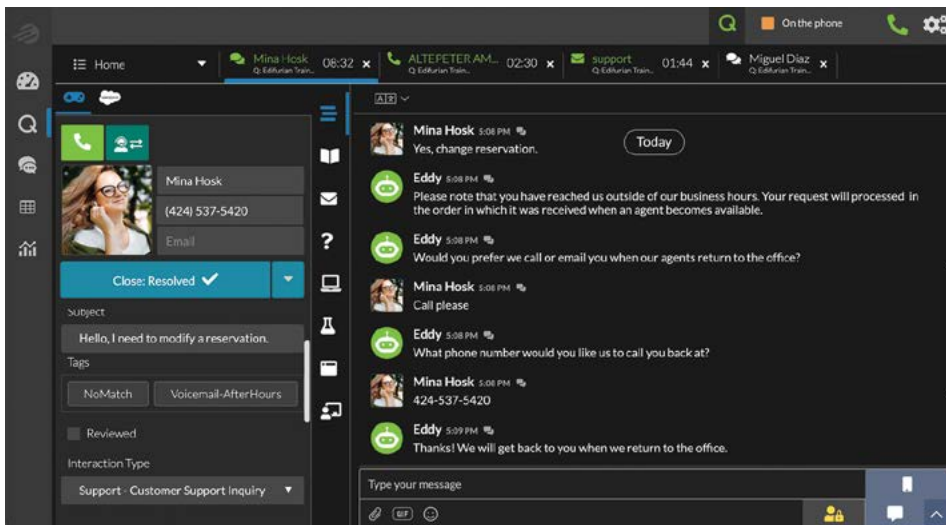


# EDIFY CX



Edify CX is a cloud-native solution that unites contact center, unified communications, and communications platform functionality. Edify CX is designed specifically to deliver the ultimate in flexibility and simplicity with the breadth of capabilities even the most demanding enterprises require. The solution runs on an active/active global platform built across 37 data regions - the most extensive multi-public-cloud platform available today. This is what allows us to guarantee your Edify contact center will never go down. Edify CX's cohesive, no-code interface gives you the power to get up and running quickly, iterate on the customer experience you deliver, and scale up and down without relying on IT or spending on extensive professional services.



*From the agent interaction workspace, quickly manage & review multiple interactions at once, make & receive phone calls, & toggle between communication channels with ease all while improving the agent & customer experience.*

## WHAT IT DOES

- Unites CCaaS + UCaaS + CPaaS in one cloud-native solution
- Delivers every communication channel - voice, email, chat, SMS, & video - in a single window
- Leverages built-in AI & machine learning for more intuitive, omnichannel self-servicing experiences
- Includes queue management, coaching, reporting, & recording
- Provides a sleek, user-friendly, no-code interface
- Reduces time to production by eliminating reliance on IT
- Protects data by encrypting, redacting, & randomizing non-sequential identification numbers
- Includes no-code workflow functionality to streamline automation & integrate with external CRMs & databases
- Provides robust real-time & historical reporting
- Performs real-time transcription & translation into more than 100 languages

## AT-A-GLANCE

Unified CCaaS + UCaaS  
+ CPaaS

Single-screen, single-  
window design

Omnichannel voice,  
chat, email, SMS,  
& video

Innate AI, machine  
learning, sentiment  
analysis, & NLU

Collaboration,  
communication, &  
coaching tools

Drag-&-drop, no-code  
workflows tool

Transcription &  
translation capabilities

Fully customizable  
customer, agent, &  
employee experience

Comprehensive  
reporting & analytics

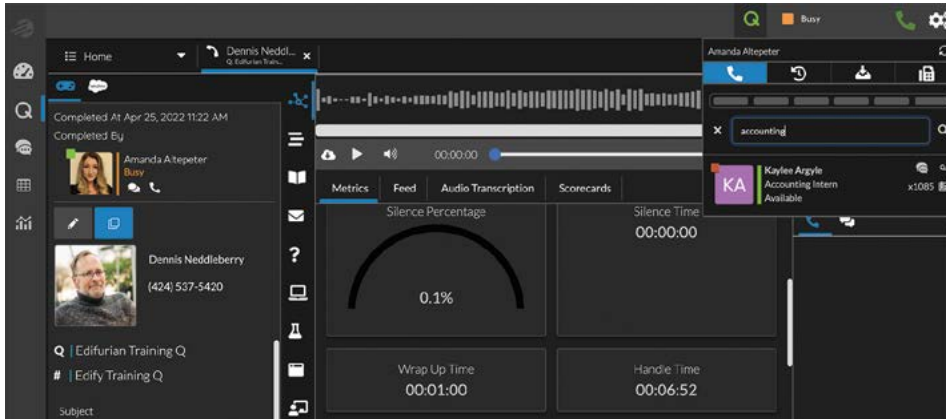
Out-of-the-box CRM  
integrations

100% SLA from dial tone  
to desktop

No IT resources  
necessary

## SETTING IT UP

With infinite customization possibilities, Edify CX lets you configure your account to match your customer service vision whether that's simple and straightforward or vast and complex. To begin, you'll create your account settings like adding office locations, ordering and provisioning phone numbers, setting up integrations with external systems like CRM and databases. Next, you'll build and customize workflow and queue experiences for managing customer interactions by customizing queues based on your needs and rules using our drag-and-drop, no-code workflows tool. Then, once you add and provision employee permissions, you are ready to start taking interactions.



Review metrics, coach for improvement directly on the interaction, immediately call or chat a coworker to discuss from the softphone in a single window.

## WHAT'S IN IT FOR YOU

Edify CX gives you freedom to configure your business your way.

- Eliminate the pain caused by two decades of trying to integrate legacy point solutions for better employee & customer experiences
- Innovate & iterate on those experiences on the fly
- Know your mission critical contact center needs are ensured to be always up & running with 100% uptime SLA guarantee back by 10x financial reimbursement
- Measure & improve agent productivity metrics like AHT, speed to answer, FCR, & more with built-in analytics
- Increase employee satisfaction by combining disparate, disconnected, outdated systems into one simple screen
- Forecast accurately & reduce spend with innovative, transparent pricing
- Protect your data while providing valuable, need-to-know customer information to agents to improve customer service, reduce stress, & increase productivity

## ABOUT EDIFY

Edify connects businesses with customers and employees with each other, making enterprise communications as easy as personal ones. Its flagship product, Edify CX, unites contact center (CCaaS), unified communications (UCaaS), and real-time communications platform (CPaaS/API) functionality in a single cloud-native solution that facilitates continuous conversations. Edify is also a Google Chrome Enterprise Recommended solution for the contact center.



## SAMPLE USE CASES

Offer AI-driven self-service options to customers who want that first, & send them with their data to a human if & when they ask

Let customers show you their problem with one-click live video to contact center agents

Resolve a customer billing issue the first time by enabling the agent to bring a back-office finance employee to the call

Monitor, record, & report on entire interaction(s) & automatically update the customer's CRM record

Use that recording for post-call coaching & training with on-screen mark-up & scoring



edify.cx