



NGNCloudComm
Complete Contact Center Management



Provide true Omnichannel experiences

Communicate via Phone, Email, Chat, SMS Text, Web Forms, Social Media Channels, and Video*!



Be Secure and Compliant

Whether you need to be TCPA, HIPPA, PCI or any other compliance, our multi-instance secure cloud based servers are deployed where each customer is physically independent from any other customer. Your needs and security are our main priority.



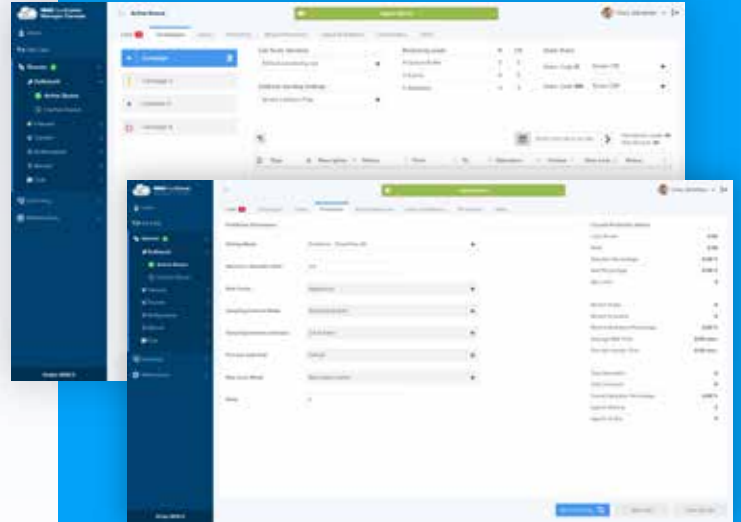
Build Your Own IVRs

With our user friendly drop and drag interface any user can build powerful IVRs without any programming experience.



Apply custom business rules

NGNCloudComm allows you to fully control how inbound calls are routed and queued while also managing how outbound calls are scheduled and assigned. Email, chat, SMS text and social media messages are treated like voice interactions giving you the same powerful IVR and business rules applications to route, schedule, and queue all communications.



Responsive User interfaces

Web Based User friendly interfaces that works on multiple devices (PCs, tablets, mobile phones, etc.).



Run custom reports

In addition to our more than 30 built in reports you can customize additional reports to pull and analyze the exact data you need for your Contact Center.



True Blending

Agents can handle every communication channel from the same platform with our native blended environment. No need for agents to remember multiple usernames and passwords or time wasted logging in and out of different software to handle multiple channels of communication like phone to chat to email etc.



Support any Language You Need

TTS and Speech Recognition support for Azure, Google and Amazon voices and languages.

Deployed Your Way

Regardless of the deployment method, our solution is the same! NGNCloudComm can be deployed in the Public Cloud (Azure, AWS, Google, etc.), Private Cloud, On-Premise, or Hybrid!



In the Cloud



Hybrid



On Premise

