Center Voice Agent

Contact Center Voice Agent is the core license of Xima CCaaS. Concurrent licenses allows you to scale the solution based on your needs and usage. It provides agents and supervisors the tools necessary for both on-premise and remote workers. Provide your customers with the flexibility they need with the IVR, skills-based routing, and callback assist.

Feature	Description
<b>Skills-Based Routing</b>	Route your calls to the best available agent using our different routing algorithms including most idle, circular, linear, and Intelligent Highest Skill First.
<b>IVR Call Flows</b>	Provide time-based routing options, customer input options, redirect on timeouts, or overflows.
<b>Queue Callback (Callback Assist)</b>	Instead of waiting in the queue or having your customer get abandoned by long wait times, the customer may choose to have the system hold their place in line and call them back when it's their turn. This can be referred to as callback assist.
<b>Supervisor Control</b>	Manage your agents by determining their skill level, easily add agents to other skills, transfer priority customers out of the queue to available agents, and place agents into an active, DND, or logout state.
<b>Contact Center Agent Client</b>	A web-based interface that provides a single pane of glass to the agents. The agents can tag important information about the call by using notes or pre-defined call account codes. They can select busy reason codes to manage their break time.
<b>Realtime Wallboards</b>	View your KPIs, agents, and queues in real time. Customize the wallboards or select from a large number of template wallboards. Receive real time alerts via email, SMS, or send pop screen messages to your agents when a threshold is hit.
<b>Historical Reports</b>	Report on the values that matter to you and your business. Use one of the pre-defined reports, easily create your own, or view in Cradle to Grave to see the full customer experience. Schedule the reports to run when you need them.
<b>Salesforce Integration</b>	Embed the Contact Center Agent Client directly into Salesforce and provide your agent screen pop or click to dial directly within Salesforce.
<b>APIs</b>	Every company is unique, as are their requirements. With our APIs, you can easily integrate historical and real time data with your CRM or custom build application.

# Contact Center Web Chat Agent

When visiting your website, customers can chat with a live contact center agent based on which web page they are visiting. You can also customize greetings, messages, and the look of the web chat interface. By integrating directly with Xima CCaaS, the chats will route to the appropriate agent using the skills-based routing algorithms.

Feature	Description
<b>Skills-Based Routing</b>	Route your chats to the best available agent using our different routing algorithms including most idle, circular, linear, and Intelligent Highest Skill First. Allow agents to handle multiple chats at once.
<b>URL Mappings</b>	Map different URLs within your website to the appropriate skill group and agents.
<b>Templates</b>	Provide your agents with a list of predefined templates to speed up customer resolution.
<b>Contact center Agent Client</b>	A web-based interface that provides a single pane of glass to the agents. The agents can tag important information about the call by using notes or pre-defined call account codes. They can select busy reason codes to manage their break time.
<b>Realtime Wallboards</b>	View your KPIs, agent state, and chat wait times. Customize the wallboards or select from a large number of template wallboards. Receive real time alerts via email, SMS, or send pop screen messages to your agents when a threshold is hit. View both call statistics and chat statistics within the same wallboard.
<b>Historical Reports</b>	Report on the values that matter to you and your business. Use one of the predefined reports, easily create your own, or view in Cradle to Grave chat details to see the full customer experience. View the chat log to ensure your agents are handling the customers as you would expect.
<b>APIs</b>	With our APIs, you can easily customize the chat UI to match the look and feel you wish to present to your customers.

## How We Integrate



Xima CCaaS is hosted in Google Kubernetes. Your customer's instance will be installed and configured in the closest geographical google data center. It registers using SIP handsets from the UCaaS system, which is exciting for a few key points.

1. Uniform dial plan. No additional toll charges with Xima CCaaS.
2. Your agents use whatever phone they are accustomed to on the UCaaS platform.
3. Internal calls between your call center agents and office staff are fully supported.
4. The call never leaves your UCaaS platform.

