



CCX SOFTWARE

SALES PRESENTATION

Agenda

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Introduction

The CCX software product is a cutting-edge SaaS solution designed to streamline communication between agents and customers across multiple channels, including chat, voice (PSTN and VoIP). Our solution integrates seamlessly with various applications used by healthcare service providers by offering,



Multi-Channel Communication



Seamless Integration



Real-Time Data Synchronization



Multitenant Support



Auto Attendance



Scalability

Market Focus

Tailored for U.S Medicare & Medicaid Program Products

CCX is specifically designed to address the unique challenges faced by Medicare and Medicaid service providers in the U.S. healthcare market. Our solution is crafted to meet the needs of service providers who require efficient, reliable communication tools to manage patient interactions and administrative tasks.

Why CCX?



Enhance Communication:

CCX transforms interactions between Admins, Agents, and Customers by centralizing communication and streamlining coordination. This strengthened connectivity leads to faster issue resolution and a more efficient workflow.



Real-Time Data Synchronization:

Ensure that all communication and user's data are up-to-date, facilitating timely decision-making and accurate information sharing.



Scalability

Adapt to growing demands with a solution that expands with your needs, making it ideal for dynamic healthcare environments.

Stakeholder Benefits

- ✓ **Differentiation**
Stand out with unique features that set your product apart from competitors.
- ✓ **Revenue Generation**
Create new revenue opportunities by offering CCX as an add-on for current clients.
- ✓ **Enhance Customer Service**
Improve service quality with a unified tool for multi-channel support and comprehensive metrics.
- ✓ **Enhance Agents Experience**
Address and resolve current handling issues effectively with CCX's capabilities.
- ✓ **Efficient Issue Resolution**
Offer end customers a seamless experience with their preferred communication channels and a high rate of first-call resolution, while maintaining context on prior interactions.

CCX Modules Overview

CCX Modules and Their Capabilities

The CCX system comprises several key modules, each designed to enhance different aspects of communication and operations:

CCX Core (Admin Portal):

It is specially designed for CCX admins to handle their agent's profile, channel & queue configurations

Tenant Setup

Simplified Configuration: Easily set up and manage multiple tenants within the portal, allowing for customized configurations based on different organizational needs.

User Management: Admins can add, modify, and delete users, assign roles, and manage permissions to ensure appropriate access and functionality.

Performance Overview

Analytics based on historical data: Access detailed reports on call volumes, agent performance, and other key metrics to evaluate and enhance service quality.

Analytics based on real time data: Use real-time dashboards to monitor individual and team performance, identifying trends and areas for improvement.

Queue Management

Efficient Call Routing: Design and manage call queues to optimize routing based on criteria such as skill set, availability, and priority.

CCX Core (Admin Portal)



CCX Agent Desktop (Agent Portal)

The interface where agents manage communications and access their performance insights.

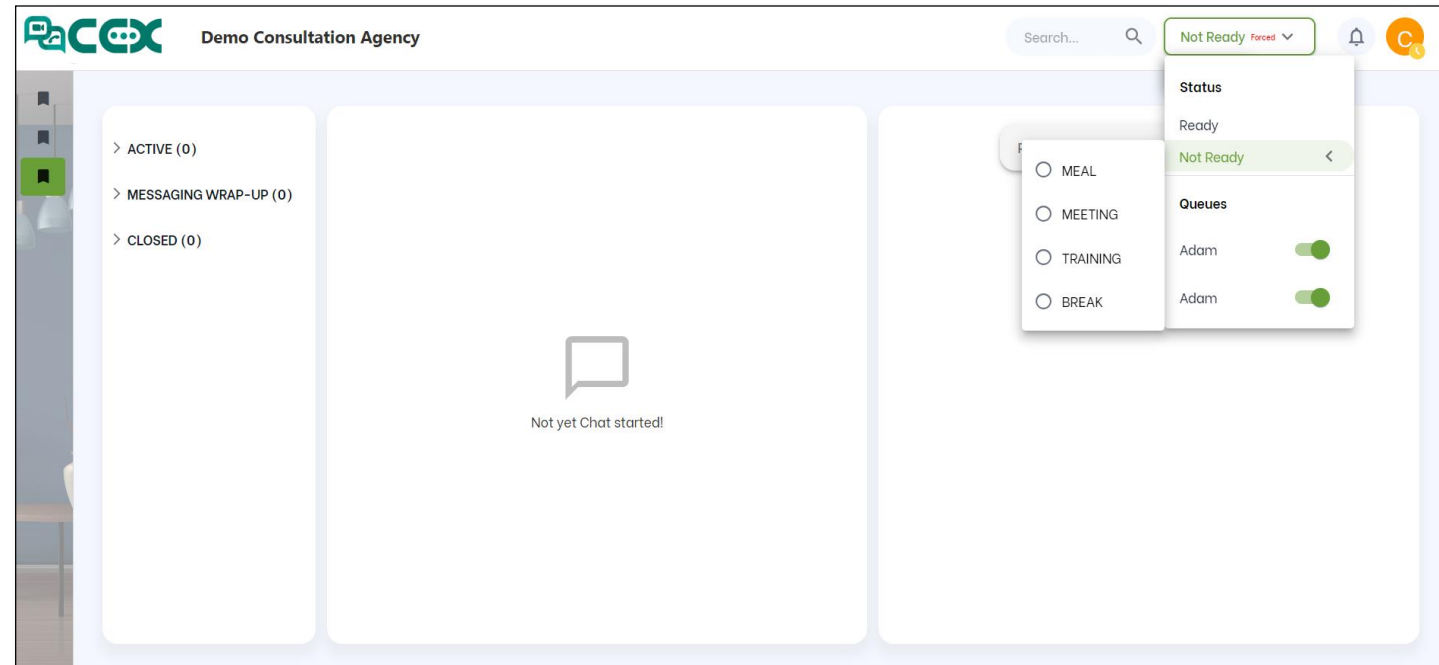
Features

Login and Workspace: Secure login with personalized workspace.

Performance Dashboard: Provides charts and analytics on call handling and service efficiency.

Service Provision: Enables agents to handle engagements, provide information, and manage customers.

Efficient Workflow: Offers a wrap up time after every active engagements, which allow agents to complete their engagements effectively.



CCX Analytics

CCX Analytics offers powerful insights into communication performance, aiding both agents and administrators.

For Agents:

Performance Tracking: Visualizes their own metrics such as call volumes, attendance rates, and response times.

Improvement Insights: Helps agents identify strengths and areas for improvement based on detailed analytics.

For Admins:

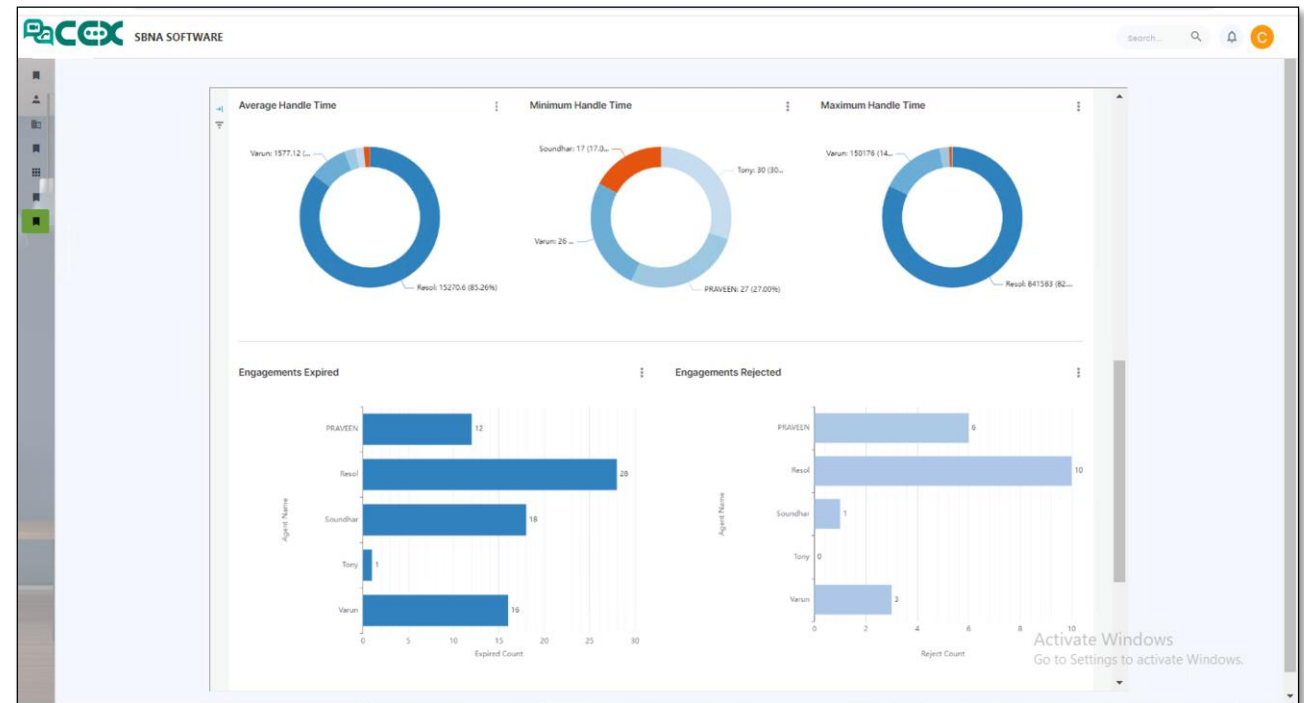
Comprehensive Reporting: Provides an overview of performance metrics across all agents.

Strategic Planning: Enables administrators to make data-driven decisions and manage team performance effectively.

Visuals:

Sample analytics dashboard with performance metrics.

Charts or graphs illustrating key data points.



CCX AI Assistance

The CCX AI Assistance module enhances communication efficiency with advanced artificial intelligence.

Interaction Analysis

Admins can analyze agent-customer interactions to extract insights.

Benefits: Identifies trends, monitors sentiment, and uncovers key issues.

Real-Time Query Assistance

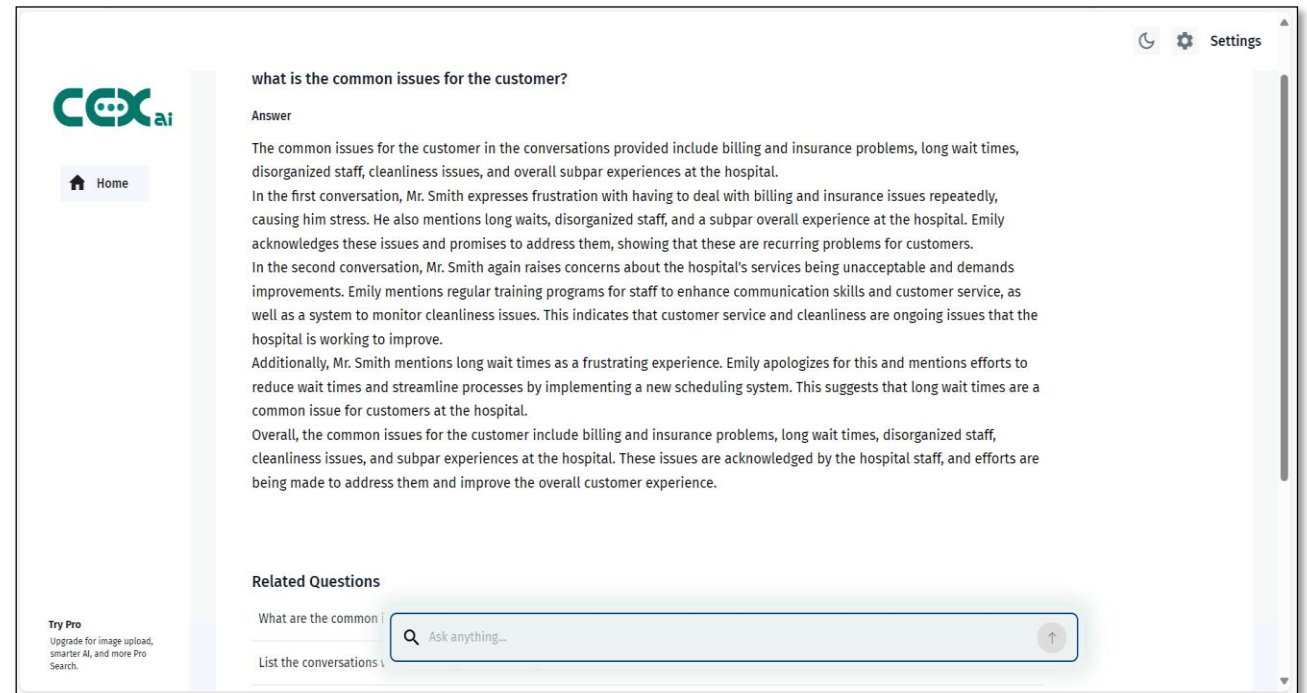
Agents can query the AI for answers based on overall interaction data.

Benefits: Provides quick, accurate responses, improves decision-making, and ensures consistent information.

Data Aggregation

Compiles communication data for comprehensive reporting.

Benefits: Enhances reporting accuracy and supports strategic decisions.



Sample Integration with CFSS Consultation Service

What is CFSS?

CFSS is a program within Medicare and Medicaid that helps individuals manage and utilize government-allocated funds for medical services. Under that, consultation service is one of the approved services that requires consultants to connect with their clients to assist service delivery plans according to their eligibility and requirements.

How CCX Enhances CFSS Operations:

Seamless Communication Integration

Efficient Call Handling: CCX integrates with CFSS to streamline phone-based interactions, ensuring quick and efficient support for scheduling and fund management between Consultants & their Clients

Real-Time Analytics

Enhanced Decision-Making: CCX provides real-time analytics and insights, helping agents make data-driven decisions and improving the accuracy of support and scheduling.

Comprehensive Client History

Unified Data Access: Agents can access complete client histories through CCX, allowing for personalized and informed assistance during calls.

Improved Service Delivery

Faster Response Times: With integrated tools and data, CCX accelerates response times, leading to quicker resolution of client needs and higher satisfaction rates.

Streamlined Workflow

Unified Workflow: By consolidating communication and client data CCX transfers the engagement details to CFSS application which allow them to create consultation session forms.

Agent Widget Integrated in CFSS

The Agent Widget is a versatile tool which is a mini version of agent portal within the CCX system which can be seamlessly integrated with CFSS that allows agents to efficiently manage their call handling and availability. It provides real-time status updates and options to reflect their current activity and availability.

Key Features:

Status Options:

Ready: Agents are available to take calls.

Not Ready: call can't send maybe for following reasons

Meal

Meeting

Training

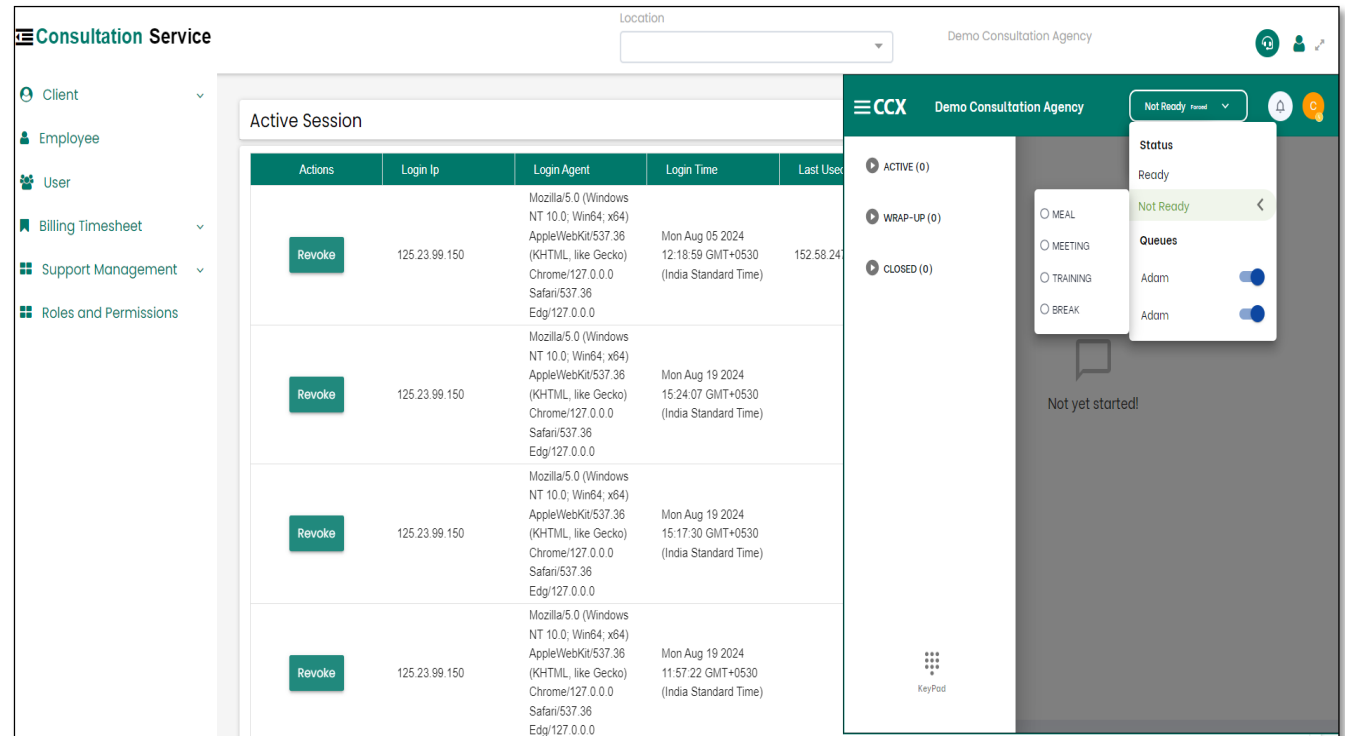
Break

Real-Time Updates: Accurate availability status for better call routing.

Benefits:

Flexible Availability Management: Quick status updates based on current activity.

Better Coordination: Clear visibility into agent status improves team coordination.



The screenshot displays the 'Consultation Service' interface. On the left, a sidebar lists navigation options: Client, Employee, User, Billing Timesheet, Support Management, and Roles and Permissions. The main area shows an 'Active Session' table with columns for Actions, Login Ip, Login Agent, Login Time, and Last Used. The table contains four rows, each with a 'Revoke' button and session details including browser information and timestamps. On the right, a 'CCX Demo Consultation Agency' panel shows status options: ACTIVE (0), WRAP-UP (0), and CLOSED (0). A 'Status' dropdown menu is open, showing 'Ready' and 'Not Ready' (selected) options, along with a 'Queues' section listing 'Adam' with toggle switches.

Actions	Login Ip	Login Agent	Login Time	Last Used
Revoke	125.23.99.150	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/127.0.0.0 Safari/537.36 Edg/127.0.0.0	Mon Aug 05 2024 12:18:59 GMT+0530 (India Standard Time)	152.58.24
Revoke	125.23.99.150	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/127.0.0.0 Safari/537.36 Edg/127.0.0.0	Mon Aug 19 2024 15:24:07 GMT+0530 (India Standard Time)	
Revoke	125.23.99.150	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/127.0.0.0 Safari/537.36 Edg/127.0.0.0	Mon Aug 19 2024 15:17:30 GMT+0530 (India Standard Time)	
Revoke	125.23.99.150	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/127.0.0.0 Safari/537.36 Edg/127.0.0.0	Mon Aug 19 2024 11:57:22 GMT+0530 (India Standard Time)	

Customer Widget Integrated in CFSS

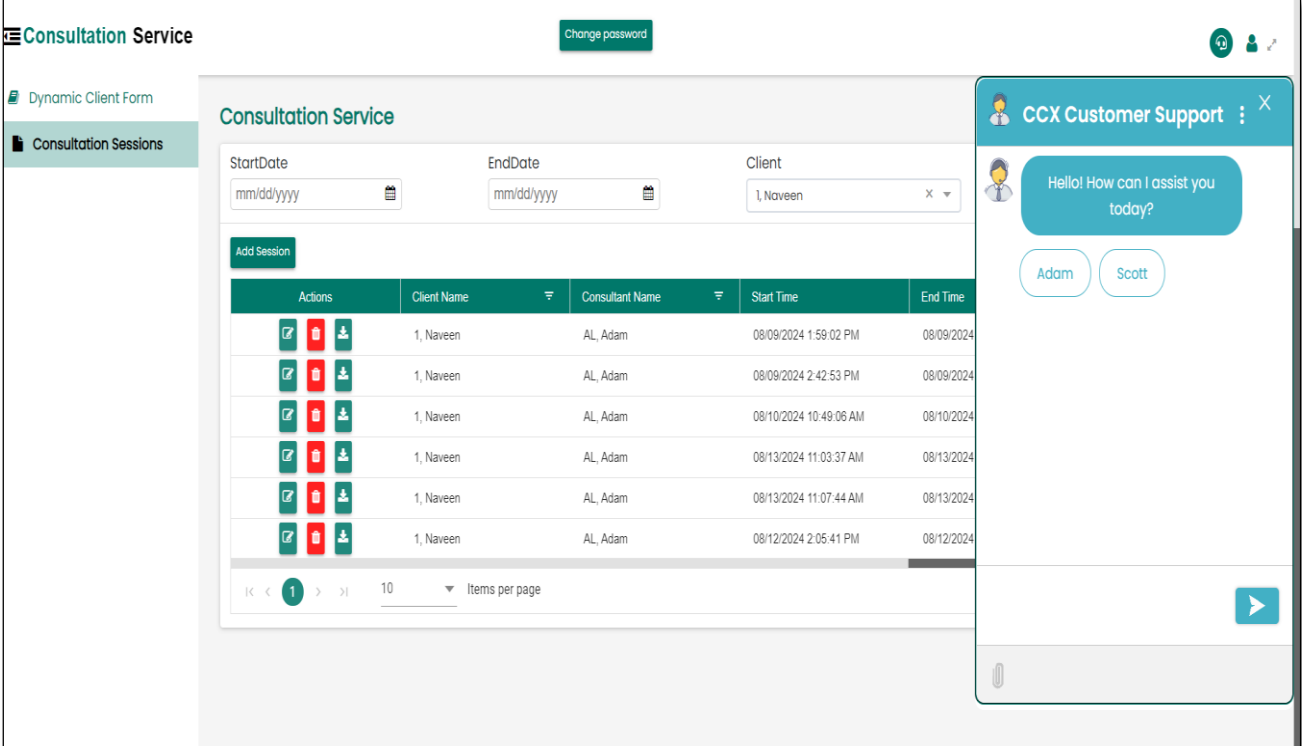
The CCX customer widget allows end-users to interact directly with the communication system.

User Interaction: Enables customers to make calls and send messages via a user-friendly interface.



















Benefit: Simplifies client communication and enhances user experience.

Integration: Integrates seamlessly with other CCX modules to provide a cohesive communication experience.

Benefit: Ensures a unified platform for both clients and service providers.



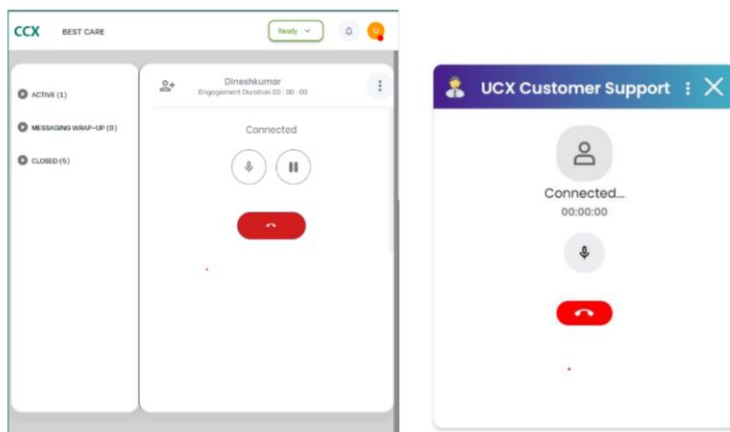
The screenshot displays the 'Consultation Service' interface. On the left, a sidebar contains 'Dynamic Client Form' and 'Consultation Sessions'. The main area features a form with 'StartDate' and 'EndDate' (both with 'mm/dd/yyyy' placeholders and calendar icons) and a 'Client' dropdown menu showing '1, Naveen'. Below the form is an 'Add Session' button. A table lists consultation sessions with columns for 'Actions', 'Client Name', 'Consultant Name', 'Start Time', and 'End Time'. The table contains six rows of data. At the bottom of the table is a pagination bar showing '1' of 10 items and a dropdown for 'Items per page'. On the right, a 'CCX Customer Support' widget is visible, featuring a greeting 'Hello! How can I assist you today?' and buttons for 'Adam' and 'Scott'.

Actions	Client Name	Consultant Name	Start Time	End Time
  	1, Naveen	AL, Adam	08/09/2024 1:59:02 PM	08/09/2024
  	1, Naveen	AL, Adam	08/09/2024 2:42:53 PM	08/09/2024
  	1, Naveen	AL, Adam	08/10/2024 10:49:06 AM	08/10/2024
  	1, Naveen	AL, Adam	08/13/2024 11:03:37 AM	08/13/2024
  	1, Naveen	AL, Adam	08/13/2024 11:07:44 AM	08/13/2024
  	1, Naveen	AL, Adam	08/12/2024 2:05:41 PM	08/12/2024

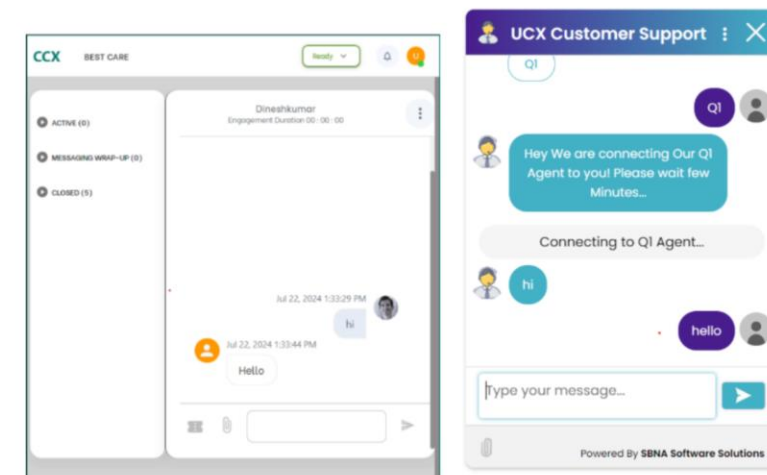
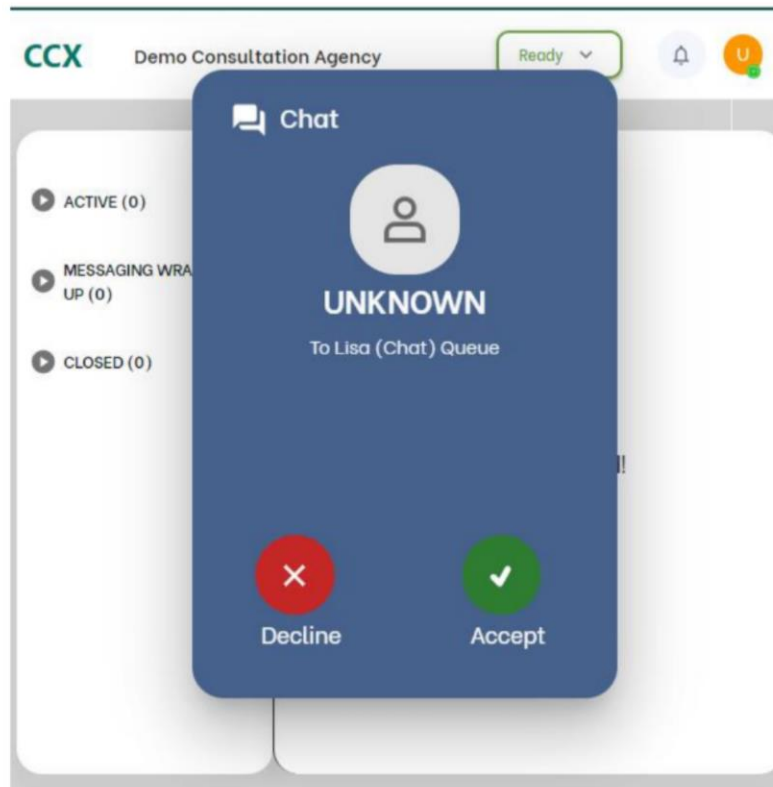
Care Connect Experience

Job Offer

Voice Preview



Chat Preview



Upcoming Features



CCX Desk



Call Recording



Screen Sharing & Control



Conference Call



Call Transfer

Technology Stack

For CCX Platform,

Front end

1. React JS

Backend

1. FAST API(Python)
2. ASP.NETAPI (.NET Core Framework)
3. Entity Framework
4. LINQ
5. Elastic Search
6. Apache Superset

Database

1. PostgreSQL
2. Star Rocks

Deployment

1. Azure App Service
2. Azure Communication Service
3. Azure Storage

For CCX Analytics Platform,

Front end

1. Apache Superset

Backend

1. API Python

Database

1. Star Rocks

Deployment

1. AWS

For CCX AI Platform,

Front end

1. React

Backend

2. FastAPI

Database

1. Zilliz(Milvus Cloud)
2. Vector Database



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Thank you