

Anywhere365® Dialogue Cloud **Infinity.**

Explore How Infinity Is The Trailblazer In CX

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Take A Glimpse Into The Future Of CX, With Infinity

Elevate the customer experience to the highest caliber with our intelligent AI driven, Dialogue Cloud service.

Natively built on top of Microsoft Teams or ACS, Infinity is a first-of-its kind, providing limitless options to scale business and incorporate new channels and capabilities.

It's time to enamor your customers.

Van Nelleweg 1 Hal B
3044 BC Rotterdam

Tel +31 (0) 88 1200 600
www.anywhere365.io
info@anywhere365.net

Introduction

One Way To Become The CX Hero. Infinite Opportunities To Succeed

Launch your Microsoft stack into Infinity. Watch CX take flight

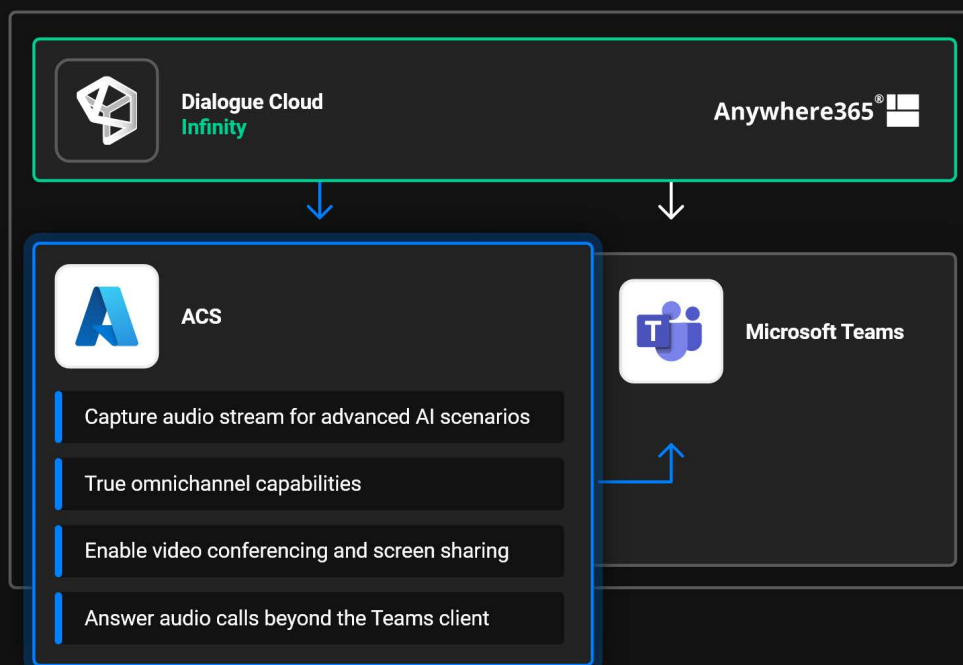
It seems like every day new architectural technology is being released to improve SaaS capabilities. With Infinity, you can provide your customers with the capacity to absorb the demanded volume of dialogues and simultaneously experience a predictable product that sets them up for success.

Infinity embodies a stellar update to our Dialogue Cloud. Whilst Infinity is an extension of everything we have been doing in the Microsoft ecosystem, its exceptionally innovative qualities allow your clients to be fully equipped to grow as the market does, whilst continuing to create their own unparalleled customer experiences.

An Industry-First Solution On Azure Communication Services

It wouldn't be a party if we didn't introduce the other cool new kid in town, Azure Communication Services. Like Teams, ACS is a cloud-based platform that can be scaled up or down to suit the needs of your customers' business. Built on top of ACS, Infinity can equip organizations to build fundamental items (voice, chat, video) into their own applications, websites, portals and more.

Our capabilities to address the same functionality as MS Teams and ACS allows your customers to tackle features of different base technologies in the future – the possibilities will be infinite.



We're all in on Microsoft. On every integration layer - Connect, Extend, Power



Connect

Gives organizations complete control of the Media Stream, permitting the build of any extra requirements into the routing and call management. Connect uses certified SBCs and Direct Routing to link contact center solutions to Teams.



Extend

Makes use of cloud communication APIs and Microsoft Graph APIs. Extend can be used in combination with Direct Routing, Calling Plans and Operator Connect, making it easier to deliver more value, together.



Power

Allows users to leverage Azure Communication Services, essentially using the same core architecture as MS Teams. Power fuels customer scenarios with our technology, without the need to use Microsoft Teams client for voice, chat and video.

'Infinity Has It All'

In a recent report, Gartner mentioned Anywhere365 as a first mover on all integration levels, demonstrating our continuous commitment to exploring cutting edge technologies, establishing ourselves as a future-proof choice.



Maintain Your Competitive Edge

We combine the possibilities of Connect, Extend and Power in our Dialogue Cloud offering. By using Anywhere365, you are able to offer credible solutions which suit your customers' needs in the most logical way.

Remain at the forefront of opposition, offering choice and flexibility.

By ensuring your applications are cohesive, your customer journey will be too. As we all know, customer expectations are ever-changing, and they deserve to reach you with the least friction. Don't leave them waiting, because they won't.

Competitive Edge

Beat Your Opponents To The Punch

How Infinity Helps You To Win. Every Time.

Infinity provides you with the competitive edge needed to stay ahead of the curve.

Explore how our exclusive features help you to be the hero in your customers' story:

Dialogue Management

Shifts the focus from the contact center to enabling highly valuable interactions. With Infinity, there are no limitations, only infinite opportunities. Join the revolution!

Native Microsoft integration on Connect, Extend and Power

Offering clients choice and flexibility

True AI capabilities with Aviator

Agent Assist, NPS prediction and controlled bot capabilities, offers training, guidance and real time insights

Dialogue Studio

'Low code engine is at the heart of Infinity to build any integration. Powerful for customers who can integrate with whatever they like and for partners (you) who can promote consulting services on top of this capability'

WebAgent

A modern workplace environment to turn CRMs into powerful tools for a single screen user experience, reducing the need to move between applications

What Gaps Are We Solving With Infinity?



AI Innovation

Continuous development of intuitive technology which streamlines dialogue and redirects time to the most valuable places in the organization



Robust Infrastructure

Built to manage significant volume, with high regional availability



Deep Business App Integrations

With industry leading brands such as Salesforce, ServiceNow, Dynamics 365 and Bullhorn



Simplicity

In selling and deploying, configuring and managing



Enhanced Flexibility

Option to activate certain elements of the Anywhere365 product as a module instead of as a core platform, providing diverse options for go-to-market



Capabilities

For customers to explore Infinity intuitively or to reach out for help or feedback from within the product



Call Recording

Helps to improve compliance, meeting industry standards

Our Vision: Leave Customers Lovestruck

Our vision redefines the way you engage with your customers

Infinity is a revolutionary product that aims to transform digital customer engagement. Our vision is to maximize the value of every minute in any dialogue by providing a user-friendly and intelligent omnichannel platform.

With features like Dialogue Studio; our powerful drag-and-drop interface for designing conversation flows, seamless integration with Microsoft Teams (Connect, Extend and Power models) and Azure Communication Services (Power model), you can effortlessly route conversations, handle voice calls, automate call routing, engage in real-time text-based conversations, powered by conversational AI (Aviator), and incorporate video calling and SMS messaging.

By integrating with CRM and ITSM systems, representatives provide personalized support, as well as valuable call analytics and reporting capabilities which help to optimize customer service. Scalability and global reach are at your customers' fingertips. Dialogue Cloud Infinity empowers users to create impactful connections and deliver exceptional customer engagement.

The possibilities are truly infinite. Together, let's redefine the way you engage with your customers and create memorable experiences that will set you apart from the competition.



“CX is the new battle ground. We’re going to see a near universal deployment of Azure and Teams, driving a need for greater degrees of automation and integration. The new Dialogue Cloud [Infinity] will completely shift the future of work and CX.”

Will Blench | VP Microsoft EMEA



Features To Elevate CX

Futureproof CX That Matches The Latest Market Trends

6 Ways To Elevate Customer Experiences With Infinity

1

Valuable Dialogues Only

No matter the shape or form they are presented in, leading to more efficient and fulfilling customer conversations. Valuable time is freed up for representatives, boosting the productivity of an organization

2

Live NPS Monitoring And Sentiment Analysis

Offers the right attributes to increase NPS scores whilst the conversation is still taking place. Representatives are equipped to continue to elevate customer satisfaction scores and to go above and beyond expectations

3

True Omnichannel Support. No Limitations

Allows customers to reach a representative via any of their preferred communication channels

4

Next-Gen AI And Automation Capabilities

Simplifies repetitive and low-skill tasks. Aviator presents representatives with the best possible answer to customer questions in real-time; the perfect combination of automation and the human touch

5

Improved Self-Serve Options

Slices the waiting time for customers and strengthens satisfaction scores

6

Automation To Boost CX Engagement

Integrates Open AI to summarize call transcripts and create tasks, boosting productivity whilst delivering highly personalized, quality service



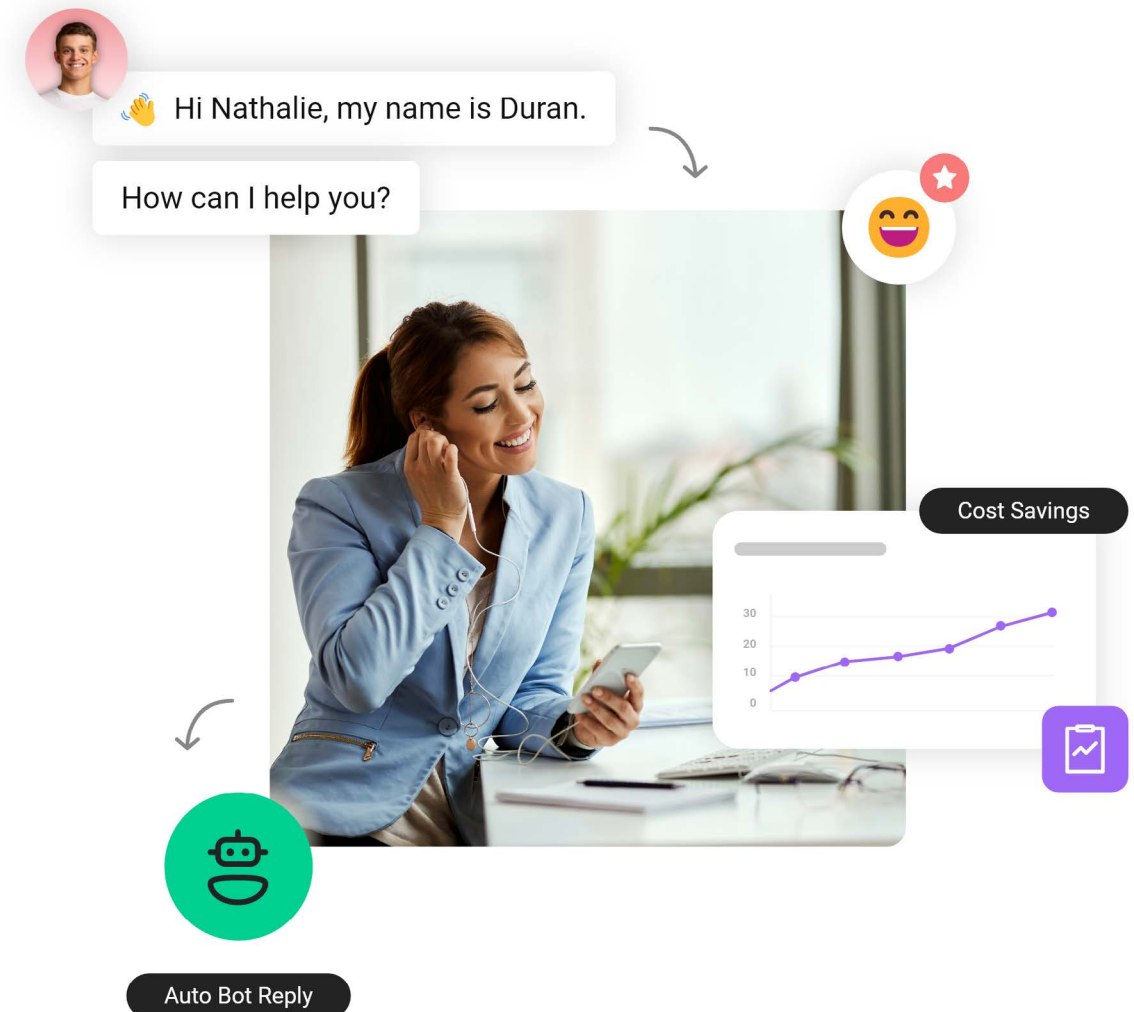
Features To Boost Efficiency

A Productivity Powerhouse

Ensure That Every Interaction Is Impactful

See how Infinity can transform team efficiency whilst empowering everyone in the organization to deliver meaningful dialogues:

- 1 **Intuitive Self-Service** - from first appearance, to piloting and the moment of true usage
- 2 **Dialogue Studio** - empowers representatives with low-code, featuring drag and drop automations
- 3 **Instinctive CX** - simplicity in activating, configuring and using, optimizes user experience on a new level
- 4 Representatives are fully equipped to handle high-levels of enterprise traffic without overloading systems and themselves
- 5 **Cost Savings** - by offering multiple PSTN connectivity options, organizations can compare prices and choose the most cost-effective solution for their needs. This can result in significant cost savings over time
- 6 **Simplified Management** - by supporting all PSTN connectivity methods, IT administrators can manage all communication channels from a single interface. This can streamline the management process and reduce the risk of errors
- 7 **Enhanced Security** - Microsoft Teams offers robust security features that are designed to protect user data and prevent unauthorized access. Supporting all PSTN connectivity methods ensures that these security features are applied to all communication channels, providing enhanced security for the organization



A Licensing Structure For Progressive Organizations

Explore Our Pricing Plan

Maintaining or even enhancing productivity is a key objective for many enterprises. But throwing more bodies at the problem will only increase your span of control and your budget requirements. This outdated approach will not enhance the customer experience, nor will it boost profitability. Businesses need to embrace the principle of reducing unnecessary dialogues and treat communications just as precisely as modern supply chain processes.

So, the core of our pricing is based on consumption (numbers of calls, chats, emails), not seats. Concurrency is our password.

We Need A Shift Of Paradigm

Seat-based pricing is easy to understand and to compare. But how scalable is it? We believe the future of customer dialogues is centered around those customers, not around the contact center. Anyone can now become 'the contact center'.

Let's talk further if your customers are looking for:



An all-in-one Dialogue Management platform



The most native solution to the Microsoft stack



A solution that enables frictionless human-to-human communication



The best-in-class integration partners (get the best the market can offer)



Real results in customer satisfaction scores, IT infrastructure and productivity



Take A Glimpse Into The Future Of CX, With Infinity.

Future You Says 'Thank You'

Experience the unrivaled power of Dialogue Cloud Infinity and unlock a world of endless possibilities.

Together, let's redefine the way users engage with their customers and create memorable experiences that will set them apart from the competition.

Discover what Infinity can mean for you. Check out our webpage for more information.

Anywhere365[®] 



Explore How Infinity
Is The Trailblazer In CX

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