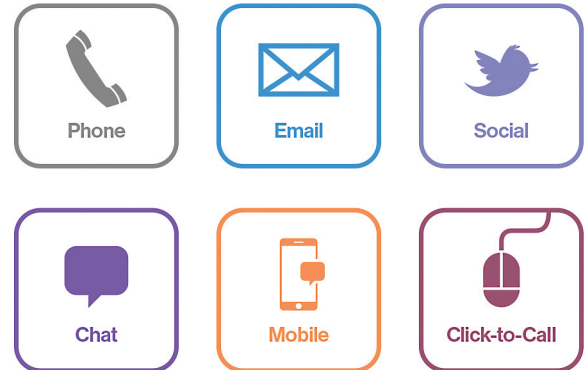


Multichannel Cloud Contact Center

Leveraging business insight across all channels to deliver optimized customer engagement and improved operational efficiency.



The Business Challenge

Customers demand a seamless experience regardless of their channel preference. In response, companies are struggling to implement contact center solutions that enable them to engage with customers in ways that are flexible, effective and affordable. The patchwork of legacy systems and new SaaS solutions that many companies have today, results in a lack of unified insight into their business. Organizations are unable to effectively scale to meet business demand, and the prospect of facing security or compliance issues create constant fear. At Platform28, we work with enterprise customers, Tier1 US telcos and government agencies to effectively solve these problems.

Single Elegant Interface. Powerful Business Intelligence. True Open Architecture.

- Multichannel contact engagement
- Deep integration with Salesforce™ and other leading CRM systems
- Self-service Business Intelligence
- Integrated Agent Desktop
- Speech Analytics
- Workforce Optimization
- Multichannel Recording
- Workforce Management
- Open Architecture via single API

The Platform28 Solution

Platform28 delivers a multichannel, high availability (99.999%) cloud contact center platform that connects agents and customers via voice, email, SMS, chat and social media. Organizations use Platform28's open architecture to solve the usability and integration challenges of premise-based systems and other hosted solutions. Platform28 leverages open standards and a REST API that enable straightforward integration with existing business systems, web applications, and legacy systems. Platform28 security standards use data encryption and data separation layers to meet the most stringent post-Snowden standards. Delivery options include public cloud, private cloud, and hybrid models. Platform28 supports customers with the most demanding scalability requirements, with current implementations for customers with 50,000+ active users.

Intuitive Administration

- Platform28 uses a multi-tenant role-based architecture that allows users to only see the features they need or those they have permission to use.
- Supervisors easily monitor and coach.
- Agents and executives have a customized view of the enterprise.
- The user interface and logical naming conventions allow non-technical users to easily administer the system and make changes in real-time.

Streamlined Agent Experience

- Intuitive agent interface enables unification of disparate data sources and elimination of multiple screens.
- Agents easily manage all channels, including voice, chat, email, SMS and social media.
- Integrated softphone, scripting, and contact lists.
- Complete PBX functionality.
- Desktop features can easily be embedded in 3rd party applications via API.

Tight Integrations

- Deep integration with Salesforce™ and other leading CRM systems.
- Open architecture and REST API enable rapid integration.
- Agent Desktop with REST API delivers more efficient agent experience.
- Data encryption and data separation layers ensure compliance with FISMA, PCI, HIPAA.

Powerful Business Intelligence

- Provides real-time business intelligence across the entire platform.
- Personalized dashboards by role and user.
- Simultaneous aggregation and display of Platform28 system data and customer data sources.
- Readily integrates BI within customer systems.

About Platform28

Platform28 offers an easily customizable Communications-as-a-Service (CaaS) solution to contact centers that need a comprehensive, highly scalable communications platform. Platform28 serves enterprises, Tier1 carriers and government agencies with a platform that supports 150,000 active users and 600,000,000 interactions monthly. Platform28 delivers powerful business intelligence, true open architecture, absolute security and real scalability.

Interested to find out more? Contact us at info@platform28.com or find us at www.platform28.com