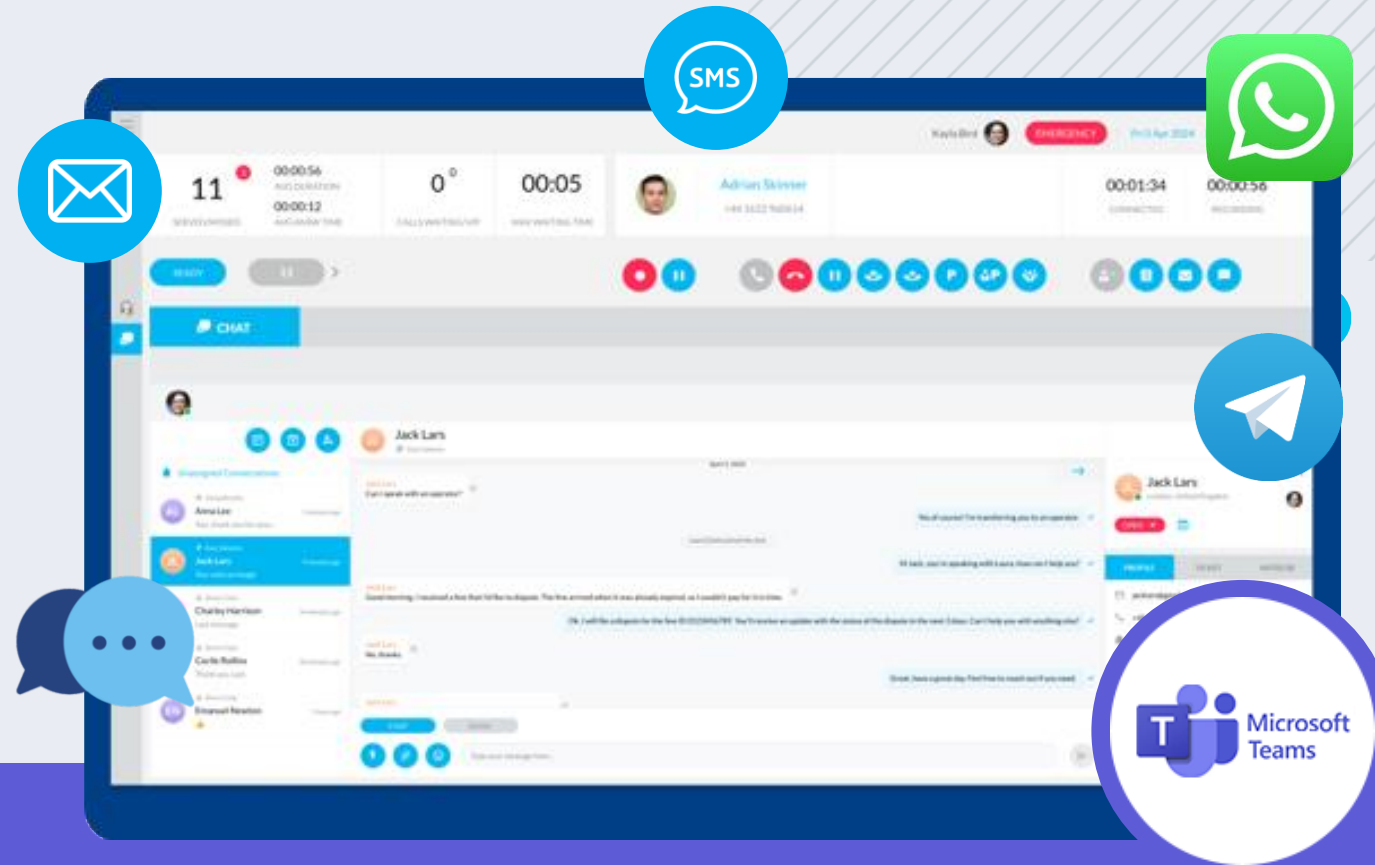


Imagicle Contact Center.

The omnichannel solution you need for Microsoft Teams.



Agent Workspace

An omnichannel console for seamless customer engagement across voice and digital channels.



Supervisor Workspace

Real-time control of agents and queues for quick intervention.



AI Virtual Agents

Automate voice and digital conversations, with self-learning AI powered bots.



Analytics and insights

Understand, handle, and evaluate all your interactions.



Performing, intuitive and... **CERTIFIED!**



Microsoft 365 Certified

Security and Privacy

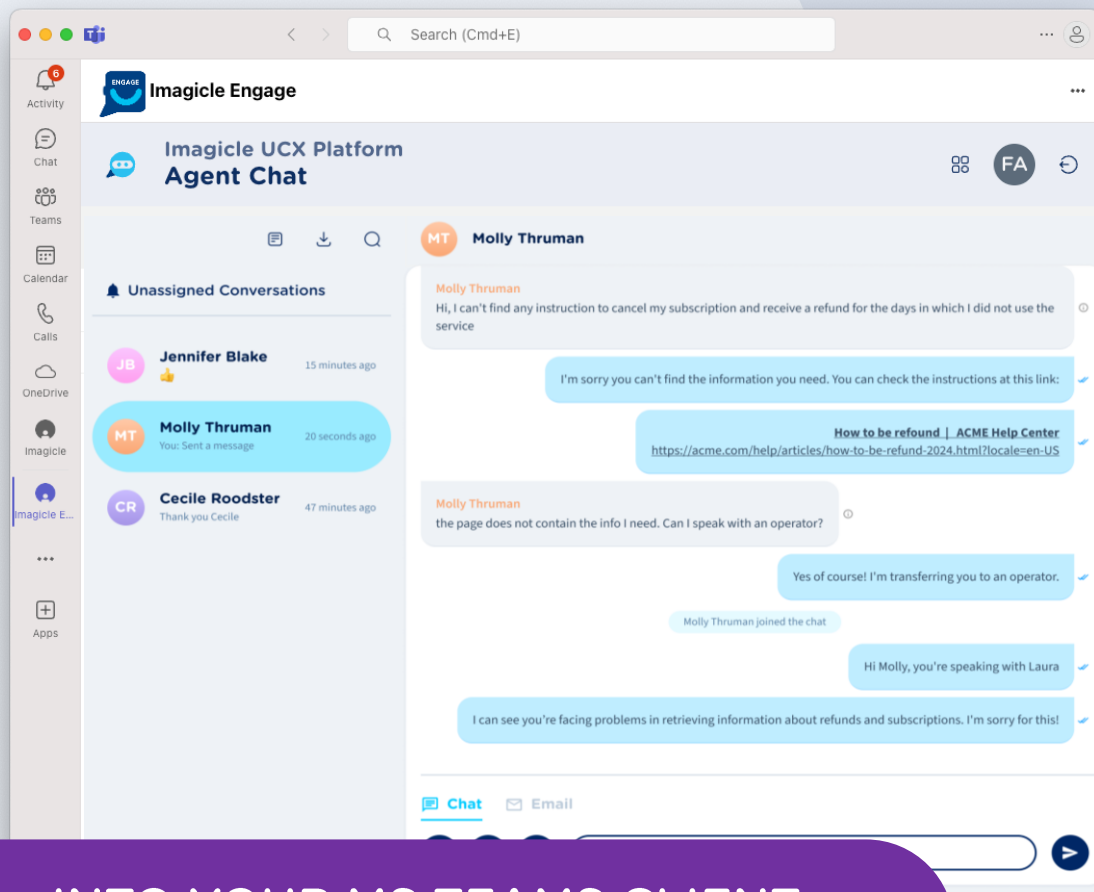


Solution certified for
Microsoft Teams

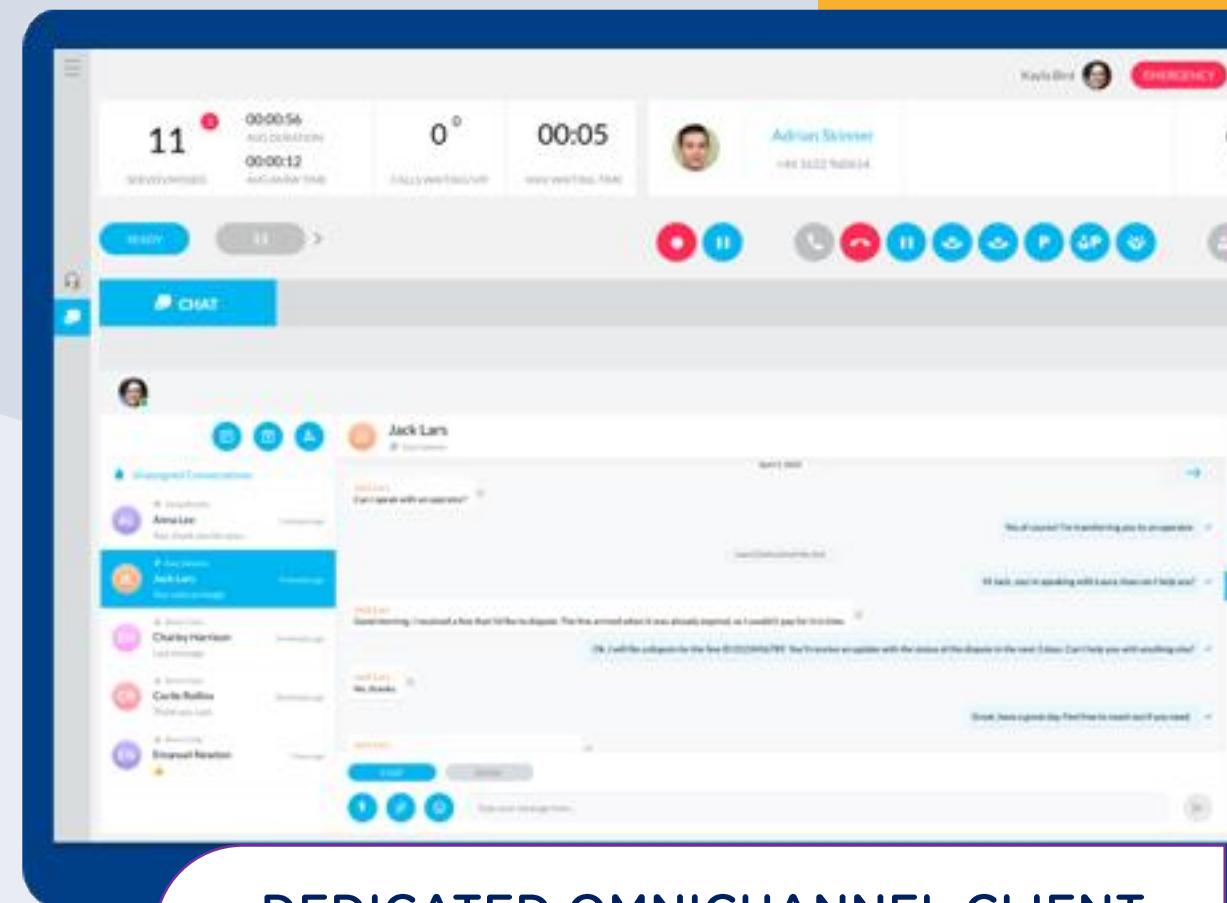
Functionality

<https://cloudpartners.transform.microsoft.com/contact-center-solutions>

2 different agent workspaces.



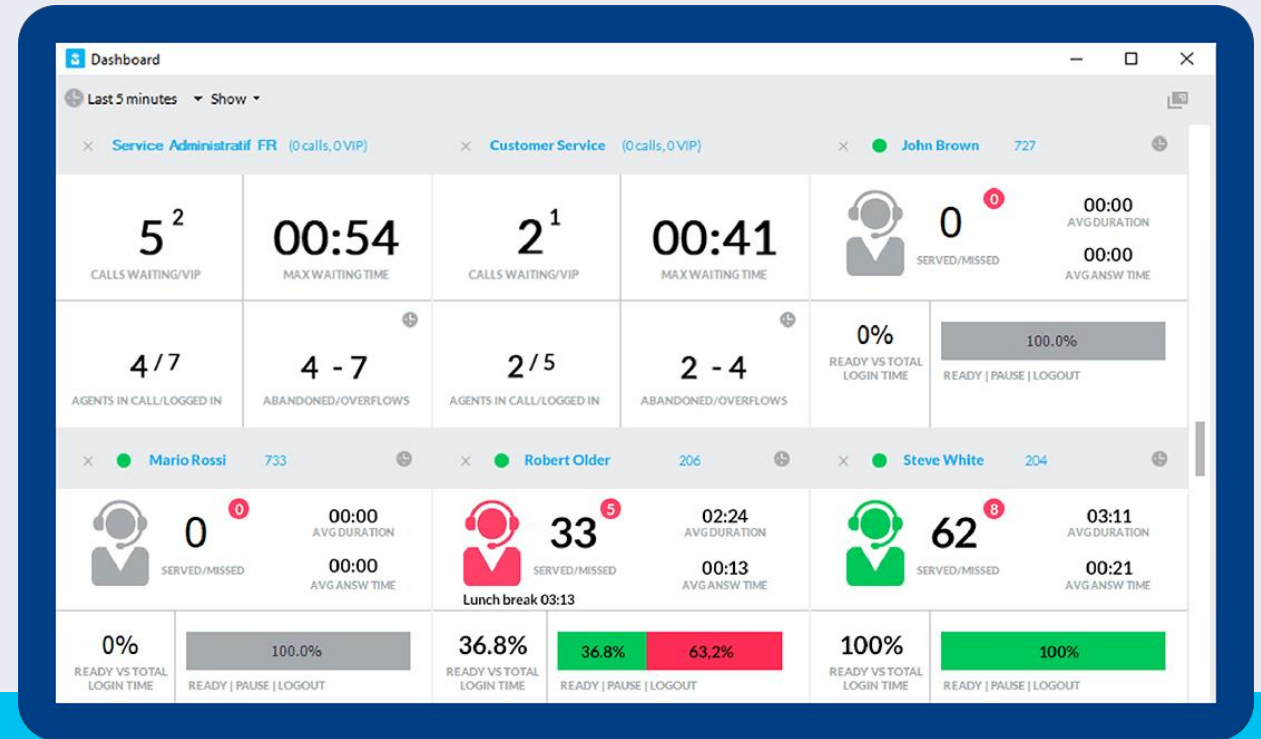
INTO YOUR MS TEAMS CLIENT
To add digital channel to your MS Teams client.



DEDICATED OMNICHANNEL CLIENT
To welcoming customers through voice and digital

Essential data and tools for supervisors.

Measuring performances of your customer service has never been easier.



ALL UNDER CONTROL

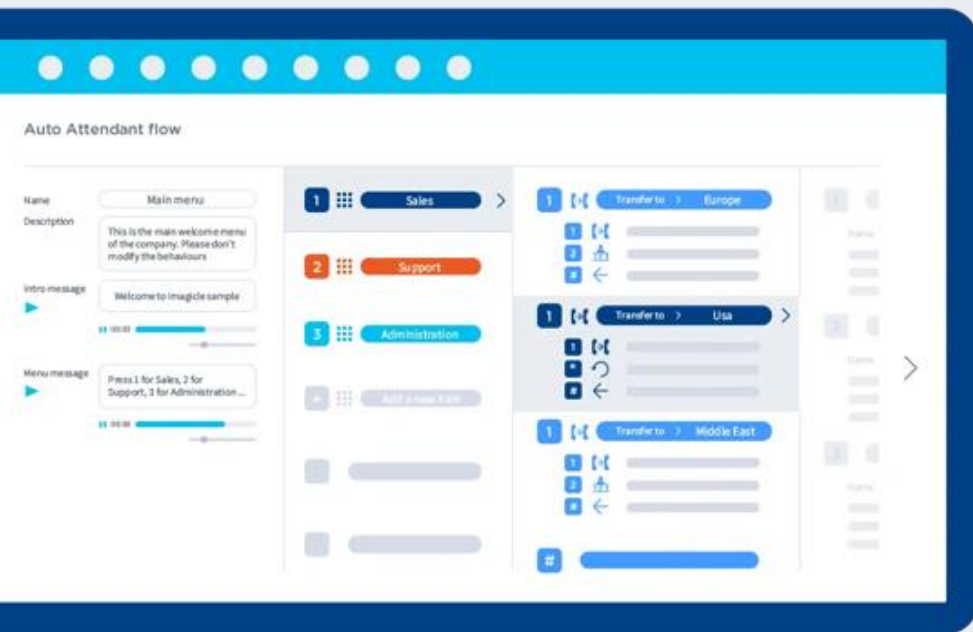
A complete and up-to-date control of agents and queues so that you can intervene in the event of a disruption. Plus, a full set of historical reports ready to use.

EASY SELF-SERVICE MANAGEMENT

Easy to set up and modify, in-office and remotely, allowing anyone to manage the ACD-IVR service without IT.

THE QUALITY ASSURANCE ALLY

Divide users into relevant groups and leverage aggregate data from the dashboard to know at a glance how agents are performing and how sentiment changes overtime..



Imagicle Advanced Queueing and Auto Attendant

Easily create call flows with customized voice prompts and transfer calls easily to available operators and agents.

Customized welcome greetings.

The first impression is crucial for your business. Greet customers with a warm, personalized message that you can upload in mp4 format.

Fast & smart queue management.

Flexible and powerful queue configuration leveraging several distribution algorithms, providing a fast, reliable service 24/7.

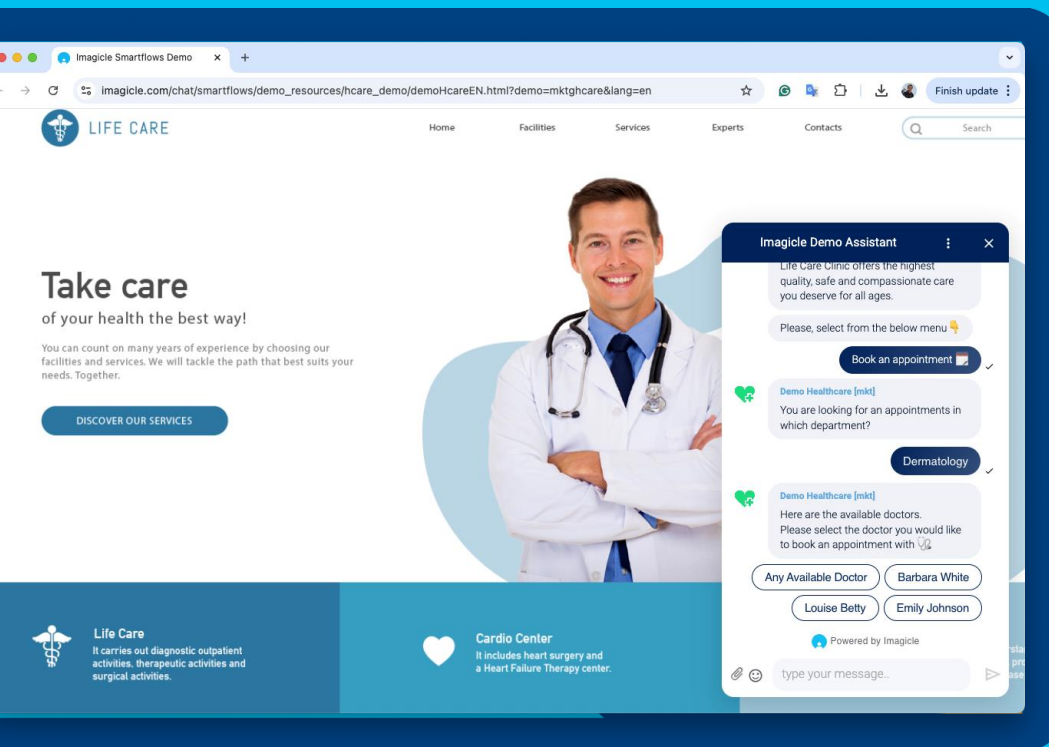
Functions for operators, supervisors, and admins.

Advanced user profiling, easy queue login/logout, wrap-up interval for all agents, queues set up and intervention.

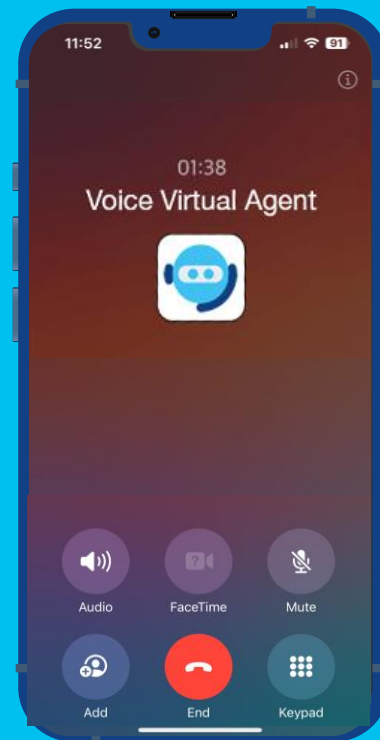


Imagicle Virtual Agents

Automate your conversations through Voice and Digital channels, for a true omnichannel AI Experience.



**DIGITAL
VIRTUAL AGENT**



**VOICE
VIRTUAL AGENT**

AI Self-Service

Empower your calling services with conversational voice bots and chatbot, with human escalation capabilities.

No-code configuration

Leverage a visual flow editor to define the conversational voice or digital flows. No code/low code.

Self-learning

Built-in capability to self-learn from customer kb (docs, websites,..), to avoid the complexity and cost of manual training.

Built-in AI

No need for the customer to set up and manage external Gen AI accounts, as already Built-in with leading LLM models.

Imagicle Smartflows.

A real no-code designer with live testing.



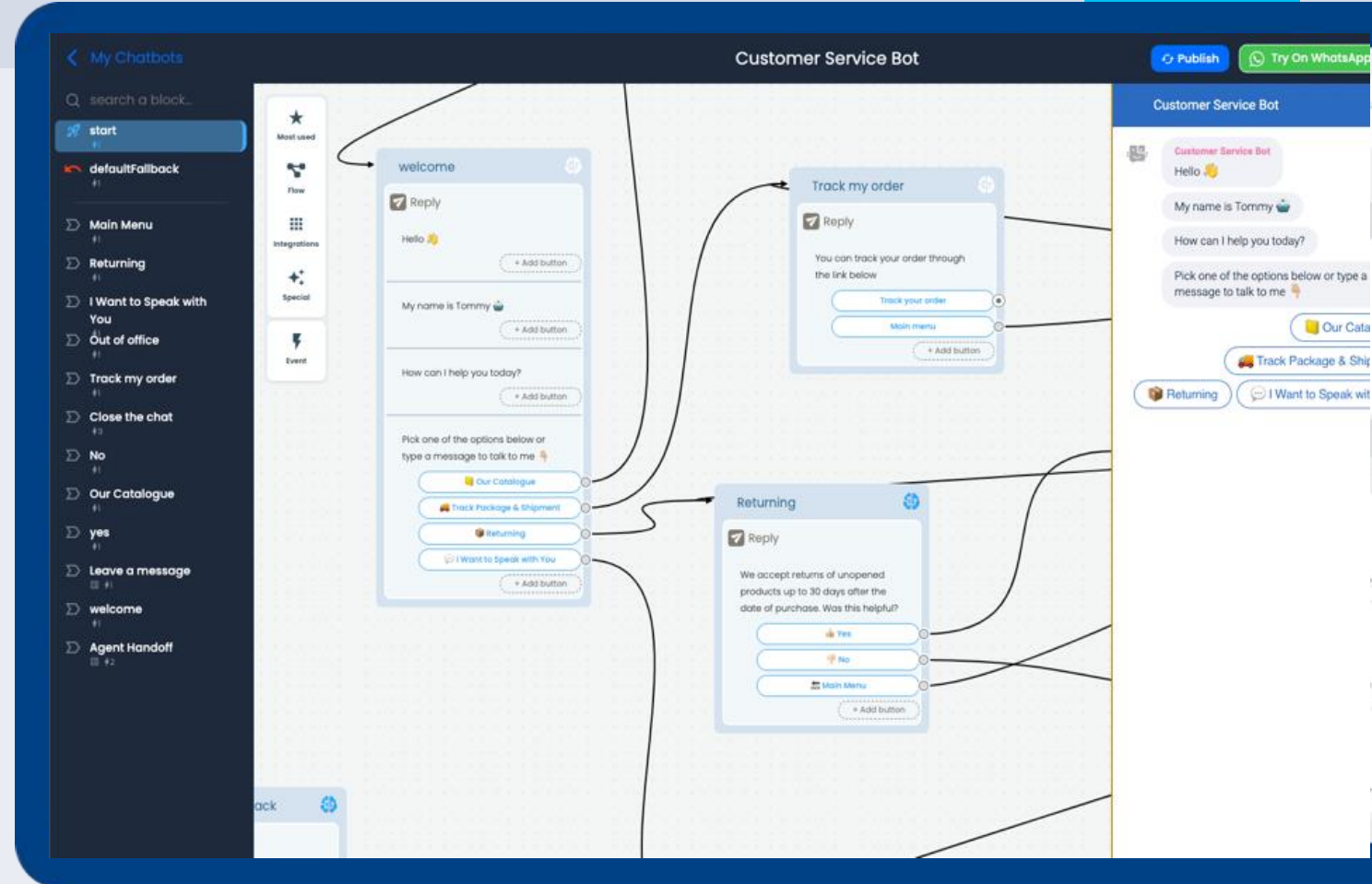
SMARTFLOWS
OMNICHANNEL PLATFORM

A comprehensive platform to build your digital and voice conversations, human and virtual

- True no-code visual designer
 - Virtual Digital and Voice Agents flows
 - Live testing tool in 6 languages
- Digital channel connectors
- LLM and Generative AI Models
- **500,000 Imagicle tokens**
- Calling platform integrations
- APIs for CRM/ERP integrations
- Reporting on digital conversations

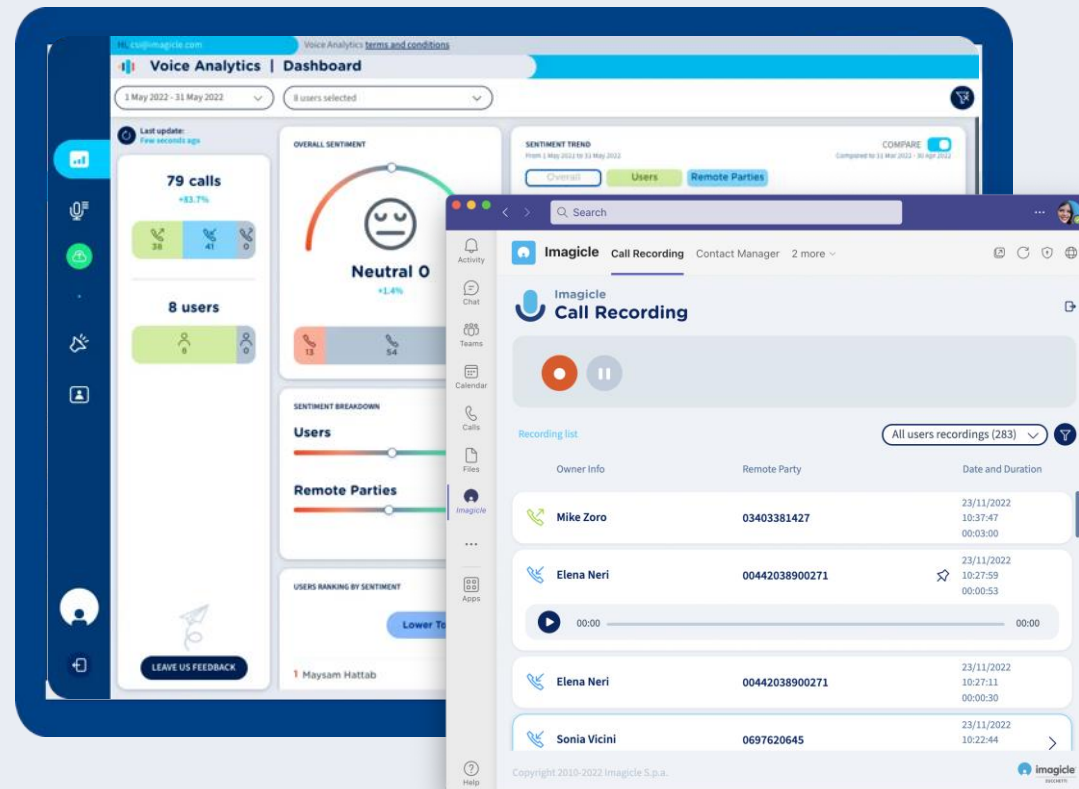
No LLM
account needed

Flat, transparent,
and clear price



Understand, handle, and evaluate all your interactions.

Ensure compliance to both external regulations and internal procedures and improve customer satisfaction.



Compliance Recording

Get all calls recorded, grant quality assurance and recording compliance.



Voice Analytics

Analyse recorded calls and provide insight with multilanguage transcriptions and sentiment analysis.



Get it from
**Microsoft
AppSource**



Available on
**Microsoft Azure
Marketplace**

Big news: transactable on the Microsoft Marketplaces!

Expected by Early September.



Contact
Center



Call
Recording



Attendant
Console

Easily find and purchase Imagicle apps.

3 plans to meet all scenarios.

From voice to WOW!



ADVANCED 1 Voice + REC

A dedicated agent workspace making it easier to welcome customers through voice, with compliance call recording and supervisor features.

- Inbound Voice
- Agent workspace
- Supervisor workspace
- Compliance Call Recording
- Imagicle support



ADVANCED 2 Omni + Virtual + Rec

Blend human and virtual together with a dedicated, offer optimized for human-to-human omnichannel interactions and digital self-service automations.

All in Advanced 1

- 800 digital conversations*
- Virtual Agents – Chat bots
- Digital channels: Web, Email, SMS
- Social channels: WhatsApp, Messenger, Telegram



ADVANCED 3 Omni + Virtual + WOW

Omnichannel cc features, self-service automation, quality and compliance, and interaction analytics, to stay in the know of what your customers are saying.

All in Advanced 2

- 1500 digital conversations
- Transcriptions, Insights, Alerts, Sentiment Analysis



VOICE VIRTUAL AGENT

Voice bot to handle self-service conversations

- Voice bots in 6 languages
- LLM and Generative AI Models
- CRM, DB integrations
- Up to 10 concurrent calls
- 50 KB contents
- 4,000 minutes
- Imagicle support

Let's work together!



Live
Demo



Discovery
Call



POC/
Free Trial



Partner
Lab