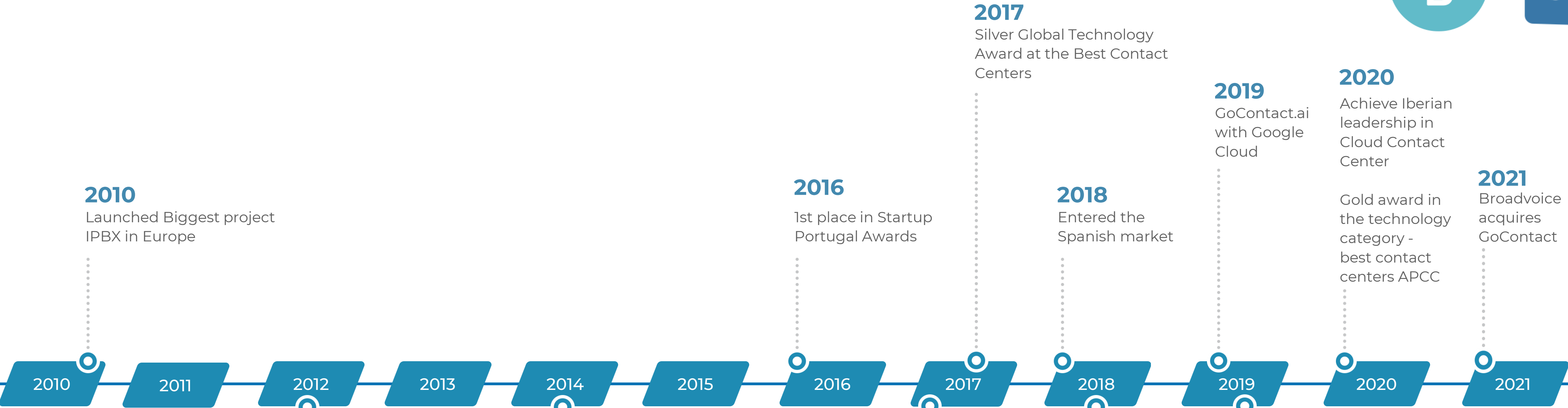


broadvoice  **contact**

Cloud Contact Center as a Service



Historical Milestones



GoContact in the World



Operations

USA

- Canada
- Germany
- Angola
- Brazil
- Colombia
- Spain
- France
- Ireland
- Italy
- Morocco
- Peru
- Poland
- Portugal
- UK
- Sweden

 **Data Centers**



Broadvoice & GoContact



More than 10 years in the market
Headquarters in USA

325+ People,
35% in Portugal

Native **CaaS** platform with **omnichannel** and **artificial intelligence** solutions

10 DataCenters in USA, EMEA and South America

We work with **main Global BPOs**

64K UCaaS Users
14K CCaaS Users

148 CCaaS projects implemented in 2020 and **164 CCaaS** in 2021 (until Octobre)

Independent of Major Cloud Vendors

95% Average CSAT rating across customer experience

Totally **Focused on the BPO** Market Needs

Several Contact Center **automation** instruments, **no code low code** system and **GoContact.ai**

HUMAN RESOURCES

 **75** (2018)

 **110** (2019)

 **120** (2020)

 **325+** (2021)



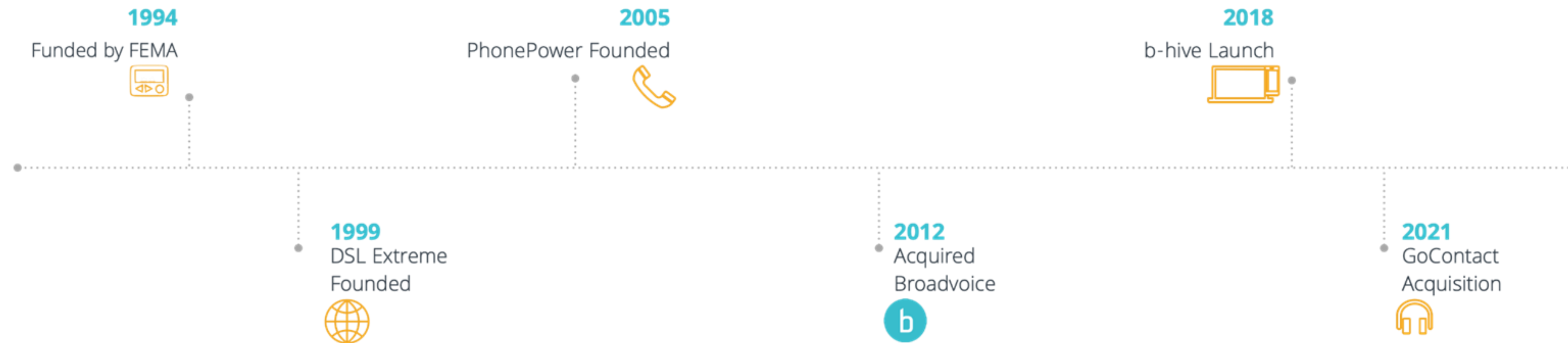


broadvoice

History



Broadvoice started as a pager company, Rampage Cellular, in the San Fernando Valley in the early 1990s. After the Northridge Earthquake in 1994, its founders Jim Murphy and Ari Ramenzani lost inventory they stored in their apartment due to flooding by a shattered aquarium. They used the funds from the Federal Emergency Management Agency (FEMA) to lease their first office.



Market Coverage



broadvoice

Go contact

SMB UCaaS

SMB CCaaS

BPO

Enterprise



Shareholder Structure



Jim Murphy
CEO at Broadvoice



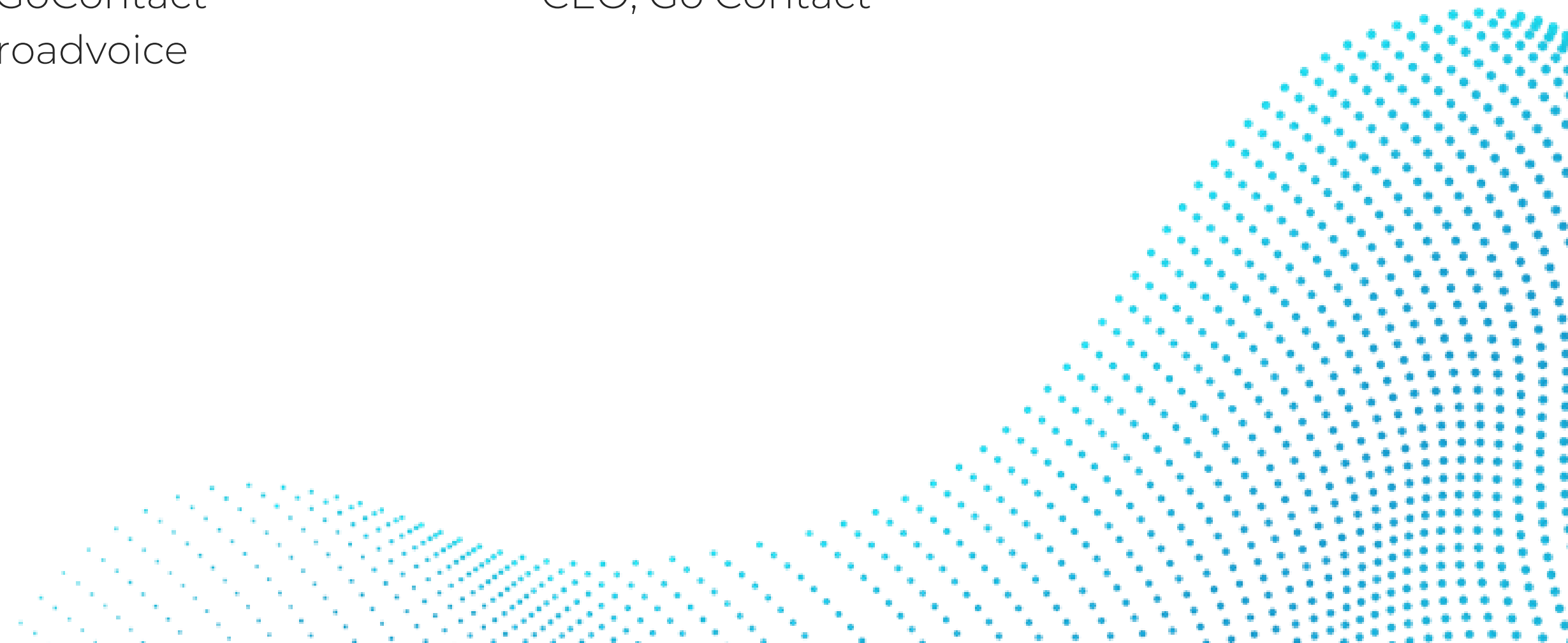
Sam Ghahremanpour
President of Broadvoice



João Camarate
Founder, GoContact
& CTO, Broadvoice



Rui Marques
CEO, Go Contact

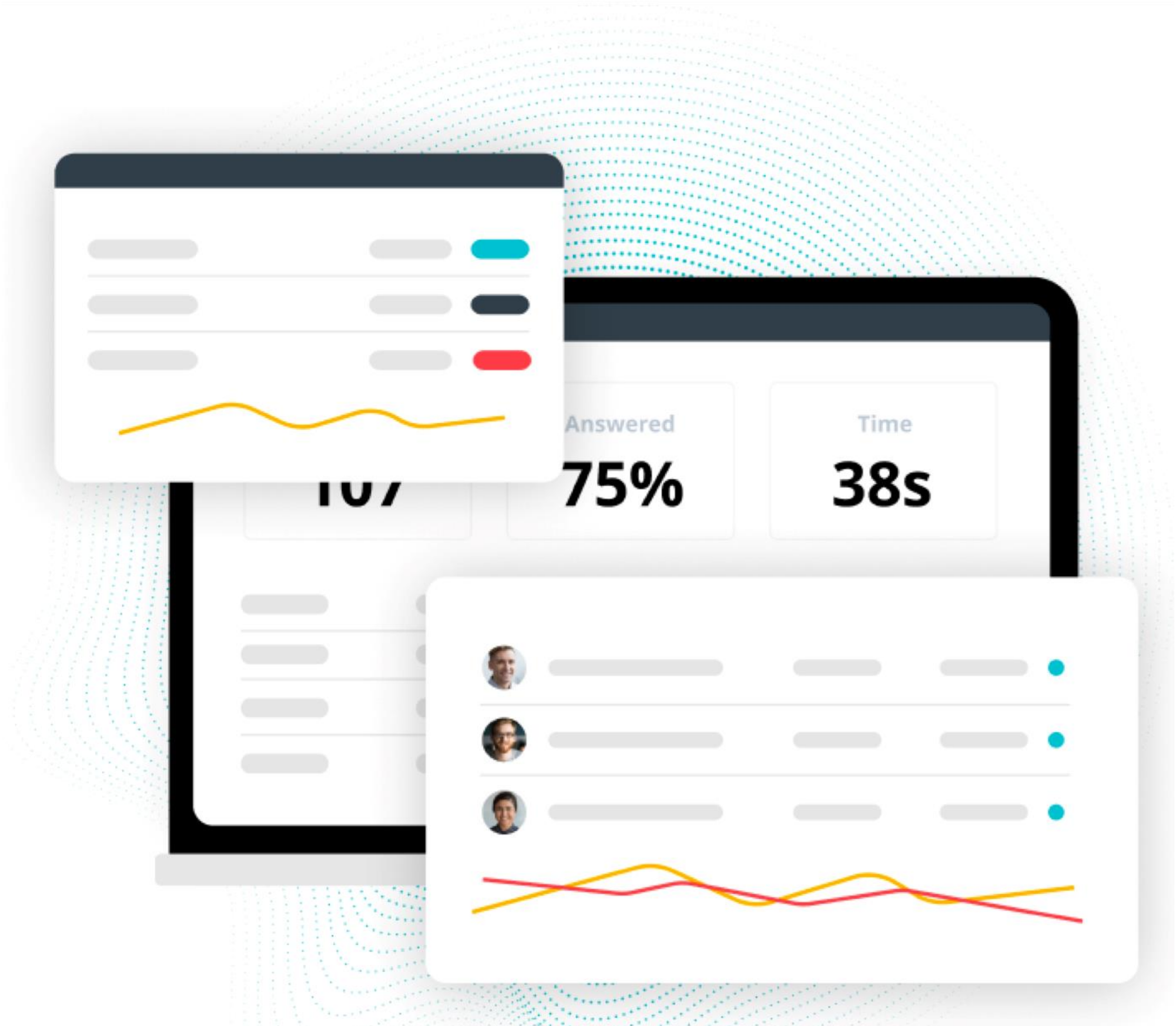


Market Trends



AI-Enabled Contact Centers

83% of companies say that AI is a strategic priority in their path towards better CX and business





2021 Key Innovative Projects

2021 Key Projects



GoContact.ai - Recent Results



42% ↓

Reduction

browsing time on IVR

10 ↑

Point Increase in NPS

from 34 in June 2019
to 44, 2 years later.

20% ↑

Call Automation

exceeded.

15% ↓

Reduction

in Average Handling
Time

97%

Accuracy

Intentions correctly routed to the
appropriate helplines - reducing
internal transfers by 80%.



Control

Increase your decision-making
abilities by having more insights
into the needs of your Customers



Lower Agent Turnover

Agents are now free from
repetitive dull calls. Their
engagement level rises and
turnover lowers



Q&A

**Eu
tenho uma
questão!**

Me too!

broadvoice

Go contact

Thank you!

Obrigado!

Jim Murphy

jim@broadvoice.com

João Camarate

jcamarate@gocontact.pt