CLOUD BASED SOFTWARE

Work Without Walls.

From your contact center in the clouds.

FleCX

FLECX

Weather Any Storm From Your Contact Center In The Cloud.

Are unplanned disruptions hurting your customers?

There's a big blue sky waiting just beyond the storm with FleCX, our cloud-based platform for fast, customer-focused interactions. Futureproof your business against the unexpected—and deliver excellence from anywhere—with ibex Contact-Center-as-a-Service.

Deliver quality CX from anywhere

With just a laptop and an internet connection, agents provide personalized, real-time, omnichannel interactions.

Recruit top agents

Access an expanded talent pool with a relentless focus on driving customer delight, no matter their location.

Save money, boost productivity

Transition away from the high costs, low reliability and information siloes of on-premise hardware and software.

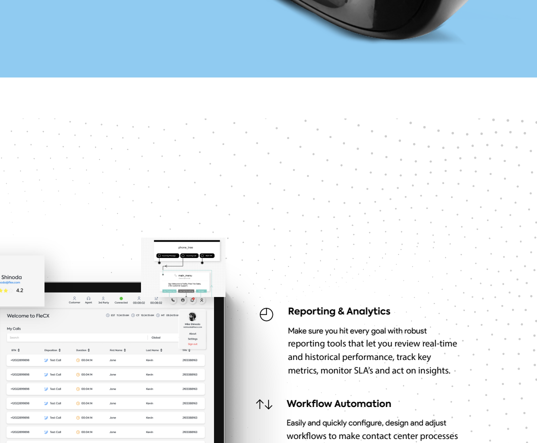
Launch faster

Need an even lighter installation? Get agents up and running in a few clicks with the FleCX Chrome Extension.

Deliver standout experiences from anywhere.

Immediate answers, pain-free resolutions, a smooth customer journey and friendly service. It's what today's customers expect from your brand. But your legacy system can't keep up.

Say hello to FleCX, a cloud-based platform for creating satisfied customers. With everything you need to make CX your competitive advantage, FleCX is an end-to-end solution that boosts your productivity, efficiency and cost savings—all from a single platform.



FLECX

Fuel capacity, not complexity.

Agent Dashboard

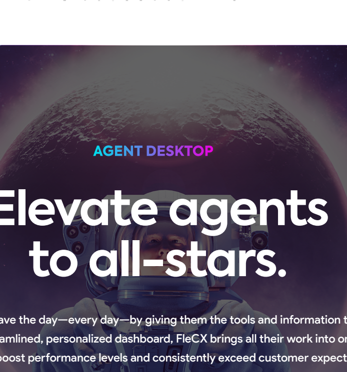
Say goodbye to screen toggling. Agents can track and perform their many omnichannel tasks in one intuitive screen resulting in optimized call times and improved agent + customer engagement.

Supervisor Dashboard

Stay on top of agent performance and empower supervisors to easily monitor, support and coach across channels in real time by monitoring agent KPI's including calls in queue, agent state, wait times, campaign status etc.

DialPad

FleCX Dialpad makes it easy for agents to consult, conference, transfer, hold, toggle, cancel, mute, send an SMS or manually call at the click of a button from a unified number.



Reporting & Analytics

Make sure you hit every goal with robust reporting tools that let you review real-time and historical performance, track key metrics, monitor SLA's and act on insights.

Workflow Automation

Easily and quickly configure, design and adjust workflows to make contact center processes more efficient, ensure highly accurate forecasting and optimized agent scheduling.

CX Feedback

Be proactive and measure how your customers feel post interaction with multi-modal, mobile-ready CX surveys that help you reflect and continuously improve.

AGENT DESKTOP

Elevate agents to all-stars.

Help agents save the day—every day—by giving them the tools and information to excel. Through a streamlined, personalized dashboard, FleCX brings all their work into one place, helping you boost performance levels and consistently exceed customer expectations, whether agents are at home or in the office.

- Support agents with step-by-step processes and prescribed questions to guide discovery and upsell.
- Track key performance indicators for customer interactions.

WORK FROM ANYWHERE

Agents, make yourselves at home.

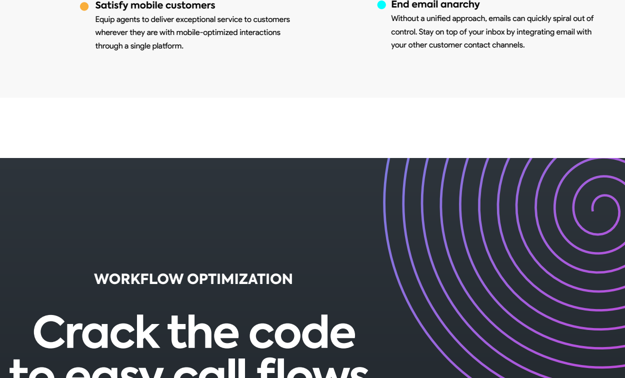
Employee attraction and retention is more competitive than ever. Hire the best candidates by giving them the freedom to work at home. Happy at-home agents are 30% more likely to stick around—and they're more motivated, too. That's good news for your brand and your customer satisfaction.

- Expand your talent pool of qualified agents to anywhere and everywhere.
- Give agents, supervisors and administrators easy access to all the tools they need through their web browser.
- Build agent awareness and accountability by giving them access to their performance metrics and direct customer feedback.

OMNICHANNEL CX

Delight customers across channels.

Deliver on every customer need, on the channel of their choice. FleCX omnichannel capabilities help agents provide personalized interactions in real-time, wherever and however customers prefer to connect. Empower agents to switch seamlessly between channels through a central interface for a unified, digital-first experience.



Channel the power of chat

Chat is the preferred contact method for most customers. Help agents engage customers through live chat interactions across web, SMS and social media channels.

Satisfy mobile customers

Equip agents to deliver exceptional service to customers wherever they are with mobile-optimized interactions through a single platform.

End email anarchy

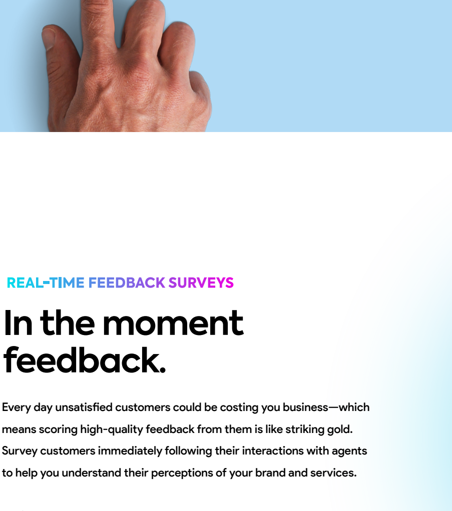
Without a unified approach, emails can quickly spiral out of control. Stay on top of your inbox by integrating email with your other customer contact channels.

WORKFLOW OPTIMIZATION

Crack the code to easy call flows.

Design, build and deploy compelling customer journeys with a few quick clicks—and no code required. Through an easy-to-use interface, FleCX enables non-technical employees to create intelligent, context-driven IVR flows for a friction-free customer experience.

- Intuitive interface that's easy to set up and use



CRM INTEGRATION

Integrate Intelligence.

Easily connect to information from third-party applications, including your CRM, to improve and optimize routing decisions. Determine customer intent, ensure callers are matched with the appropriate agents, and empower your people with the customer information they need to deliver highly personalized experiences.

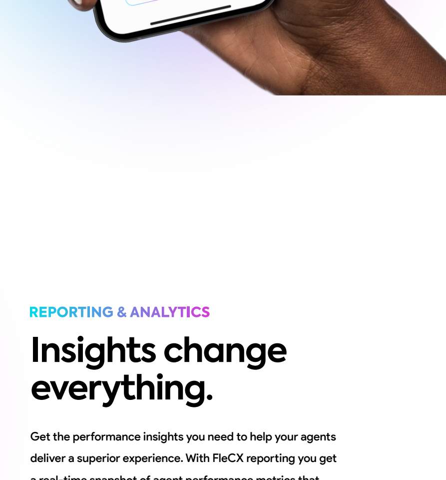
- Integrate with your existing CRM systems, including Hubspot and Salesforce

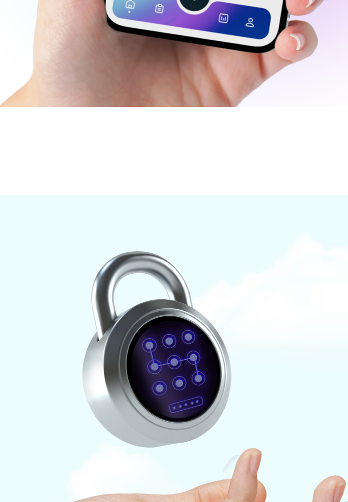
REAL-TIME FEEDBACK SURVEYS

In the moment feedback.

Every day unsatisfied customers could be costing you business—which means scoring high-quality feedback from them is like striking gold. Survey customers immediately following their interactions with agents to help you understand their perceptions of your brand and services.

- Collect quantitative and qualitative data you can act on right away
- Gain deeper insights with unlimited responses for broad statistical variables
- Deliver a unified brand experience through custom colors, logo and URL

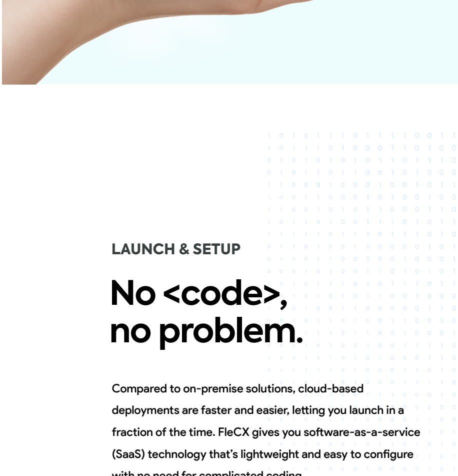




REPORTING & ANALYTICS

Insights change everything.

Get the performance insights you need to help your agents deliver a superior experience. With FleCX reporting you get a real-time snapshot of agent performance metrics that keeps you on top of KPIs and helps you improve every customer interaction.



SECURITY

Stay up and running securely, 24/7.

Without the right security protocols and technology, having at-home agents can put your customer and enterprise data at risk. FleCX provides highly reliable and secure cloud architecture, industry-standard internet protocol technology, and 100% guaranteed uptime to keep your contact center running securely around the clock.

- Get multi-factor authentication and identity management that aligns with your organizational security standards
- 100% uptime SLA ensures your calls are always safe, secure and crystal-clear

LAUNCH & SETUP

No <code>, no problem.

Compared to on-premise solutions, cloud-based deployments are faster and easier, letting you launch in a fraction of the time. FleCX gives you software-as-a-service (SaaS) technology that's lightweight and easy to configure with no need for complicated coding.

Choose from two setup options:

Setup as a service

Leave it to our experts to get you set up quickly and easily and capture the entire process, so you have end-to-end documentation of your program setup.

Self-service setup

Easily configure, set up, and manage your cloud contact center, with no technical knowledge or skills required.

LAUNCH & SETUP

Lift off flawlessly.

Take advantage of a lighter installation and connect to your CX platform on any device with our browser extension. Add the security, privacy and access of FleCX CX VPN services to your Google Chrome browser, with no need to install or run separate software.

Download the FleCX Chrome extension from the Chrome Web Store

By Syncing Chrome extensions across all devices, you always have access to all the data you need, no matter where you're working

Two-factor authentication heightens security and reduces risk