

EXPAND OMNICHANNEL & CUSTOMER JOURNEY SOFTWARE



- **Your customers need to**
- **contact you in many ways...**
- **Do you take the**
- **opportunity to respond as they deserve and does your message resonate with them?**

Integrate telephony and digital channels

Earn visibility into interactions with your customers

Be able to react to changes

Grow in a more economical and simple way

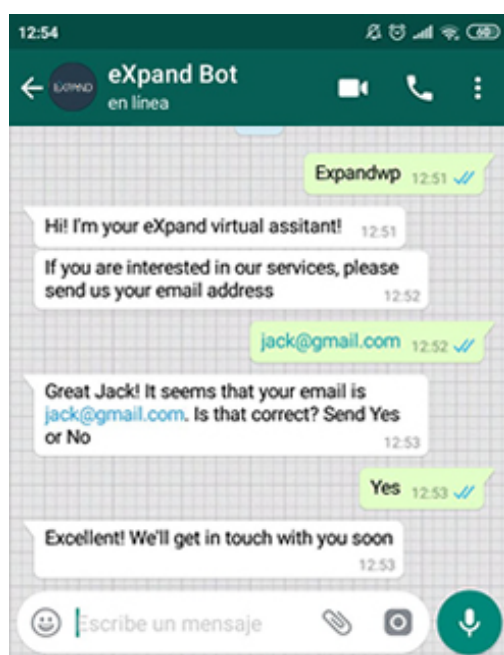
Beat the competition

OMNICHANNEL
360 VISION
AUTOMATISMS

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What is eXpand?

eXpand Omnichannel Customer Journey Software unifies, controls and enriches the communication experience with the final customer by integrating telephony, digital channels as well as automatisms (Bots, AI, IVR, CTI, etc.) and offers visibility of the interactions with each client through the different contact channels.

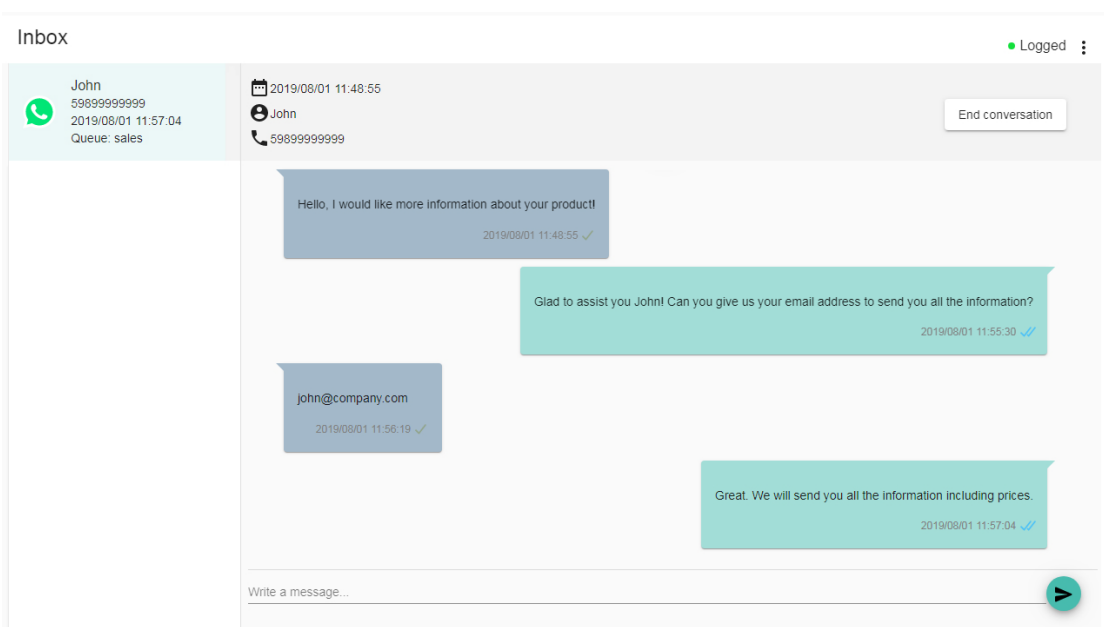


360 VISION AND AUTOMATISMS WITH LOWER COSTS



In addition, you can create automatic campaigns to send WhatsApp, SMS or make calls, conversations that can be then transferred to a digital channel agent to continue with the personalized attention.

It is more affordable and efficient than its legacy counterparts, since what others implement with several manufacturers, eXpand manages to integrate into a single software; non-technical users are able to configure it easily using a Web interface, allowing them to adapt the operation of their business swiftly and independently.



Modules

eXpand Channels include complete modules which improve the start-up of your organization or company.



Omnichannel Outbound Campaigns

With **WhatsApp** you can manage outbound campaigns and receive customer messages using a company landline or mobile number certified by WhatsApp. Each chat can be automatically processed by virtual agents (Bots) or transferred to an eXpand agent.

You can also manage **automatic call campaigns**, with monitoring and access to reports in real time. Create surveys or personalized notifications, which can be then referred to an agent to continue with the call. You can also send emails or SMS after each contact.

Finally, eXpand allows to send massive SMS which can be customized through databases in csv format or through API.

Facebook

Respond to your Messenger (Fan Page) customers by using Bots or eXpand agents, keeping the history of each chat, with supervision of chat agents and access to reports.

Virtual Agent

Automate the attention of your customers by implementing Bots for digital channels or cognitive IVR in telephony.

Improve the user experience by offering the same virtual agent flows on different channels.

Modules

Call Center In/Out

Manage your Call Center, join in calls (listen or whisper) in real time and monitor it through the web. Monitor the status of your agents, customer service queues and service ratios. Access to complete activity reports including calls, queues and agents.

PBX

Join or replace legacy systems (Avaya, Cisco, Nortel, Nec, Siemens), saving costs but with greater flexibility and functionality.

IVR + IVR Web Designer

Create traditional or cognitive IVRs for your customers' attention, with contact options that lead to extensions, call center queues or self-management services.

By using the IVR Web Designer you can create automated attention mechanisms, with the possibility of setting different types of flows and making changes instantly.

Customer Experience

Improve the customer experience by displaying to the agent the information that the company has stored in its CRM, ERP or database, making the difference between a traditional service system and a true communication tool.

Schedule events, for example, plan your business hours or activate emergency attention mechanisms, defining when and how each one should occur, whether unique or repeated in time.

PaaS

Use the eXpand API to control our platform from other systems. We offer a wide range of Web Services to implement this type of service.

Why eXpand?

WITHOUT EXPAND

The **BUSINESS** is **HOSTAGE** of **TECHNOLOGY**
OMNICHANNEL = MULTI MANUFACTURER = **MULTI PROBLEM**
Expensive, slow, rigid, complex and **dependent** on manufacturers

WITH EXPAND

TECHNOLOGY is **HOSTAGE** of the **BUSINESS**
Controlling and **Adapting** the operation **Instantly** is key to subsist
OMNICHANNEL = ONE MANUFACTURER = **MULTIPLE BENEFITS**
+economical, +agile, +flexible, +simple, integrated and
independent of the manufacturer

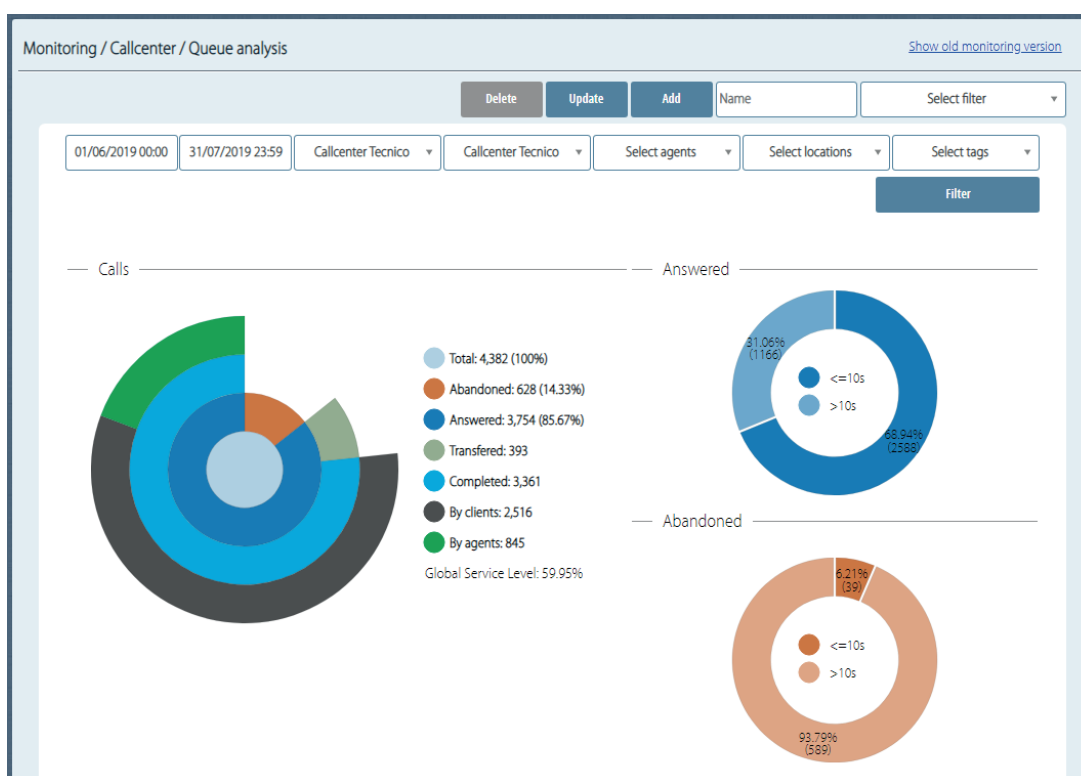


Installation On Premise or in the Cloud

It is installed in a few hours, either On Premise or in the Cloud; **it can be integrated with Legacy products (Avaya, Cisco, NEC, etc.) or replace them**, offering more features, greater flexibility and same availability with lower expenses and investments.

Our support service is provided by expert technicians and engineers, 24 hours a day, 365 days a year.

We have clients in Latam in the **Telcos & Cable TV, Financial & Insurance, Health, Consumer, Tourism and Education** sectors.



Benefits

- Integrate telephony and digital channels
- Automate, reduce costs and increase your income
- Earn visibility into interactions with your customers
- Manage centralized or distributed organizations
- Manage independently of the manufacturer
- Reduce investments and expenses
- Grow in a more economical and simple way
- Take advantage of mobility and remote work
- Gain security and be auditable
- 24x7 support
- On Premise or in the Cloud

Connection with Webservices

You can connect with our APIs to develop complex integration systems in order to enhance your Call Center services, WhatsApp,

Automatic Dialer, reports, agent status and automatic responses, among others.

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